

# All India Institute of Medical Sciences Bathinda (Punjab)

Mandi Dabwali Road,  
Bathinda, Punjab-151001



## Tender for Outsourcing of Laundry Service at AIIMS Bathinda

Ref. No.	:	AIIMS/BTI/Tender/44
Publishing Date	:	17 May 2022 12:00 pm
Pre-Bid Meeting	:	24 May 2022 03:00 pm
Bid Submission Start Date	:	17 May 2022 12:00 pm
Last Date of Bid Submission	:	08 Jun 2022 12:00 pm
Bid Opening	:	09 Jun 2022 12:00 pm

Tender documents may be downloaded from institute's web site [www.aiimsbathinda.edu.in](http://www.aiimsbathinda.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>

Email: [procurementcellaiimsbti@gmail.com](mailto:procurementcellaiimsbti@gmail.com)

## TENDER NOTICE

**Tender for Outsourcing of Laundry Services  
AIIMS, Bathinda,  
Mandi Dabwali Road, Bathinda, Punjab-151001**

1. E-tenders in Two Bids (Technical & Financial) are invited on behalf of the Executive Director, All India Institute of Medical Sciences, Bathinda from interested and eligible service providers, for **outsourcing of Laundry Services at AIIMS Bathinda for one year further extendable upto one year on satisfactory performance.**

2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

3. The complete bidding process is online. Bidders should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0120-4001 002.

4. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

5. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

6. Hard Copy of Bid security declaration tender fee and documents for technical bid etc. must be delivered to AIIMS, Bathinda on or before last date/time of Bid Submission as mentioned above. The bid with Financial bid will be summarily rejected.

7. The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

**The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.**

8. Any future clarification and/or corrigendum(s) shall be communicated through <https://eprocure.gov.in/eprocure/app> or through our website: [www.aiimsbathinda.edu.in](http://www.aiimsbathinda.edu.in). The bidders are required to regularly check the website to know about any/all such corrigendum(s) as only these bids, taking care of such corrigendum(s) shall be considered for finalization of the tender.

9. Bidder should necessarily enclose a covering letter mentioning a summary of applied document with proper numbering. Secondly, bid should also attach a compliance sheet as per specification mentioning that they are complying to all specification or have any variation.

10. The pre bid conference would be held through video conferencing. Interested firms are requested to share their details through email for video conferencing before the date and time of the conference. All firm's representative who are attending the pre bid meeting, shall produce an authorization letter from their firm on the firm's letter head. They are required to put their query in writing before the committee and submit the same in writing on its letter head. The query may also be submitted through email on [procurementcellaiimsbti@gmail.com](mailto:procurementcellaiimsbti@gmail.com).

11. All the duly filled/completed pages of the tender should be given serial /page number on each page and signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms &

conditions. Tender with unsigned pages/incomplete/partial/part of tender if submitted will be rejected outrightly.

12. Any omission in filling the columns of Financial Bid form (Schedule of Rates) shall debar a tender from being considered. Rates should be filled up carefully by the tenderer. All corrections in this schedule must be duly attested by full signature of the tenderers. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected by full signature of the tenderers. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected.

13. **Bid Security:** - A Bid Security Declaration should be submitted with technical bid in place of Bid Security/EMD as per Office Memorandum No. 9/4/2020-PPD dated 31 Dec 2021 by Ministry of Finance, Government of India in the enclosed format.

15. Bidders are not allowed to submit more than one bid for the same/similar tendered item else all his bids shall be cancelled thereby making him disqualified in addition blacklisted for participating in future tenders by AIIMS Bathinda.

16. The successful bidders have to execute a contract on Indian non judicial stamp paper of Rs.100/- (Rupees one hundred only) within twenty-one (21) days from the date of award of this tender in his favour and also required to furnish the **Security Deposit equals to 3% of the contract value** in the form of FD/BG/TD/CD for **60 days more than of the contract period** from any Nationalised/Schedule bank duly pledged in favour of “Executive Director AIIMS Bathinda” & payable at Bathinda only. The EMD deposited by successful bidder may be adjusted towards Security Deposit as demanded above after its validation for the required period. If the successful bidder fails to furnish the full security deposit or difference amount between Security Deposit and EMD within 21 (twenty-one) days after the issue of **Letter of Award** of Work, his bid security (EMD) shall be forfeited and award of tender in suppliers favour automatically stands terminated at his cost & liability, unless time extension has been granted by AIIMS, Bathinda.

