



ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BATHINDA

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BATHINDA
NEAR GIANI JAIL SINGH COLLEGE, JODHPUR ROMANA,
DABWALI ROAD-151001

INVITATION FOR QUOTATIONS FOR LAUDRY SERVICES

Reference No: AIIMS Bathinda/Proc.Cell/Laundry/2021/205

Date of Issue: 23 Apr 2021

Last Date of Submission: 08 May 2021 12:00PM

Email: procurementcellaiimsbti@gmail.com

Invitation of quotation for Laundry Services for AIIMS, Bathinda

Sealed Quotations are hereby invited by the undersigned on behalf of the Director, AIIMS Bathinda for Laundry Services at AIIMS, Bathinda as per terms & conditions mentioned below. The filled quotations along with all the required document must reach in the office of **The Procurement Cell, AYUSH building, AIIMS, Bathinda-151001, Punjab on or before 08 May 2021 12:00PM.** The Envelope containing the quotation would please be sealed and super scribed as under: -

“QUOTATION FOR THE LAUNDRY SERVICES AGAINST Reference No: AIIMS Bathinda/Proc.Cell/Laundry/2021/205 dated 23 Apr 2021 Due on 08 May 2021 12:00PM.”

1. Terms & Conditions:

1. Envelope should be super-scribed “QUOTATION FOR THE LAUNDRY SERVICES AGAINST Reference No: AIIMS Bathinda/Proc.Cell/Laundry/2021/205 Due on 08 May 2021 12:00PM.” Quotations need to be submitted **by speed post/registered post** or may be submitted to **The Procurement Cell, AYUSH building, AIIMS, Bathinda-151001, Punjab** after obtaining the acknowledgement for the same in the office of the Chairman, Procurement Cell, AIIMS Bathinda.
2. The quotations received unsealed or after this deadline shall not be entertained under any circumstances whatsoever. In case of postal delay, the Institute will not be responsible. The offers submitted by fax/email shall not be considered and no correspondence will be entertained in this matter.
3. Quotations must be in the **enclosed prescribed Performa (Annexure – 1) on the letter head of the firm duly signed** by the Proprietor/ Partner/ Director or their authorized representative. In case of signing of quotation by the authorized representative letter of authorization must be attached with the quotation.
4. The supplier should quote for all the items to be washed.
5. Rates must be quoted in Indian Rupees in figures as well as in words. Rates must be quoted as per the format specified; taxes extra if any must be written separately.
6. Rates must be inclusive of all charges (including Freight charges, Insurance, installation, taxes etc.)
7. In general, no overwriting or cutting is permitted in the rate. If found, the quotation shall be summarily rejected. However, except rate all cuttings and over writings must be signed by the authorized person of the firm.

8. Quotations qualified by such vague and indefinite expression such as “subject to prior confirmation”, subject to immediate acceptance” etc. will be treated as vague offers and it will be rejected accordingly. Any conditional quotation shall be rejected summarily.
9. The rates quoted must be valid for 90 days minimum from the date of opening of the quotation and silence of any tendered on this issue shall be treated as agreed with this condition.
10. Becoming L1 will not be the criteria for awarding of purchase order unless the rates and quality are reasonable & justified. L1 will be decided for the overall value of quotation and not item items wise.
11. **The service provider may be asked to present a PPT describing the existing infrastructure and process of washing, which will be evaluated technically at AIIMS, Bathinda. L1 will be awarded only after satisfying with the quality and desired specifications by the authority.** Price bids of only those firms will be opened which qualifies technically as per the recommendation of the committee.
12. The expenditure incurred for demonstrating the items will be borne by the supplier.
13. RTGS/NEFT details need to be furnished by the vendor with the quotation on the letter head of supplier/firm/agency.
14. The firm/agency may satisfy the following conditions and attach self-attested copy of the same with the quotation:
 - a) The agencies/vendors/service providers should have the requisite infrastructural facilities and machineries (Laundry complex) in Bathinda, Punjab.
[Note: No infrastructure/machineries/vehicles will be provided by AIIMS Bathinda.]
 - b) They should have vehicles, carts, trained and qualified manpower/ personnel and experience in providing Laundry services in reputed Government/Private Hospitals.
 - c) The firm shall have valid GST No. and PAN No.
 - d) Certificate of non-inclusion in the black list as per given format attached in Annexure-2 need to be provided on Rs. 100/- stamp paper duly notarized.
 - e) Market standing of minimum 3 Years
15. **Starting of service after award of contract** – 07 days from the award of work.

