



GOVT. OF ASSAM  
OFFICE OF THE PRINCIPAL CUM CHIEF SUPERINTENDENT  
**DHUBRI MEDICAL COLLEGE & HOSPITAL, DHUBRI, ASSAM, PIN- 783324**  
Email : [dhubrimch@gmail.com](mailto:dhubrimch@gmail.com)

No.DMC&H/HMS/Laundry/2022-23/565

Dated: 20/01/2023

**NOTICE INVITING TENDER**

Sealed Tenders in prescribed tender document affixing non- refundable court fee stamp of Rs.8.25 (Rupees Eight and paisa twenty five only) are invited (Bid document should contain two envelope marked as “Part-1 :Technical Bid & Part-2: Financial Bid” ) for Laundry Service at Dhubri Medical College and Hospital, Dhubri.

The Terms and Conditions and other related aspects are outlined in the Tender Document.

Tender document can be obtained by downloading from the official website of Dhubri Medical College and Hospital [www.dhubrimedicalcollege.in](http://www.dhubrimedicalcollege.in)

Date & time of availability of tender document in official website	21/01/2023 from 12:00 onwards
Date and Time of Start of Bid Submission	21/01/2023 from 12:00 onwards
Date and Time of End of Bid Submission	10/02/2023 upto 4:00 PM
Date and Time of Opening of Bid	15/02/2023 at 3:00 PM
Tender Fee	Rs.500/- (Rupees Five hundred)
EMD	Rs.10,000/- (Rupees Ten thousand)
Daily estimated quantity of work	Collection, washing, drying, pressing, segregation and handling of approximate 2000 soiled/used linen items comprising of bed sheets, pillow case, draw sheets, patient dresses, blankets, operation sheets, operation gowns, OT dresses, examination couch sheets, curtains, screens, etc.

The sealed envelope should be dropped in the tender box kept in the office of the Principal cum Chief Superintendent, DMC&H, Dhubri. ENVELOPE CONTAINING THE BIDDING DOCUMENT MUST BE LABELED WITH TENDER NAME AND BIDDER NAME.

SD/-  
*Principal cum Chief Superintendent*  
*Dhubri Medical College & Hospital*  
*Dhubri-Assam*

**Dhubri Medical College and Hospital, Dhubri, Assam**

**SCOPE OF WORK**

1. Daily Collection/ Delivery and counting of soiled and washed linen from wards/O.T./ICU.
2. Maintaining record of collection / delivery of linen on daily basis and the same should be authenticated by DMC&H Official.
3. Loading/ unloading of soiled/ clean linen.
4. Transportation of soiled / clean linen from DMC&H to vendor? laundry and back.
5. Washing/drying/calendaring/pressing of linen
6. Spotting of stains (blood, body fluid, rust, oil etc) shall be taken care by the vendor.
7. Torn linen to be kept separately for repairing/ condemnation while delivery of washed linen and keeping record of condemned linen.
8. Inward of washed linen should be carried out by the vendor in presence of DMC&H Staff.
9. Delivery of clean linen should be carried out by the vendor to various wards/O.T./ICU on time given to him.
10. Packaging for transportation of soiled/ used linen from the Hospital and packaging of clean linen post- laundry to the Hospital inclusive of material will be the responsibility of the vendor.

**TERMS AND CONDITIONS FOR THE OUTSOURCING OF LAUNDRY SERVICES ON CONTRACT BASIS AT DHUBRI MEDICAL COLLEGE & HOSPITAL**

**Vendors are requested to sign the Terms & Conditions and special directions to the vendors and submit along with the tender.**

A).Tenders for the Outsourcing of Laundry at Dhubri Medical College & Hospital, Dhubri should be submitted **in two parts**, in two sealed envelopes duly super-scribed as” **Tender for Outsourcing of Laundry**, Due Date and E.M.D. details on both Part – I / Part – II.