17. The needful action will be taken if successful bidder fails to supply the goods/equipment in stipulated time or fails to comply with any of the terms & conditions of the contract or fail to sign the contract.

18. The bid shall be valid and open for acceptance by the competent authority of AIIMS Bathinda for a period of 180 (one hundred eighty) days from the published date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained. The unilateral withdraw at any stage will cause forfeiture of EMD in addition to any remedy that the purchaser may have under the law.

19. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for Clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

20. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions of the contract and who has quoted the lowest rate as per financial bid after complying with the all the Acts / provisions stated / referred to for adherence in the tender.

21. The competent authority of AIIMS, Bathinda reserves all rights to accept or reject any/ all tender(s) without assigning any reason. It can also impose/relax any administrative term and condition/specifications of the tender enquiry after due discussion in pre-bid conference. This will be communicated and shown over the website of the Institute. No representation will be considered after pre-bid meeting and **bidders may ensure its queries only in pre-bid meeting**. AIIMS, Bathinda also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

22. Tender must be submitted on the prescribed Tender Form otherwise tender will be cancelled straightway.

23. The tender form is not transferable.

24. Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out rightly.
25. It is required by all concerned, namely the Bidders/Suppliers, as the case may be to observe highest standard of ethics during the procurement and execution of this Tender.

### **General Conditions for the Bidder:**

1. The firm/agency must 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 in Bathinda Region having atleast 200 beds.

c) They have to submit **Satisfactory work certificate** from the existing Government/Private Hospitals in Bathinda Region.

d) The firm shall have valid GST No. and PAN No.

e) 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.

f) Market standing of minimum 3 Years

2. **Starting of service after award of contract** – 07 days from the award of work.

### **3. 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 trollies 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.

**4. 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.

**5. 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.

**6. 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.

## 7. 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 in BATHINDA 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.

26. **TERMINATION CLAUSE:** - AIIMS Bathinda reserves the right to cancel the tender/ contract agreement at any point of time before or after finalization. The vendor will not claim any amount/ compensation on account of short termination of the contract.

27. **Legal Jurisdiction:** -The Courts at Bathinda alone and no other Court will have the jurisdiction to try the matter, dispute or reference between the parties arising out of this tender/supply Order/contract.

### **Applicable Law:**

28. The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings /processing.

29. Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Bathinda, Punjab India only.

30. Except as otherwise provided under this Contract for immediate termination of the Contract, in the event of a disputes which may be arising out of the execution of the tender contract, the matter will be referred to the Deputy Director (Administration). Appeal against the decision of the DDA will lie to the Director, AIIMS Bathinda and his decision shall be final and binding upon both the parties.

I / We hereby accept the terms and Conditions given in the tender

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*(Signature & Stamp of the bidder)*

