



**Chinta se Mukti**

**EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL**  
**(Under the Ministry of Labour & Employment, Govt. of India)**  
Sy. No. 11-55-1, Plot No.1, 5<sup>th</sup> Main Road, (FTI Campus),  
Yeshwanthpur Industrial Suburb, Bengaluru - 560022.

Ph.no:080-23579467

email: ms-peenya.ka@esic.in

No.492/W/17/11/2017-18-Laundry

15/11/2017


**TENDER DOCUMENT**  
**(Includes both Technical & Financial bid documents)**

**Name of Work**

**E-Tender Enquiry for providing Laundry Services to ESIC Hospital, Peenya, Bengaluru.**

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 <p>विंता से मुक्ति</p>	<p>कर्मचारी राज्य बीमा निगम अस्पताल, पीन्या  <b>EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL PEENYA</b>  (श्रम एवं रोजगार मंत्रालय, भारत सरकार के अधीन) (Under Ministry of Labour &amp; Employment, Govt. of India)  सर्वे सं.11-55-1, प्लॉट सं.1, 5वां मेन रोड (एफ.टी.आई. कैंपस), यशवंतपुर सबर्ब,  Survey No. 11-55-1, Plot No. 1, 5<sup>th</sup> Main Road (FTI Campus), Yeshwanthapur Suburb,  यशवंतपुर पो.ऑ. बेंगलुरु-560 022. /Yeshwanthapur P.O., BENGALURU-560 022.  फोन Ph.No.080-2357 9467 ईमेल e-mail:ms-peenya.ka@esic.in</p>
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No.492/W/17/11/2017-18-Laundry

15/11/2017

क.रा.बी.नि. अस्पताल, पीन्या में एम्बुलेंस और शववाहन सेवाओं के लिए ई-नि वदा सूचना  
**E-TENDER NOTICE FOR LAUNDRY SERVICES AT ESIC HOSPITAL, PEENYA**

द्विबोली प्रणाली के तहत पंजीकृत और प्रतिष्ठित एम्बुलेंस और शववाहन प्रचालकों से "ई" खरीद समाधान के माध्यम से E-tender आमंत्रित की जाती हैं। E-tender दस्तावेज दिनांक 20.11.2017 से <https://esictenders.eproc.in> पर ऑनलाइन उपलब्ध हैं / E-tenders under two-bid system are invited from registered and reputed Laundry Service providers through "e" procurement solutions. E-Tender documents are available online from 20.11.2017 at <https://esictenders.eproc.in>.

अनुबंध का मूल्य /Value of Contract: Rs.20,00,000/- (Approx)  
ऑनलाइन बोली जमा करने की अंतिम तिथि  
Last date for Submission of online bid: 14/12/2017 (1600 hours)

E-Tender प्रक्रिया के लिए संबंधित निर्देशों और हेल्पडेस्क संपर्क नंबरों के साथ नि वदा दस्तावेज, कर्मचारी राज्य बीमा निगम की वेबसाइट i.e. [www.esic.nic.in](http://www.esic.nic.in), [www.esickar.gov.in](http://www.esickar.gov.in), and [www.esichospitals.gov.in/Bengaluru/peenya/home](http://www.esichospitals.gov.in/Bengaluru/peenya/home) पर देखने हेतु उपलब्ध हैं Tender documents with related instructions and Helpdesk Contact numbers for the e-tender process are available for viewing on the website of Employees' State Insurance Corporation i.e., [www.esic.nic.in](http://www.esic.nic.in), [www.esickar.gov.in](http://www.esickar.gov.in), and [www.esichospitals.gov.in/Bengaluru/peenya/home](http://www.esichospitals.gov.in/Bengaluru/peenya/home).

हस्ता. Sd/-  
च कत्सा अधीक्षक  
**Medical Superintendent**

स्थान/Place: Bengaluru

दिनांक/Date: 15/11/2017

## Introduction

E-tenders under two-bid system through e-procurement solutions are invited from reputed service providers/agencies for Laundry Services at ESIC Hospital, Peenya, Bengaluru for a period of one year, extendable for a further period of one year. ESIC Hospital, Peenya, Bengaluru is a 100 bedded hospital run by the Employees State Insurance Corporation which is a statutory organization under the Ministry of Labour and Employment, Govt. of India. The hospital has an in-house laundry facility with all the required facilities. The purpose of the tender is to obtain manpower services for the laundry facility to meet the daily requirements of the hospital.

Sl. No	Name of the Work	Laundry Services at ESIC Hospital, Peenya, Bengaluru-22
1	Duration of Work	One Year (extendable by another one year)
2	Bid Processing Fee	Rs.2495/- (to be paid in the form of Demand Draft to M/s C1 India Pvt Ltd payable at New Delhi)
3	Value of E-Tender	Rs.20,00,000/- (Approx.)
4	Earnest Money Deposit(EMD)	Rs.50,000(Rupees Fifty thousand only)
5	Services required	Providing of Laundry services including manpower and consumables.
6	Date of issue of e-tender applications	20/11/2017 (online)
7	Pre-bid Meeting	29/11/2017 (11.00 Hours) at Conference Hall, 1 <sup>st</sup> Floor, ESIC Hospital, Peenya.
8	Last date for uploading of completely filled E-tender applications	14/12/2017, 1600 Hours
9	Date and Time of opening of E-Tender(Technical Bid)	* 15/12/2017, 1100 hours (online)
10	Date and Time of opening of E-Tender(Financial Bid)	* Will be communicated through suitable media after completion of Technical bid analysis.