- Part-I: containing Technical Bids in complete details, requisite & other relevant documents and original E.M.D.
- Part –II: containing Price Bid.

Both Part – I and Part – II tenders addressed to Principal cum Chief Superintendent, Dhubri Medical College and Hospital should reach on stipulated date and time.

Tenders those which are received late will not be considered.

The Tender invited is from Vendor who shall be capable and entirely responsible for executing the composite work of Laundry services. The scope of work is indicated in Annexure.

Tenders which are received late will not be taken into consideration.

**B).**No tender will be accepted unless the full amount of tender Earnest Money deposit of **Rs. 10,000/- (Rs. ten thousand only)** is paid. The Earnest money deposit must be paid in the form of DD drawn in **favour of “HMS of Dhubri Medical College & Hospital” payable at Dhubri.** The EMD should be put inside the envelope meant for “Part-1: Technical Bid”. Earnest money in any other form of cash or Cheque shall not be accepted. The EMD of the unsuccessful bidders would be returned within 30 days after finalization of tender after filling of an application. No interest will be paid on EMD at the time of refund. If tenderer withdraws his bid within the validity period the EMD shall be forfeited. *The successful bidder has to submit Security Deposit of Rs.50,000/-(Rupees Fifty thousand) in form DD/TDR and will be refunded after successful expiry of term or contract. The Security Deposit can be forfeited in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or in case the successful bidder stop the work for any reason.*

**C)Tender Processing Fee of Rs. 500/- ( Rupees Five hundred only)** in the form of a Demand Draft issued in favour of or assigned to “HMS of Dhubri Medical College and Hospital” and payable at Dhubri branch of UCO Bank will be required to be tendered by the bidder. The tender, if not, accompanied by Tender Fee will be liable to be summarily rejected. **Payment will be approved only after physical receipt of the Tender Fee proof in original.** The Tender Processing Fee is non-refundable.

**D).**In case of acceptance of the Tender, the charges quoted therein must be valid for 2 years from date of issue of order. Under no circumstances will the charges be revised, upwards after opening of the tender and during the currency of the contract.

**E).** Taxes will be deduced as per norms.

**F).** Tenderers should quote rate of all items without fail. If the rate of particular item is not filled up, the tender document shall not be considered for comparative evolution.

The rates should be quoted as conditions mentioned below inclusive of all taxes.

- The total cost/amount per piece of cloth will be taken in consideration for L1. Becoming L1 will not be the criteria for awarding the work unless the rates are reasonable & justified.
- The decision of the Tender & Purchase Committee will be final and the same will be recommended to the Principal cum Chief Superintendent for award of contract. However, the recommendation made by the committee shall not be binding on the Principal cum Chief Superintendent. The Principal cum Chief Superintendent may accept or reject the recommendation made by the committee and can take steps as deems fit as per rule.

**G).** The work shall be executed as per direction of the nominated person. The successful bidder will be entirely responsible for executing the composite work of laundry service.

**H).** The linen has be collected, washed/cleaned properly and stains of any type have to be removed without any blot and any loss to the material of cloth. The linen must be washed and ironed properly to the satisfaction of the authority. The vendor shall use washing materials of branded/ standard quality. If the washed clothes received are not found satisfactory the same will be returned without any additional expenditure.

**I).**The vendor will use its own washing machine and other laundry equipments for general wash. The vendor shall use only ISI marked detergent/washing materials as specified in the contract agreement.

**J).**The work should not be sublet to others at any circumstances.

**K).** In case it become necessary to use any material other than the approved, prior permission shall be obtained from the authority.

**L).**Dirty/Soiled linen and used cloths will have to collected and handed over to the various departments after proper washing and ironing on daily basis, failing to which penalty as decided by authority will be levied on each occasion and continuous default may lead to cancellation of contract.

**M).** The vendor is responsible for any loss, damage, discoloration, bleeding of colour, fading of prints, wear & tear etc. to the linen and the cost of the same will be recovered

from the payment due to him in the first instance.