*Note- Please sign each page of document including terms & conditions & tender*



**(B) Financial terms and conditions**

1. Rates are strictly required to be offered/quoted on the prescribed “**Financial Bid format**”. Financial bid submitted without prescribed format may not be considered and will be deemed improper subject to the condition that there is a requirement to mention other item which are not mentioned in the said format.
2. Rates quoted should be inclusive of all applicable taxes, packing, forwarding, postage and transportation charges at for AIIMS Bathinda (Site of installation/Use).
3. The supplier has to submit a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.100/- that the bidder has not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. Therefore, if at any stage it has been found that the supplier has quoted lower rates than those quoted in this tender; the Institute (the purchaser) would be given the benefit of lower rates by the Supplier and any excess payment if any, will become immediately payable to the AIIMS, Bathinda. If such affidavit is not submitted, tender will be out rightly rejected. **(Part of technical bid)**
4. If the price of the contracted articles is/ are controlled by the Government, in no circumstances the payment will be higher than the controlled rate.
5. Tender will be regarded as constituting an offer open to acceptance in whole or in part at the discretion of the competent authority of the institute for a period of 180 days (6 months) valid from the date of opening of the tender by the committee.
6. Order shall be issued for tentative annual requirement on actual need basis. Bills in triplicate for the items supplied by the selected firm(s), should be raised for payment. Payment shall be released after it is ensured that the items/quantity and quality of items supplied are to the entire satisfaction of this office and accepted. If any item is found to be defective, or not of the desired quality, the same shall be replaced immediately, for which no extra payment shall be made by AIIMS, Bathinda.
7. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected.
8. **Tender Currencies:** The bidders are required to quote in Indian Rupees only.
9. **GST:** - If a bidder asks for GST to be paid extra, the rate and nature of tax applicable should be shown separately. The GST will be paid as per the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to GST and is payable as per the terms of the contract.
10. **Payment terms:** - The payment shall be made to the supplier on the satisfactory receipt of the goods ordered. Advance payment shall not be made under any circumstances. The payment shall be made to the supplier’s A/C through NEFT/RTGS mode as per the details provided by the supplier.

NO DEMURRAGE / WHARFAGE CHARGES WILL BE PAYABLE BY THE INSTITUTE UNDER ANY CIRCUMSTANCES. NO ADVANCE PAYMENT WILL BE PAYABLE FOR CUSTOM CLEARANCE/ FREIGHT/INSURANCE ETC

**Note: In case of any dispute regarding award of tender, decision of AIIMS Administration would be final.**

I / We hereby accept the terms and Conditions given in the tender

*(Signature & Stamp of the bidder)*

*Note- Please sign each page of document including terms & conditions & tender*

**TECHNICAL BID**  
**(Documents to be attached in the “Technical Bid”)**

1. Name & Address of the manufacturer and their authorised dealers/ distributors/Agency with phone number, email, name and telephone/mobile	
2. Specify your firm/company is a manufacturer/ authorised dealer/ distributor/ Agency	
3. Whether the signature on each page has been made by the bidder or not.	
4. Name, Address & designation of the authorized person (Sole proprietor/partner /Director)	
5. Have you previously supplied these items to any government/ reputed private organization? If yes, attach the relevant proof.	
6. Please provide a notarised affidavit on Indian Non Judicial stamp paper of Rs. 100/- that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in last one year. If you don't fulfil this criteria, your tender will be out rightly rejected.	
7. Please attach copy of last three years of Income Tax Return	
<b>8. Turnover</b> a. Please attach balance sheet (duly certified by Chartered Accountant) for last three (3) years (Attach copy of annual minimum turnover which should not be less than 25 lakh duly certified by the Chartered Accountant) b. The bidder falls under Section 44AD/44ADA/44AE of Income Tax Act shall be required to submit turnover certificate verified by Chartered Accountant with his Registration number issued by Institute of Chartered Accountants of India. c. Indian Agent can submit its copy of POs of LC cases, in support of its amount getting short in required turnover. d. Start-ups may submit its Start-up Registration for consideration (Relaxation in turnover can be considered as the case may be, subject to fulfilment of other conditions. However, it will not mandatory)	
9. PAN No. (Please attach copy)	
10. GST Registration Number. (Please attach copy)	
11. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document with technical bid. Otherwise your tender will be rejected.	
12. Power of Attorney/authorization for signing the bid documents (Not required in case of sole-proprietorship.)	
13. Please submit a notarized affidavit on Indian Non judicial stamp paper of Rs. 100/- that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner.	
14. Please declare that proprietor/firm/company has never been black listed/debarred by any organization. An oath certificate to this effect may be enclosed on Rs.100 notarized stamp paper.	
15. Please submit two performance certificate from your two different customers to whom you have supplied such type of consumables in previous 3 years	
16. A notarised affidavit on Indian Non Judicial Stamp Paper of Rs.100/- that the bidder has not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past	
17. Tender fee Rs. 1180/- should be deposited in the account of Executive Director, AIIMS Bathinda online through NEFT/RTGS. The details of account are as under: - Account No. : <b>40205094104</b> Name of Account : Executive Director, AIIMS Bathinda Name of Bank & Branch : SBI, Milk Plant Branch IFSC Code : <b>SBIN0050872</b> The copy of UTR should be uploaded with technical bid, No Tender fee will be accepted offline. Incomplete tender in any respect shall be summarily rejected.	