**Note:** \*In case the said date/s, happen to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place & as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

Selection of the agency will be at the sole discretion of the competent authority of the ESIC who reserves its right to accept or reject any or all the proposals.

The tender documents for the above work can be downloaded from [www.esictenders.eproc.in](http://www.esictenders.eproc.in) and can also be viewed at [www.esickar.gov.in](http://www.esickar.gov.in) or [www.esic.nic.in](http://www.esic.nic.in) or <http://www.esichospitals.gov.in/bengaluru-peenya-home>.

**Sd/-**  
**MEDICAL SUPERINTENDENT**

## CHAPTER-1: INSTRUCTION TO BIDDERS

1. E-tenders under two-bid system are invited from registered and reputed Laundry agencies for providing Laundry services for ESIC Hospital, Peenya, Bengaluru-22 for one year.
2. **Bids for the tender will be accepted only online** through [www.esictenders.eproc.in](http://www.esictenders.eproc.in) and no manual tender applications will be accepted. Any manual application received will be summarily rejected.
3. **Eligibility Criteria:**
  - (a) The Tenderer should have a Registered Office/Registered Branch Office in Bengaluru.
  - (b) The tenderer should have minimum of three years' experience. Medical Superintendent reserves the right to modify or relax the eligibility criteria in case sufficient numbers of the Bidders are unable to fulfill the required criteria. No relaxation will be given as far as statutory requirements are concerned.
  - (c) The Agency must have experience of handling the work in reputed organizations **including Govt. & Public Sector for at least three years** and should have among the list of clients **at least three Govt. / Semi Govt./PSU's**. A certificate of satisfactory performance from such clients is also to be submitted.
  - (d) The agency should have at least two running contract equal to 75% or two running contract equal to 50% or three running contract equal to 35% of the estimated annual cost of the work to be awarded.
  - (e) The total turnover of the agency **should not be less than Rs. One Crore** for Laundry Services per **annum**.
  - (f) The Contractor must have the above turnover and should be profit making during the last three years.
  - (g) The total workforce of the agency must be at least four(4) times the number of estimated work force specified elsewhere in the tender document. This workforce should be on the payroll of the agency. Documentary support for the same to be submitted along with technical bid.
  - (h) The agency must be registered with the following statutory authorities and also to furnish attested copies of the documents:- ESI, EPF, Income Tax & Service Tax.
  - (i) Complete audited Financial Statements (including income & expenditure, P&L, balance sheet, audit reports, all schedules) for the last three years.
  - (j) Income Tax Return Acknowledgement for last three years.
  - (k) Service Tax Registration Certificate.
  - (l) Shops & Establishment License.
  - (m) Registration certificate with RoF or RoC, etc., as the case may be.
  - (n) PAN card photocopy.
  - (o) Memorandum & Articles of Association or Partnership deed as the case may be.
  - (p) The Contractor should have a Registered/Branch Office in Karnataka. Details and document of registration to be submitted.
  - (q) The Contractor should possess valid ISO-9001 certification for as many offered services as possible. Copy of certificates has to be attached with the Technical Bid.
  - (r) The Contractor should be a Registered contractor having a valid license under the Contract Labour Act and furnish the proof of his experience of providing manpower for the maintenance of various facilities as delineated in this tender document in Govt./Semi Govt./PSU.
  - (s) The Contractor should fulfill the various criteria and fill up the information as specified in the Technical Bid under Chapter-4 along with supporting documents specified therein.

#### 4. Bid Security/Earnest Money Deposit(EMD)

- (a) The **last date for receipt of EMD** at ESIC Hospital Peenya is 14/12/2017, 16.00 Hrs (The EMD of Rs.50,000/- in the form of Demand Draft(of any Scheduled Bank) drawn in favour of “ESI Fund A/c No.1” payable at Bengaluru should be dropped in the box placed at PMD Branch, ESIC Hospital, Peenya or sent to “**The Deputy Director, PMD Branch, ESIC Hospital-Peenya, Plot No.1, 5<sup>th</sup> Main Road, Behind FTI Campus, Yeshwanthpur Industrial Suburb, Bengaluru-560022**” in a closed cover superscribed as “EMD- E-Tender for Laundry Services at ESIC Hospital-Peenya”.
- (b) EMD shall remain valid for of 30 days beyond the final validity period of bids (90 days).
- (c) A bid received without Bid security (EMD) shall be rejected at the bid opening stage.
- (d) The earnest money deposit (EMD) shall be refunded to the unsuccessful Tenderers after finalization of the Tender process.
- (e) It shall be refunded to the successful Tenderer on receipt of Security deposit or shall be allowed to be adjusted towards Security Deposit.
- (f) No interest is payable on the EMD.
- (g) The bid security may be forfeited:
- (i) If a bidder withdraws his bid during the specified period of bid validity specified in the bid document.
  - (ii) In the case of successful bidder, if the bidder fails to:
    - Accept the offer of contract.
    - Submit the surety bond after awarding of the contract.
    - Furnish the performance security within the time specified in the document.

#### 5. E-tender Procedures and helpdesk: All bidders are to submit their bids and documents through online. The instructions relating to **e-tender procedures and the Helpdesk** for inquiries are given below.