**N).**The Vendor should have separate facility to wash linen of patients admitted in COVID ward so that it should not get mixed with general laundry items and it is the binding of the vendor to continue the services in COVID situation or COVID like situation in the near future, if arises.

**O).** If the vendor fails to wash and clean the cloths in time the same will be arranged from outside and all expenditure on this account will be recovered from the pending bills of vendor.

**P).** The timing of collecting and distribution of cleaned and ironed linen will be regularly in the morning from 9 AM to 12 Noon or as per need of DMCH.

**Q).** Wear & Tear if noted during the collection of clothes must be pointed out to concern department. Defect if any found later on will be the responsibility of the vendor and the vendor is liable to provide the new cloth in place of such defective piece.

**R).** A register for collection and delivery of washed & ironed cloths is to be maintained by the vendor for each department at his own cost. Similarly a department wise compiled report duly verified by departments to be submit every month along with bill.

**S).** Payment Clauses: Bill in triplicate is to be submit after satisfactorily completion of work. The bill is to be prepared on monthly basis and the payment will be made on quarterly basis and subject to availability of fund.

- No advance payment will be done.
- Compiled report duly certified from every department should be submitted along with bill.
- Over writing in bill will not be allowed.

**Conditional offer will not be accepted.**

The Authority of Dhubri Medical College & Hospital has the absolute right to terminate the contract at any time before the due date of expiry without assigning any reason by giving one month notice in advance to the agency in writing.

Those vendors who are awarded contracts of **Outsourcing of Laundry Services** will be kept on probation for a period of six months from the date of commencement of contract.

## **Arbitration**

If any dispute arises out of the transaction in any manner that shall be resolved by the sole arbitrator to be appointed by the Dhubri Medical College and Hospital, Dhubri and the vendor undertakes that he shall accept such appointment even if the sole arbitrator shall be an employee of Dhubri Medical College and Hospital, Dhubri. In case such person is not acceptable to the Vendor, Principal Cum Chief Superintendent shall be the final and sole arbitrator and award given by him shall be final and binding on the parties.

### **VENDORS MUST DISTINCTLY UNDERSTAND:**

- A) That they will be strictly required to confirm to the condition of the Contract as contained in each of its clauses and that the plea of “CUSTOM PREVAILING” will not on any account be admitted as an excuse on their part for infringement of any of the conditions.
- B) That the full contract deposit must be paid within the time specified and the contract must be executed on or before the date fixed and intimated in writing to the successful vendor.
- C) That postponement of the payment of the full contract deposit of the execution of the contract will not be permitted by the Principal cum Chief Superintendent, DMC&H, having in his possession other Deposit on account of other Tenders or Contracts, which Deposits may be or become returnable to the vendor and which they may wish to transfer as Deposit under this Contract. Such transfers will not under any circumstances be permitted.
- D) That quantity of the washing clothes specified in the technical bid/ financial bid, are approximate and the same may vary to the extent of  $\pm 20\%$ .

If the tender is accepted but the vendor fails to execute the contract, then the amount of tender deposit (Security Deposit) will be forfeited.

Vendors are requested to fill the tender carefully by mentioning site address and (List of Equipment, their capacity and average washing load per day chemicals used). They are also informed to read carefully the “Special directions to the Vendors enclosed as Annexure-1. No variation in the rates will be allowed on any ground such as clerical mistakes or misunderstandings etc. after the tender has been submitted.

**Renewal of Contract:** The contract shall be renewable at the end of the current term for a successive **one/two year’s** term unless either party gives written notice of its intention

not to renew **two months** before expiration of the current term.

**Recovery/Penalty:** Recovery for torn/pilferage/Missing above 30% p.a. of each category of Linen will be made from the monthly payment of the vendor. Penalty shall be charged @ the current rate contract rate.