16. RESPONSIBILITY

- (A) Processes to be undertaken

- 1) **Collection and transport of dirty linen:** Vendor will be responsible for collection of dirty linen from the different user areas and transport the same to his laundry complex in a covered vehicle.
- 2) **Sorting, processing of used linen** with standard laundering processes including folding, ironing and repairing (if required), finishing & packing should be carried out by the vendor.
- 3) **Delivery and distribution of washed linen:** the washed linen should be transported in a clean covered separate vehicle (not the same vehicle used for transportation of dirty linen) from laundry complexes of the vendor to AIIMS Hospital by 8.00 AM every day. The OT and ICU linens should be delivered separately to OT and ICU respectively by 8:00AM. The washed linens should be segregated item wise and color wise at time of delivery. The vendor will employ personnel for distributing the washed linen in different user areas. Transportation & delivery of washed clothes in a covered trolley to the user area daily.
- 4) Any torn linen beyond repair should be sorted out & returned to AIIMS Separately.
- 5) The vendor will be responsible for safe disposal of left chemicals & other washing materials and other garbage produced in his laundry, as per the norms of the Bathinda Municipal Corporation.
- 6) Separate carts/ trolley for transport & storage of dirty & washed linen will be used. The trolleys to transport soiled linen should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean linen.
- 7) The contractor will process linen as per approved washing procedure and approved washing formulae. The copy of detail washing and other laundry process and approved washing formulae should be provided by the vendor and attached with the tender documents.
- 8) Standard universal precautions to be followed while collecting & handling infected/soiled linen. Bio Medical Waste management rules, wherever applicable will be followed by the vendor in his laundry.

(B) Daily laundry statistics: The vendor should maintain a register about the receipt and delivery of the washed linen on daily basis and the entry will be verified and authenticated by the officials of AIIMS, Bathinda. The same register should be produced at the time of claim of monthly laundry bill. At any moment, not more than 10% of linen should be kept pending with the vendor under any circumstances.

The manpower required for washing and collection will be solely employed by the vendor and AIIMS Bathinda will not be responsible for any wages or any other claims as applicable as per labour or industrial laws.

(C) Washing Chemicals/Detergents:

The vendor shall be responsible for procurement of all the detergents/washing chemicals of the specification as per approved washing formula (only from laboratory tested reputed firms and ISI marked where ever possible). The institute authorities can make surprise check to verify that the items used are as per approved formula and right quantity of these

are being used. The vendor should provide and deposit the sample of detergents and other chemicals to be used for processing and washing of linens along the technical bid. No bill related to purchase of any chemicals/products/equipment/machinery will be claimed from AIIMS, Bathinda.

Payment related to washing of items as per the rate contract will be made by AIIMS Bathinda Authority.

17. Security and Safety:

The AIIMS, Bathinda shall not be held responsible for any loss or damage due to any negligence on the part of the service provider. The general safety & ensuring of fire safety of the premises is the responsibility of the contractor.

18. Commitments by the Hospital:

Condemnation & Replacement of torn linen

Condemnation of torn/useless linen will be done by the institute and replacement with new linen will be done by the institute. The vendor will sort out linen (after collection) which is beyond repair. This list will be verified by AIIMS, Bathinda officials & this cloth will be sluiced/washed & handed over to AIIMS, Bathinda on daily basis. Equal no. of fresh linen will be issued daily to make up the gap for this torn linen.