### Undertaking

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this Tender.
2. I/We shall supply the items of requisite quality and quantity at given rate in timely manner.
3. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish within 15 days, Bank Guarantee/ Performance Security after the issue of Purchase Order, as applicable, in the format to be provided by AIIMS Bathinda in addition to execution of a contract as pre-condition for obtaining the supply orders.
4. I/We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom the Government have banned /suspended business dealings. I/We further undertake to report to the AIIMS Bathinda immediately after we are informed but in any case, not later 15 days, if any firm in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a firm which is banned/suspended in future during the currency of the Contract with you.
5. I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.

(Signature of the Bidder)

Name:

Designation with Seal of the Firm:

**MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM**

(Clause 11 (c) of **other terms and conditions** of the tender)

To

The Administrative Officer,  
All India Institute of Medical Sciences  
Bathinda

Dear Sir,

TENDER: \_\_\_\_\_.

we, \_\_\_\_\_, who are established and reputable manufacturers of \_\_\_\_\_, having factories at \_\_\_\_\_ and \_\_\_\_\_, hereby authorize Messrs. \_\_\_\_\_ (*name and address of agents*) to bid, negotiate and conclude the contract with you against Tender No. \_\_\_\_\_ for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the conditions of tender contract for the goods offered for supply against this tender by the above firm.

The authorization is valid up to \_\_\_\_\_

Yours faithfully,

(Name) For and on behalf of Messrs. \_\_\_\_\_  
(*Name of manufacturers*)/Principal.

**FORMAT OF BID SECURITY DECLARATION**

(On Bidders Letter head)

I / We, the authorized signatory of M/s....., participating in the subject tender No. .... for the item / job of ....., do hereby declare:

(i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

(ii) That in the event we withdraw / modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding / award of all future contract(s) of All India Institute of Medical Sciences, Bathinda for a period of one year from the date of committing such breach.

Signature and Seal of Authorised Signatory of bidder

Name of Authorized Signatory .....

Company Name .....

**BANK GUARANTEE FORM FOR PERFORMANCE SECURITY/ CMC**  
**SECURITY**

To

**Executive Director**

All India Institute of Medical Sciences  
Bathinda,  
Mandi Dabwali Road,  
Bathinda (Punjab)-249201

WHEREAS \_\_\_\_\_(Name and address of the supplier) (Hereinafter called “the supplier”) has undertaken, in pursuance of contract no \_\_\_\_\_ dated \_\_\_\_\_ to supply (description of goods and services) (herein after called “the contract”). AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; AND WHEREAS we have agreed to give the supplier such a irrevocable bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you unconditionally, on behalf of the supplier, up to a total of \_\_\_\_\_(Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of you to first demanding the said amount of guarantee from the supplier before raising the demand with us. You may directly raise the demand with us, without asking the supplier for the same.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee will not be changed due to change in the constitution of the bank or the supplier.

This guarantee shall be valid up to 65 months from the date of satisfactory installation of the equipment i.e. up to --  
----- (indicate date).

.....  
(Signature with date of the authorized officer of the Bank)

.....  
Name and designation of the officer

.....  
Seal, name & address of the Bank and address of the Branch

### **Instruction for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

#### **REGISTRATION**

- Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **SEARCHING FOR TENDER DOCUMENTS**

- There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### **PREPARATION OF BIDS**

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

- Please note the Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG Tender No.: ..... formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key
- Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.



- On the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid Tender No. :  
.....  
summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120- 4001002.

• **FINANCIAL BID**

• **Outsourcing of Laundry Services at AIIMS, Bathinda**

<b>Sr. No.</b>	<b>Item to be washed</b>	<b>Cost of Laundry per unit</b>	<b>Taxes (Including all taxes @ %.)</b>	<b>Cost of Laundry per Unit (inclusive of all taxes)</b>
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			