- i) All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with both DSC components i.e., signing & encryption to participate in the E-Tenders.
- ii) Bidder should get Registered at <https://esictenders.eproc.in>
- iii) Bidder needs to submit Bid Processing Fee charges of Rs.2,495/-(non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s. C1 India Private Limited payable at New Delhi for participating in the tender.
- iv) Along with the Demand Draft, Bidder needs to send a covering letter mentioning about the payment details, company Name, Address, Payment towards ESIC Bid Processing Fees (Mention the Tender ID and Tender Title).
- v) The payment should reach at the below mentioned address, one day before the due date and time of Bid submission:

**Kind Attn: Mr.Mohit Chauhan,**

C1 India Private Limited,  
301, Gulf Petro Chem Building, 1<sup>st</sup> Floor,  
Udyog Vihar, Phase-2,  
Gurgaon, Haryana – 122015.

**Note: Payment will be approved only after physical receipt of Demand Draft.**

**Please email your issues at [esichelpdesk@c1india.com](mailto:esichelpdesk@c1india.com) before you call helpdesk.**

**Helpdesk Phone Number: 022-66865600/10/11**

6. **Submission of Bids:** All bidders are to upload their bids online at <https://esictenders.eproc.in>. The documents to be uploaded and instructions in this regard are as below:
- (a) **Technical Bid** (as per Form in Chapter-4) duly filled and signed. The technical bid should be supported by all **documents marked “\*”** (asterisk sign) in the Technical bid Form and serially numbered as per the Serial numbers in the Bid form.
  - (b) **Financial Bid** (as per Form in Chapter-5) duly filled and signed. The Financial Bid should be accompanied by the **declaration in Annexure-A** duly filled and signed.
  - (c) All the pages of the Bid Forms and supporting documents should be self-attested.
7. All the entries/documents submitted in the bid must be legible and filled clearly and self-attested along with the seal of the firm. Any overwriting which is unavoidable shall be attested by the Authorized Signatory failing which the bid will to be liable to be rejected.
8. **Deadline for submission of bids:**
- (a) The last date for online submission of e- tender is 14/12/2017 (1600 Hours).
  - (b) The **last date for receipt of EMD** at ESIC Hospital Peenya is 14/12/2017 (1600 Hours).
  - (c) The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru - 22, may, at his/her discretion, extend the deadline for submission of bids or call for re-tender in case sufficient bids are not received. In such case, the financial bids for the valid Technical bids received will be considered for the re-tender.
- 9 **Bid Opening and Evaluation**
- (a) The **technical** bid shall be opened online by the Officers authorized by the Medical Superintendent at **1100 Hrs on 15/12/2017** in the Conference Hall, 1<sup>st</sup> Floor, ESIC Hospital Peenya, in the presence of the bidders or their representatives duly authorized by the bidder who wish to be present.
  - (b) All the bids will be scrutinized, relevant documents will be checked for their eligibility.
  - (c) The tenderers whose technical bids are accepted will be informed about the date of the opening of financial bids.
- 10 **Contacting Officials:**
- (a) No bidder shall try to influence the Hospital administration on any matter relating to its bid, from the time of the bid opening till the time contract is awarded.
  - (b) Any effort by the bidder to influence the Hospital administration in the bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.
  - (c) Any doubts on the tender may be placed for clarification during the Pre-bid meeting.
- 11 The financial bid shall be valid for a period of 90 days from the date of opening of the Financial bid. No Tenderer will be allowed to withdraw after submission of the tenders within the bid validity period and the EMD submitted by the tendering firm would stand forfeited in case of withdrawal.
- 12 Tenders received and found deficient on account of registrations, documents or any required information are liable to be rejected summarily.
- 13 The Tenders from Individual/Firm/Organization including its Partners/ Shareholders/ Directors who

have been blacklisted/prosecuted by any departments/statutory bodies in any State or by any Court of Law, shall not be entertained.

- 14** Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected.
- 15** The bidder shall submit full details of his Agency / firm or, if the bidder is proprietor / partnership or a Private Limited Company, full details of ownership and name of the Directors. If the bidder is a Registered Company / partnership of two or more persons, all such persons shall be jointly and severally liable to the Hospital for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company / partnership shall not be altered without the approval of the Hospital authority.
- 16** The bidder is expected to examine all instructions, Forms, Terms and conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his bid.
- 17** All the information as required in the tender document should be filled up in the relevant part and no column should be left unfilled. An incomplete tender document or tender document submitted without tender fee (if applicable) and earnest money deposit (EMD) will be summarily rejected.
- 18** Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/Manager/Secretary etc., as the case may be.
- 19** Non transferability : This tender is non transferable
- 20** Any conditional acceptance is liable for rejection of tender.
- 21** The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru – 22 reserves the right to accept or reject any bid including the lowest and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the said action
- 22** The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru – 22 reserves the right to accept or reject any bid including the lowest and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the said action.
- 23** The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru-22 will award the contract to the successful evaluated bidder whose bid found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 24** The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru will award the contract to the successful evaluated bidder whose bid found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 25** The Contractor who has quoted the least total in bid shall be considered as the lowest tenderer.