The vendors must provide the following:

- a) Annexure-I
- b) Trade License from Municipal Authority
- c) Testimonials in respect of previous experience if any.
- d) Details of number and nature of persons proposed to be assigned for carrying out the day to day activities.
- h. GST registration No.(Copy also to be furnished)
- i. Voter ID
- j. PAN Card

The Principal cum Chief Superintendent, DMC&H may at his sole discretion reject all or any of the tenders without assigning any reason for the same. The vendors must fill in the tenders strictly in conformity with the instructions given with the schedule, failing which, their tenders are liable to be rejected.

Bills for the services rendered must be submitted to the Accounts Department along with the following documents:

- a) Invoice for the services rendered.
- b) Certification from the Officer-in-charge, DMC&H stating that the work has been carried out satisfactorily during the month and that there are no items of linen missing.

No advance payment will be made to successful bidder.

Payments of bill will depend on the availability of fund and sanction from competent authorities.

**The Tenderer/vendor should furnish along with tender a Notary affidavit on Non judicial stamp paper of Rs. 100/- stating their in as under:**

- a) That the firm has been providing laundry service for more than three consecutive financial years.

- b) That the firm is never being blacklisted/penalized/defaulted by any government institution/Hospitals.
- c) That the firm has deposited up to date Sales Tax and Income Tax. ( Attach copy of clearance/Return certificate)
- d) That the rates quoted by the firm are the lowest and not higher than the wholesale market rates/quoted in any other Institution or Hospitals. Rates have been checked by me/us and if approved shall supply that items in the specified period.

***N.B. The affidavit must be as per the details mentioned above. Any changes in the text matter are not accepted & DMC&H. Dhubri authority reserves the right to reject such offers.***

The Principal cum Chief Superintendent, DMC&H reserves the right to modify any of these conditions at any time in public interest under intimation to the Contractor or add new conditions to the contract.



## Part 1- Technical Bid

Sl.No.	Particulars	
<b>Part – I : Bidder Information</b>		
1	Name of Firm/Company/Individual	
2	Official Address With Contact No.	
3	Address for communication with Mobile No.	
<b>Part- II : Documents submitted</b>		
4	Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand)	DD No..... Rs..... Dt.....
5	Non- Refundable Tender Processing Fee of Rs.500/- (Rupees Five hundred)	DD No..... Rs..... Dt.....
6	Each page of NIT and its Annexure are signed as acceptance of Terms & Conditions.	Enclosed at Page :
7	Trade License	Enclosed at Page :
8	Testimonials in respect of previous experience if any	Enclosed at Page :
9	Details of number and nature of persons proposed to be assigned for carrying out the day to day activities.	Enclosed at Page :
10	PAN , GST, Voter ID	Enclosed at Page :
11	Notary affidavit on Non judicial stamp paper of Rs. 100/-	Enclosed at Page :
12	If are in contract with any other Hospital/Organization at present then submit Details i.e. a).Name and Address where service is provided, b). Period of Service rendered, c). Charges per year	Enclosed at Page :

SIGNATURE :  
NAME & DESIGNATION :  
DATE :  
NAME & ADDRESS OF THE FIRM WITH SEAL :

**Part 2- Financial Bid**

Sl.No.	Name of Items	Rate/piece of cloth (Rs.) (Incl. of all taxes) In figure	Rate/piece of cloth (Rs.) (Incl. of all taxes) In words
1	Bedsheet		
2	Pillo Cover		
3	Small Surgical Drapes		
4	Big Surgical Drapes		
5	OT Changing dress for all		
6	Patient Dress		
7	Towels (Small/Big)		
8	Cap/Mask		
9	Curtains		
10	Surgical Gowns		
11	Blankets		
12	Miscellaneous		

SIGNATURE :  
NAME & DESIGNATION :  
DATE :  
NAME & ADDRESS OF THE FIRM WITH SEAL :