19. Supervision & Quality Control

- a. AIIMS, Bathinda authorities will have unfettered right to inspect the premises, process of laundry, finished product at any time and the vendor will cooperate with the authorities.
- b. AIIMS, Bathinda management shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
- c. Designated officials of AIIMS, Bathinda will have unfettered right to enter the Laundry premise at any time in order to inspect and suggest any Structural additions and alterations or repairs to the said laundry premises, repairs to electric, water and sanitary installations, which may be found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties, as far as possible.
- d. AIIMS, Bathinda authorities shall have all the right to terminate the contract of the services rendered by the vendor, which are not of the requisite standard without assigning any reason and notice.
- e. AIIMS, Bathinda may also to quality check of verified linen to ascertain the microbial contamination of used linen.

20. TERMS & CONDITIONS

- a) Full co- operation, commitment, dedication and punctuality are expected from the vendors providing the hospital laundry services. Any kind of default/mistakes how trivial it may be will not be tolerated and strict penalty/disciplinary action will be taken against the vendor once such type mistakes/default committed by the vendor are detected by the competent

- authority of AIIMS, Bathinda.
- b) No infrastructure, machineries, vehicles, will be provided by the AIIMS BATHINDA.
 - c) The interested agencies should have the requisite infrastructures machineries, vehicles, and qualified personnel's in BATHINDA to provide to provide laundry services in AIIMS BATHINDA. The laundry complex should be located in Bathinda.
 - d) The Institute (AIIMS, Bathinda) reserves the right to cancel the contract agreement or to withhold the payment (which may be deemed fit according to situation) in the event of non-commencement or unsatisfactory performance of the work contract. In such eventuality the institute further reserves the right to get the work done from open market or through other agencies. In such cases, vendor/agency will be blacklisted for a period of 2 years from participating in such type of tender floated by the institute and their earnest money/security deposit will be forfeited.
 - e) Any person who is in Govt. Service anywhere or an employee of the institute (AIIMS BATHINDA) should not be made a partner/co-owner of the agency directly or indirectly in any manner whatsoever.
 - f) The bidder/agency selected through this tender shall indemnify the institute against all other damages/charges and expenses for which the institute may be held liable to pay on account of the negligence of the bidder or his employees or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
 - g) The workers/employees whose services are provided by the selected vendor, shall for all times and for all purposes be the employees of the agency and in no circumstances, personnel so appointed and recruited by the bidder will have any claim for appointment, continuous recruitment or regularization etc. against this Institute.
 - h) The bidder shall comply with the labor laws applicable and this Institute shall not be responsible for any litigation/default from agency side.
 - i) The bidder, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the above provisions.
 - j) In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the Contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
 - k) The institute shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/lodging will be allowed in the premises of the institute at any time.
 - l) The provision of appropriate manpower, material supplies, required for performing the tasks processes of the laundry services, shall be the responsibility of the bidder.
 - m) The complete job of collecting of dirty linens from earmarked place/places to supply of cleaned linens to earmarked place/places of the hospitals shall be carried out by the bidder. (i.e., sluicing, washing, hydro-extraction, drying, repairing of the linens, ironing/calendaring, storing and issue or distribution of cleaned linen).

- n) The vendor will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly up to the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
- o) The firm will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.
- p) Institute will decide the timing of collection of linen, to be followed by the vendor. The used linens are usually collected in the morning time. They should collect the used linen from various service area like wards, ICU and OTs etc.. All washed linen should reach the AIIMS hospital on or before 8:00am in the morning. The washed linen belonging to various service areas like OTs and ICU should be segregated and delivered separately.
- q) Distribution of washed linen to all units should be completed by 9:00 AM, except OTs & ICUs where clean linen should be delivered by 8:00 AM & collection of used linen by 2:00 PM.
- r) The contractor shall not engage the laundry staff below the age of 18 years.
- s) If any complaint of misbehavior and misconduct comes into the knowledge of the institute authorities then all such responsibility shall be of the contractor and any loss owing to such negligence or mishandling by the laundry staff, the bidder shall be responsible to make good the losses so suffered by the institute.
- t) No escalation of rates quoted will be allowed during the period of contract. The agency will honor the Fall Clause in case it provides services at a reduced rate in any other establishment.
- u) The contractor shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.