- 26 In case more than one bid quoting the same rates are received, the award of the contract will be decided on the basis of evaluation by committee constituted by the Medical Superintendent, ESIC Hospital, Peenya, Bengaluru. The committee shall decide after verifying the premises, infrastructure, facility and years of experience etc.
- 27 The successful bidder will be informed by Registered post/e-Mail that his bid has been accepted (hereinafter and in the condition of contract called the “Letter of Award”)
- 28 The successful bidder will be required to execute an agreement within a period of 15 days from the date of issue of Letter of Award until extended by the Medical Superintendent, ESIC Hospital, Peenya, Bengaluru up to a maximum of another two weeks in a non-judicial stamp paper and all the expenditure in this regard should be borne by the bidder.
- 29 The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of “Letter of Award” for an amount of **Rs. 1,00,000 (Rs One lakh only)** in the form of Demand Draft from a Scheduled / commercial bank drawn in favour of “**ESIC Fund A/c No -1**”, payable at Bengaluru or in the form of an unconditional Bank Guarantee from a Scheduled bank in the format approved by ESIC. The successful bidder can also apportion the Earnest Money towards the security deposit subject to payment of the balance amount. The Performance Security / Security Deposit shall be returned within two months after the expiry of contract and completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall stand automatically extended.
- 30 This Security deposit will not bear any interest of whatsoever kind.
- 31 Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.
- 32 Tender containing false, misleading information will be rejected and may also be liable for consequences for submitting false information.
33. The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru does not bind himself to accept the lowest or any tender and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
34. Medical Superintendent may at his discretion, amend/modify the tender and/or extends the deadline for submission of tenders at any time prior to the last date for submission of Tenders. Medical Superintendent may for any reason at his own initiative modify the Tender documents by amendment and information thereof will be uploaded on Corporation’s website and shall be binding on all concerned.
35. The Financial bid will be scrutinized and comparison for lowest bid made on the basis of the total arrived at Sl.No.34 of the Financial Bid at Chapter-5.
36. The competent authority reserves the right to withdraw/relax any of the terms and conditions mentioned above.
37. The Medical Superintendent, ESIC Hospital, Bangalore -22 is the Competent Authority to renew the contract or to terminate the contract.



38. All disputes relating to this tender can be legally resolved through Courts in Bangalore only.

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### **GENERAL CONDITIONS OF CONTRACT**

1. Workers engaged by the contractor shall receive their entitled wages on or before 07<sup>th</sup> of every month, through ECS payment directly to individual bank accounts and the contractor should file a certificate detailing the names of the workers, amounts paid, date of payment, mode of payment, details of statutory deductions like ESI/EPF, etc., contributions deducted & paid to the concerned statutory authorities, etc. by enclosing copy/ies of challan/s etc.,.
2. Payment of wages through cash is strictly prohibited. Agreement with the agencies, which does not make payment to its workers, through Bank is liable to be terminated and fresh tender process will be initiated.
3. The billing cycle should be calendar month and the agency should submit the bill complete in all respects upto 3<sup>rd</sup> of each month. However, the agency must make the payment to their workers through Bank transactions (ECS payment only directly to individual bank accounts) on or before 7<sup>th</sup> of each month and this payment should not be linked to the clearing of the bill by respective ESIC offices. The contractor should have the financial capacity to make timely payments to the staff irrespective of whether their bills have been cleared by this hospital.

The bill is to be submitted with the following documents:-

- The wages of workers for last month credited to their Bank Account on \_\_\_\_\_ and the detail of payment along with bank Account No. to be uploaded by the agency on the website, if there is no website of the Agency, it is to be sent by Mail to the appropriate authority for uploading on the website. No cash payment is permissible and such payments are to be treated at par with non payment of wages. There must be no deviation whatsoever in this regard.
  - ESI/EPF/Service Tax/ other statutory dues amounting to Rs. \_\_\_\_\_ for the month of (previous month) deposited on \_\_\_\_\_ (copy of challan to be enclosed)
  - Employee-wise details of ESI, EPF contribution paid is to be submitted every quarter.
  - Undertaking that all statutory Labour Laws including Minimum Wages Act is being compiled with.
4. Endeavor shall be made to make the payment to the agency in time. In case the contractor fails to make the payment of wages within the prescribed period, ESIC Hospital, Peenya management reserves the right to impose any penalty on account of delayed or short payment or both penal recovery max 10% of contract value as decided by officer in charge without prejudice to any statutory penalty under law.
  5. The workers and the agencies are prohibited from going on strikes due to whatsoever reason and stopping of work and going on strike will attract penalty clause notified elsewhere in the tender document.
  6. The Successful agency shall not sublet the contract to any other agency. All the staff deployed should be under the name of successful agency only.
  7. To make compliance to all the provisions of Labour Laws applicable.
  8. To follow the instructions of the administrative authority of the office.
  9. Full list of employees, viz, name, age, employee code, designation, experience in the relevant field, PF, ESI details should be submitted before commencing of work. Document in support of ESI, EPF deductions, health and safety measures should be attached.
  10. The persons deployed by the contractor should have requisite educational qualification, experience and skills for carrying out the assigned maintenance task using appropriate materials and

tools/equipments. The Managers, Supervisors and working staff to be professionally qualified and must be trained. The staff should be conversant with the layout of the building, fire safety system along with telephone Nos. of nearest Police Station, Fire Station, other hospitals etc.,

11. The contractor should ensure that health and safety of the deployed staff is ensured by providing the best available safety gear/s to meet the highest standards of safety & health of his deployed staff. They should ensure regular medical check-up of their workers. Besides, ESIC may also conduct health check-up of the staff deployed at regular intervals and if the health & fitness of any of the worker is found to be wanting, the contractor is liable for action as provided under the law.
12. The contractor must employ only adult and eligible labour. Employment of child labour will lead to the termination of the contract, besides initiating suitable action as prescribed under the existing laws. The contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The contractor shall be fully responsible for the conduct of his staff.
13. The contractor shall at all times indemnify ESIC against all claims, damages or compensation under the provisions of payment of Wages Act, 1938; the Workmen Compensation Act, 1923, Industrial disputes Act, 1947; Maternity Benefit Act, 1961; Karnataka Shops and Establishments Act with any amendment/s or any modification thereof or any other law relating thereto and rules made thereunder from time to time. ESIC will not own any responsibility in this regard.
14. The contract shall initially be valid for a period **one year** and may be extended for a further period on mutual consent subject to satisfactory performance, on the same terms and conditions AT THE SOLE DISCRETION OF THE HOSPITAL. The hospital however, reserves the right to terminate the contract at any time with a written notice of one month. The contractor is required give a notice of three months, in case he wishes to discontinue the service. He shall be liable for invocation of penalty clauses as per the agreement. The contract may be terminated with mutual consent by giving one month notice.
15. The bid shall be valid for 180 days.
16. All chemicals and consumables used for washing of the linen should be as specified by ESIC and the quantum as per the standard prescribed by the manufacturer. Materials supplied should be verified by the Authorised Officer of ESIC and daily stock and usage is to be maintained by the Contractor.
17. In case of breach of any terms and conditions attached to the contract, the performance security deposit of the contractor will be liable to be forfeited to ESIC besides annulment of the contract.
18. All statutory requirements under various statutes like Minimum Wages Act, The Contract Labour (Abolition & Regulation) Act, 1970, ESI Act, 1948, EPF Act, Service Tax, Income Tax, VAT, etc., should be complied with meticulously as per regulations of the respective act.
19. All statutory contributions (ESI, EPF, PT, IT etc.,) should be deposited to the respective departments within the due dates. Delay in payment of contribution resulting in penalty should be borne by the agency and no payment will be made for such claims of the agency.
20. The contractor at all times must indemnify ESIC against all claims, damages or compensation under all the statutory laws and rules prevailing there under from time to time and also for any loss due to improper handling of movable/immovable properties or use of improper material/ equipments etc.,
21. Any loss caused to the life and property due to negligence or dereliction of duty of the engaged agency is to be indemnified by the agency upto the entire satisfaction of the concerned office.
22. Service tax claimed by the agency should be supported by Service tax paid challan failing which Service tax amount will not be paid or released by ESIC.
23. Holidays/Off-days/relievers: The Contractor should allow the holidays, off-days & relievers as per the existing statute and they should provide a complete list of holidays that they follow for the entire year, continue to manage the maintenance services without any interruption during such days.
24. All the staff deployed on any facility shall wear clean & neat uniform, with their name badge on the

chest & the facility they are deputed.

25. The Contractor shall enter into a formal agreement with the hospital within 15 days from the date of receipt of award of tender. They shall further get prior approval of the draft copy of the agreement from the hospital. Stamp value of the agreement to be borne by the successful agency.
26. The successful Contractor will have to deposit a performance security deposit of 5% of total value of contract by way of a FDR(Fixed Deposit Receipt) from a commercial bank and hypothecated in favor of "ESIC Fund Account No.1" payable at Bangalore and commence the work within 15 days of acceptance of tender failing which the contract will be canceled and EMD will be forfeited. The FDR should be valid for sixty(60) days beyond the expiry of period of contract and further renewable. If required alternatively the Performance Security Deposit may be in the form of an unconditional Bank Guarantee from a scheduled bank in the format approved by ESIC. EMD AMOUNT IS ADJUSTABLE TOWARDS THE Performance Security in case of successful tenderer.
27. No Contractor will be allowed to withdraw EMD after submission of the tenders within the bid validity period otherwise the EMD submitted by the Contractor would stand forfeited.
28. In case the successful Contractor declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
29. Hospital will provide space for setting up a control room of the contractor in the premises. The contractor will arrange for all items, viz. Electronic Weighing machine, Time keeping machine, inventory of stores, daily duty roster chart, etc. The staff will first report to the manager/supervisor of the contractor in the control room and subsequently be deployed for duty after having received all the materials, equipment, uniform, etc., for discharging their duties.
30. The Competent Authority of ESIC reserves the right to withdraw/relax any of the terms and conditions mentioned above, under such circumstances the Contractor will be given adequate time to take the changes into account.
31. The Competent Authority of the hospital reserves it's right to reject all or any tender in whole, or in part or cancel the entire tender process, without assigning any reason thereof.
32. Late tenders and conditional tenders are liable to be rejected. The company will not bind itself to accept the lowest or any tender or give any reasons for not doing so.
33. Tenderers are required to write the item rate in figures as well as in words against each item, in case of any discrepancy between the two, those written in words shall take precedence. The rate to be inserted should invariable correspond to the "UNITS" given under unit column. Only in exceptional cases, the tenderers shall be called upon to clarify the unit/rate in relation to the extended total given under the amount column.
34. The tenderer shall not be at liberty to withdraw or modify his tender or any terms and conditions thereof before the expiry of said period. Tenderers are expected to clarify only such points as asked for specifically by the Accepting Officer in writing. Any withdrawal or modification made within the said period constitutes breach of contract and the tenderer shall be liable for damages to the Company in consequence thereof. He shall, in addition, forfeit to the Company the EMD.
35. The company reserves the right to accept Tender either in full or in part.
36. Any tender which propose any alterations to any of the conditions laid down or proposes any other conditions of any description whatsoever is liable to be rejected.
37. The following requirements shall be strictly complied with:
  - a) Tenderer shall initial all correction, sign all pages of the tender documents accompanying the tender document before submission of the tender
  - b) Correction made in white ink / correction ink will make the tender liable for rejection.
  - c) The tender should be accompanied by a certified true copy of the power of attorney of the signatory of the documents
  - d) Tenderers shall ensure that their tender is dispatched well in advance, so that it reaches this Office before the time and date stipulated in the tender notification /documents.

40. Under no circumstances will a Father and his Son(s) or other close relations who have business dealing with one another be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tender of both parties liable for rejection.
41. The submission of a tender by a tenderer implies that he has read this notice and the condition of contract and has made himself aware of the scope and specifications of the work to be done and local conditions and other factor bearing on the execution of the work.
42. The tenderers are required to taken into account while quoting their rates, all factors including any fluctuations in the Market Rates etc., No claim will be entertained on this account after acceptance of the tender or during the currency of the contract.
43. The Service Provider must provide standard liveries to its staff/supervisors/managers. The staff shall be in proper uniform with their identity properly displayed. Samples of liveries will have to be submitted by the Service Provider for approval of ESIC.
44. Tools required for all maintenance works should be arranged by the contractor and tools must be available at the site 24 x 7 x 365.
45. The Service Provider will maintain the following registers:
- Attendance Register
  - Leave Register
  - Payment of wages/Statutory dues
  - Record of weekly off/compensatory Holiday
  - Register of employees
46. LIQUIDATED DAMAGES: Whenever and wherever it is found that in the laundry work is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by ESIC and if no action is taken within time schedule mention in Para Sl.No.50 below, liquidated damages @ Rs.500/- per complaint per day shall be imposed. The decision of ESIC official incharge shall be final, in this regard.
47. MANPOWER:
- a) Any misconduct/misbehavior on the part of the manpower deployed by the contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to ESIC
  - b) The Contractor should ensure to maintain adequate number of manpower and in no case shall any person be allowed to work beyond the stipulated hours of duty. Any additional claim in respect of overtime has to be borne by the Contractor and no escalation in rates will be entertained.
49. MATERIALS / CONSUMABLES: All the materials / consumables shall be supplied by the contractor as per the specifications and brand listed in Chapter 4.
50. COMPLAINT / RECTIFICATION: Any deficiency in washing of linen will be decided by the Authorized Officer and will be carried out again at the cost of the Contractor.
51. RISK CLAUSE:
- a) The Service Provider shall at all times have standby arrangements for carrying out the work under the Contract in case of failure of the existing arrangement, ESIC reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by ESIC from the Contractor Security Deposit or pending bill or by raising a separate claim.
  - b) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
52. The contractors shall visit the site to acquaint himself / themselves with the site/ working conditions

in detail prior to tendering and no claim will be entertained on the ground of ignorance or otherwise of the conditions under which the work shall have to be executed.

53. The Contractor/s shall ensure all precautionary measures for safety of Personnel engaged. Instructions on safety code shall be strictly followed.
  54. Contractor/s will be solely responsible for any accidents to the Personnel engaged by them.
  55. Working hours shall be as per ESIC Hospital timings as prescribed in various shifts or in 8 hours shift per man day as directed by the Officer-in-Charge.
  56. ESI & PF contributions shall have to be deposited in contractor's own account and no deposits through ESIC account shall be allowed. The contractor shall have to obtain the labour licence from the Office of Regional/Assistance Labour Commissioner, Central.
  57. If the tenderer deliberately gives wrong information in his tender or creates conditions favorable for acceptance of his tender, the Accepting Officer reserves the right to reject such tender at any stage, forfeit the EMD, and take Administrative Action against the tenderer like non-issue of tenders etc., as deemed fit by the Accepting Officer.
  58. The tenderer shall not increase their quoted rates in case the Accepting Officer negotiates for reduction in rates, such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates originally quoted shall be binding on the tenderer.
  59. In the event of a tender being submitted by a Partnership Firm, the tender must be signed separately and legibly by each partner member of the Firm or in the absence a person holding the power of attorney on behalf of the Firm concerned. In the latter case, a copy of the power of attorney duly attested by a Gazetted Officer must accompany the tender.
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## **CHAPTER-4: SCHEDULE OF REQUIREMENTS.**

### **LAUNDRY SERVICES:**

The hospital is equipped with modern, automatic laundry equipment to wash hospital linen like bedsheets, pillow covers, towels of varying sizes, wrappers, leggings, gowns, patients' hospital dress like shirts/pants/kurtas/pyjamas, etc, of various sizes. As the hospital linen frequently has blood and other body fluid stains, appropriate quantities of detergents & stain removers & wash cycles are required to be used. The supervisor & the staff are required to have a thorough knowledge of all the steps of washing, ironing, folding, and distribution of linen.

#### **(a) Daily Services:**

1. Laundry services should be provided daily on all days and there should be no delay on the part of laundry in processing the linen received and in returning it to the concerned departments of the hospital. The turn-around time for all types of linen should normally be 12-24 hours and maximum of 48 hours in case of above-average receipt of used linen for the day. Failure to observe this schedule will lead to penalty and even termination of the contract.
2. Closure of laundry services due to week-offs on Sundays or due to festivals should not be for more than 24 hours at a time and subject to prior permission and disposal of all pending laundry work.
3. The Laundry team should consist of a Supervisor and sufficient number of skilled Laundry operators/workers.
4. The contractor should ensure to maintain adequate number of manpower in order to adhere to the turn-around time for linen and substitute should be arranged for workers who are on leave. Workers should not be made to work Over Time(OT) under any circumstances.
5. At no point of time, the laundry work should be stopped. If so, contractor is liable for legal action that is prosecution besides forfeiting the EMD/Security deposit. There is scope for amicable settlement if problems are faced by the contractor.
6. Penalty will be imposed for stoppage of work and going on strike based on the cost incurred by ESIC towards the laundry service.
7. Usual working hours for Laundry staff shall be from 9:00am to 5:00pm and they are entitled to have one week-off on Sunday and other holidays and leave wages as per the applicable Labour laws.
8. The contractor or its representatives should meet ESIC representatives regularly to take feedback regarding the Laundry services. The contractor will also maintain the suggestion book for comments on the services rendered by it.
9. The used linens will be handed over by the respective user Departments and collected by the same users on a daily basis under proper acknowledgement in duplicate (one for Laundry and one for User Department). EVERY CARE SHOULD BE TAKEN TO HANDLE THE DIRTY & CLEAN LINEN SEPERATELY, WITHOUT ANY SUCH ITEM COMING INTO CONTACT WITH EACH OTHER UNDER ANY CIRCUMSTANCES.
10. The linen items should be washed using prescribed quality chemicals/detergents, all stains removed using good quality stain removers, wherever applicable optical brightening agents are applied, wherever applicable starch is applied, dried properly, pressed without any wrinkles, folded neatly before delivery of the same.
11. The contractor is solely responsible for any loss, damage, discoloration, bleeding of colors, fading of prints, wear and tear, etc., caused due to use of inappropriate washing steps / cycles / chemicals /

detergents, etc., OR poor quality chemicals & detergents OR inappropriate handling, mixing of colored & white linen, etc., and the cost of the same will be recovered from the payment due to him in first instance and may also be adjusted against the security deposit.

12. Blood-stained linen will have to be washed separately from other normally stained linen and should not be mixed with each other.
13. If the quality of the washed linen items are not found to be complying with the stipulations made above, the same shall be rewashed and will also be treated as a violation of terms and conditions and the cost equal to the extent of rewashing will be recovered from the payment due or payable to the contractor.
14. Security Deposit will be forfeited, if the services are irregular, unsatisfactory, untimely and not of good quality.
15. The infected linen of the hospital will be disinfected in the ward by submerging it in the disinfectant solution by hospital staff before handing over to the representative of the contractor for washing. Blood stained and infected clothes will firstly be washed separately and then washed again in routine wash.
16. The contractor shall ensure that the quality of washing of linen & its ironing is to the entire satisfaction of the Sister/ Officer In charge from where the clothes are collected.

#### **(b) Laundry Monitoring and Control**

For better management and smooth services, the following monitoring mechanism will be adopted by the contractor:

1. Log books for collection/delivery of soiled/washed linen items: This should be maintained item-wise in order to keep a proper record with acknowledgment of the collected linen as well as delivered linen to different departments of the hospital. This is to be maintained Floor-wise and Department wise duly acknowledged by laundry Supervisor and ESIC representative. This record will form the basis for payment of monthly laundry bill.
2. Stock register of diesel consumption for laundry boiler: to be maintained to record & provide details on number of hours for which the boiler is operated and the quantum of diesel consumed for the same as well as stock of diesel received, consumed and remaining.
3. Stock register of washing chemicals/detergents consumption: stock register to be maintained for different types of chemicals that will be used for washing linen.
4. Log book of quantity of linen washed everyday: Log book of quantity of linen in kilograms washed every day to be maintained to support the consumption of diesel shown in diesel log book and the Chemicals/detergents consumption.

All the above registers should be maintained /updated on real-time basis by the Laundry Supervisor ready to be inspected by Officers of ESIC Hospital at any time. Any failure to maintain any of these registers will invite immediate action to recover the cost of unaccounted material, etc., or to even terminate the contract with immediate effect.

#### **(c) Facilities to be provided by the Hospital:**

1. All laundry equipment including Washing machines, dryers, ironing equipment, tables and boilers will be provided by ESIC Hospital. The facility is housed in the basement of the hospital.
2. Water and electricity will be provided at the cost of the Hospital.

#### **(d) Man Power Requirement:**

- (i) The Laundry services should be under regular and full-time Supervision of a **Laundry Supervisor**

who should have adequate knowledge of the processes and washing requirements of various types of linen as per guidelines provided by NABH for various types of Laundry. The wages should not be less than Minimum wages prescribed for Semi-Skilled category by Chief Labour Commissioner(C), New Delhi.

(ii) Sufficient number of Laundry operators and operators for manual as well as automatic hot presses based on the quantum of laundry work received. The wages should not be less than Minimum wages prescribed for Semi-Skilled category by Chief Labour Commissioner(C), New Delhi.

(iii) The manpower deployed should be provided with sufficient safety gear and dress to protect them from any harm or diseases arising out of deployment in the laundry. Regular health check-ups are to be ensured by the Contractor. The costs in this regard should be absorbed in the rates quoted in the financial bid.

(e ) **Requirement of Consumables:** The following chemicals/detergents are to be utilized in standard quantities prescribed by the manufacturer based on weight of linen. The diesel for boiler is to be procured and arranged by the contractor only. The cost incurred on chemicals/detergents and diesel is to be included in the rate for each type of linen and no reimbursement will be allowed separately towards chemicals/detergents and diesel.

Sl.No.	Material description	Unit	Approximate Monthly Consumption
1	Boost(300)	Kg	25
2	Detergent(100)	Kg	25
3	Hydro Paraxide	Ltr	50
4	Neutron(400)	Kg	25
5	Softener(500)	Ltr	25
6	Strainer(Blood Strainer)	Kg	5
7	Oil Strain(200)	Ltr	25
8	Bleach	Ltr	25
9	Diesel	Ltr	1600

Signature of authorized person

Date:

Full Name:

Place:

Company's seal:



**CHAPTER-4: TECHNICAL BID**

**Particulars of the Contractor**

1	<b>Name of the Contractor/Agency</b>		
2	<b>*Ownership Status</b> (Proprietorship/ Partnership/ Pvt. Ltd. Company, etc) <i>Note: Provide copy of Voter ID/Partnership Deed/ RoC respectively</i>		
3	<b>Name</b> of the Proprietor/ Managing Partner/ Managing Director		
4	<b>*Address:</b>		
	a. *Office Address:		
	b. *Residential address of Proprietor/ Managing Partner/ Managing Director:		
5	<b>Contact Details:</b>		
	a. Office Phone Number		
	b. Mobile number		
	c. Email ID		
	d. Fax Number		
6	<b>Registration Details of Contractor</b> <i>(Attach self-attested copy of each registration/ card):</i>		
	a. *PAN Number		
	b. *Labour Licence No.		
	c. *Service Tax Registration Number		
	d. *ESI Registration Number <i>(17 digit code No.)</i>		
	e. *EPF Registration Number		
	f. *Licence for Laundry operation		
	g. Any other relevant licence		
7	<b>*Experience Particulars – for past three(3) years</b> <i>(with copies of Experience/Work completion certificates):</i>		
	Period	Organization/ Works	Amount (in Rs. & Lakh)
a.	2016-17		
b.	2015-16		
c.	2014-15		

8	<b>*Profit/ Loss for the last three(3) years( attach self-attested copies of audited Balance Sheet/ P&amp;L Account &amp; Income Tax Returns)</b>		
	Financial Year	Turn-over(Rs.)	Profit(Rs.)
	2015-16		
	2014-15		
	2013-14		
9	<b>Details of EMD(enclose Demand Draft):</b>		
	Amount (Rs.)	Name of Bank & Branch	Demand Draft No. & Date
10	<b>*Details of Banker to the Contractor (Copy of Pass-book)</b>		
	Name of Bank & Branch	Account Number	Saving/ Current/ Loan Account

Signature of authorized person

Date:

Full Name:

Place:

Company's seal:

**DECLARATION**

1. I .....Son/Daughter of Shri.....  
Proprietor/Partner/Director/Authorized Signatory of ..... am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/document furnished along with the above application are true and authentic to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person.

Date:

Full Name:

Place:

Company's seal:

N.B. The above declaration, duly signed and sealed by the authorized signatory of the company should be enclosed with Technical tender.

**CHAPTER-5: FINANCIAL BID**

Sl.no.	Types of Linen	Size (in m)	Weight	Quantity (last 6 months)	Rate per unit (in Rs.)
1	Bed-Sheets (Cotton)-VIBGYOR(colours)	2.73x1.54	700g	21264	
2	Red Blankets	2.28x1.56	1.9kg	4176	
3	White Bed Sheets	1.52x2.53	750g	3552	
4	Draw Sheet White	1.55x1.4	300g	624	
5	Pillow covers	0.68x0.47	150g	288	
6	Housekeeping dress - Indigo - Kurta & Pyjama	S, M, L	300g	195	
7	Hole Towels	0.90x0.90	150g	2016	
8	Abdominal Sheet	2.4x1.8	150g	2880	
9	Side wraps	1.2x0.9	450g	0	
10	Hand Towel Green	0.35x0.49	50g	408	
11	Hand Towel White	0.35x0.49	50g	288	
12	Brown Wrappers (Double Layer)	0.91x1.16	450g	3504	
13	Brown Wrappers (Single Layer)	1.2x1.23	250g	1000	
14	Green Wrappers	1.2x0.9	450g	7224	
15	Baby Blanket	0.83x1.07	500g	0	
16	Surgeon gown	Free size	550g	2184	
17	Scrub Suit (Surgeon) - Kurta & Pyjama - Green	S, M, L	300g	888 pairs	
18	Scrub Suit (Anaesthetist) - Kurta & Pyjama - Pista Green	S, M, L	300g	696 pairs	
19	Scrub Suit (Staff Nurse) - Kurta & Pyjama - Blue	S, M, L	300g	195 pairs	
20	Scrub Suit (Radiographer) - Kurta & Pyjama - Light Brown	S, M, L	300g	360 pairs	
21	Scrub Suit (Technician) - Kurta & Pyjama p- Ash	S, M, L	300g	24 pairs	
22	Scrub Suit (Nursing Orderly) - Kurta & Pyjama- Pink	S, M, L	300g	168 pairs	
23	Visitor's gown - Maroon	Free size	500g	192	
24	Patient dress - Pink/Blue - Kurta & Pyjama	S, M, L	300g	504 pairs + 192 pyjama	
25	O.T. Gown Stripped Blue	Free size	500g	624	
26	Grey Wrappers	1.2x1.23	250g	1272	
27	Curtains (Single)	2.5x2.2	1 kg	300	
28	Curtains (Double)	5x4.4	2 kg	104	
29	Turkey Towel	1.35x0.70	500g	2184	
30	Eye Hole Towel	0.90x0.90	150g	288	
31	Doctors Bedsheet - Blue	1.52x2.53	750g	648	
32	Doctors Bedsheet - Green	1.52x2.53	750g	48	
33	Other Miscellaneous linen not mentioned above	NA	Per kg	NA	
	TOTAL(1 to 33)				

Note: The above rates are inclusive of all taxes, levies including ESI contribution, EPF and cost of chemicals/detergents, wages, safety gear, toiletries for workers, diesel for boiler but excluding Service tax which shall be reimbursed on paid challans. The total of Sl.No.1 to 33 will be the basis for determining the lowest bid.

**Signature of the authorized person:**

**Date:** \_\_\_\_\_ **Full name** \_\_\_\_\_ :

**Place:** \_\_\_\_\_ **Company's seal** \_\_\_\_\_ :

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