21. Terms of Payment:

- a) The monthly bills will be raised by the vendor, based on actual work done during the said month after satisfactory verification by the designated officials and same shall be payable by AIIMS, Bathinda.
- b) Three copies of the bills have to submitted to accounts department after getting duly verified by the officer in-charge laundry services.
- c) The bill shall be accompanied by detail of type and quantity of linen washed in that particular month duly verified by OIC laundry
- d) The bill shall clearly mention the account details as well as the GST number of the Vendor.

22. Penalty clauses

- a) In case the vendor fails to commence/execute the work as stipulated in the agreement or there is a breach/violation or contravention of any terms and conditions of the contract or the unsatisfactory work and delay in implementation of work within the schedule time, Director AIIMS BATHINDA reserves the right to impose the penalty as detailed below:
 - a. 5% of cost of order/agreement per week delay.
 - b. In case vendor fails to deliver clean linen on the next day of receipt, bill amount of pending items with relaxation of allowable 5% items will be deducted as penalty.

c. Penalty will also be imposed if the behavior of personnel(s) found is discourteous to anyone in the hospital including staff or patients.

Enclosures:

1. Annexure-1 (PRICE BID FORMAT with List of Items).

Chairman
Procurement Cell,
AIIMS, Bathinda

[Letter Head of Firm]
PRICE BID FORM

To,
The Chairman,
Procurement Cell,
AIIMS, Bathinda-151001,

Punjab. Dear Sir,

1. I/We..... am/are submitting the quotation for **Reference No: _____ Due on _____** for "Supply of Laundry Services in AIIMS Bathinda.
2. I/We thoroughly examined and understood terms & conditions of contract given in the enquiry document.
3. I/We hereby offer to supply at the following rates. I/We undertake that I/We are not entitled to claim any enhancement of rates on any account during the validity of rate.

Sr. No.	Item to be washed	Cost of Laundry per unit	Taxes (Including all taxes @ %.)	Cost of Laundry per Unit (inclusive of all taxes)
(a)	(b)	(c)	(d)	(e) = (c) + (d)
1	Single Bedsheet			
2	Double Bedsheet			
3	Blanket			
4	Green Cut Sheet			
5	Medium sheet			
6	Hand Towel			
7	Bath Towel			
8	Pillow			
9	Pillow Cover			
10	OT Gown			
11	OT Scrub Kurta			
12	OT Scrub Pajama			
13	OT Leggings			
14	OT Long Sheet			
15	Baby Bedsheet			
16	Baby Blanket			
17	Baby Kurta			
18	Baby Pajama			
19	Half Sheet			
20	Curtin			
21	Staff Shirt			
22	Staff Pants			
23	Dr. Coat			
24	Patient Shirt			
25	Patient Pant			

4. NOTE:

- The bidder must quote their quotation only in above said format on the letter of firm otherwise quotation will be REJECTED.

Date:

Place:

(Name):

Name of
Firm/Company/Agency

: GSTIN No:

Phone No:

Email:

(Signature of Authorized Person)

DECLARATION

Date.....

To,

The Chairman,
Procurement Cell,
AIIMS, Bathinda-151001, Punjab.

Dear Sir,

Reference No.: _____ Due on _____ 4.00 PM.

I / We hereby confirm that our firm has not been banned or Black listed by any government organization/Financial institution/Court /Public sector Unit/ Central Government.

Signature of Authorized Person.....

Name.....

Designation.....

Seal Place: Date: