



**ESI-PGIMSR, ESIC MEDICAL COLLEGE & EMPLOYEES' STATE
INSURANCE CORPORATION HOSPITAL & ODC (EZ), JOKA**

(A Statutory Body Under Ministry of Labour, Govt. of India)

Diamond Harbour Road, P.O. Joka, Kolkata-700104

An ISO 9001:2008 Certified Organisation

Fax: 033 24672795, Phone: 033 2467 2799/ 6280/ 1764

No.H.41.A.52/13/Tender/Part III/2010(Part File)

Date: 28.06.2018

(RE-E-TENDER ID No.10 of 2018)

**RE-E-TENDER DOCUMENTS FOR PROVIDING WASHING OF HOSPITAL LINEN AND
LAUNDRY SERVICES AT ESIC HOSPITAL & ODC(E.Z.), JOKA**

Table of Contents

Sl.No.	Description	Page No.
1.	Re-E-Tender Notice	2
2.	Vital Information	3
3.	Chapter-1: Instructions to Bidders	4-7
4.	Chapter-2: Import Instruction for Bidders regarding Online Payment	8
4.	Chapter-3: General Conditions of Contract	9-13
5	Chapter- 4: Special Terms and Conditions	14-15
5.	Chapter-5: Schedule Of Requirements.	16
6.	Chapter-6: Check List	17
7.	Annexure-A: Tender Application Form along with declaration	18-20
8.	Annexure -B: Financial Bid	21



**ESI-PGIMSR, ESIC MEDICAL COLLEGE & EMPLOYEES' STATE
INSURANCE CORPORATION HOSPITAL & ODC (EZ), JOKA**

(A Statutory Body Under Ministry of Labour, Govt. of India)

Diamond Harbour Road, P.O. Joka, Kolkata-700104

An ISO 9001:2008 Certified Organisation

Fax: 033 24672795, Phone: 033 2467 2799/ 6280/ 1764

No.H.41.A.52/13/Tender/Part III/2010(Part File)

Date: 28.06.2018

**RE-E-TENDER NOTICE FOR PROVIDING WASHING OF HOSPITAL LINEN AND
LAUNDRY SERVICES AT ESIC HOSPITAL & ODC(E.Z.), JOKA**

The Dean, ESI-PGIMSR, ESIC Medical College & Employees' State Insurance Corporation Hospital & ODC (EZ), Joka invites **open re-e-tender under two bid systems** for “**providing washing of Hospital linen and Laundry services**” at ESIC Hospital & ODC(E.Z.), Joka as per specifications and/or quantities detailed in the **Schedule** attached. The period of contract shall be for one year, extendable for a further period of one year, subject to satisfactory performance. ESIC Hospital & ODC(E.Z.), Joka is a 470 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 “**Re-E-Tender Documents**” as detailed in page 1 are enclosed herewith.

Tenderers who are in a position to quote for the contract in accordance with the requirements stated in the attached schedule, are requested to submit the quotation to this office within the scheduled time and in the scheduled manner as specified in herein.

Tenderers are requested that, before quoting their rates or filing the tender, the tender form may please be read out thoroughly (line by line), otherwise purchaser will not be held responsible for any error / oversight of the Tenderer.

Sd/-
DEAN

VITAL INFORMATION

Sl. No	Name of the Work	Laundry Services at ESIC Hospital & ODC (E.Z.), Joka
1	Duration of Work	One Year (extendable by another one year)
2	Bid Processing Fee	Rs.2495/-
3	Value of Re-E-Tender (as per the year 2017 expenditures)	Rs.55,00,000/- (Approx.)
4	Earnest Money Deposit(EMD)	Rs. 1,10,000/-
5	Date of issue of Re-e-Tender applications	13.08.2018 (online)
6	Pre-bid Meeting	14.08.18 at 2.30 p.m. in the Chamber of the D.M.S., ESIC Hospital & ODC (E.Z.), Joka
7	Last date for uploading and submitting documents of completely filled Re-E-Tender applications	04.09.18, upto 2.00 p.m.
8	Date and Time of opening of Re-E-Tender (Technical Bid) alongwith the envelope containing the hard copies of draft, certificates etc.	05.09.18 at 11 a.m.
9	Date and Time of opening of Re-E-Tender(Financial Bid)	* Will be communicated through suitable media after completion of Technical bid analysis.
10	Value of Performance Security	@ 10% of the total quoted value

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.

**Sd/-
DEAN**

CHAPTER 1

INSTRUCTIONS TO BIDDERS

1. The Tender documents can be downloaded from <https://esictenders.eproc.in> Central Public Procurement Portal: www.eprocure.gov.in and www.esic.nic.in from 13.08.2018 to 04.09.2018 till 2.00 P.M
2. The interested bidder may submit the re-e-tender online at <https://esictenders.eproc.in> under double bid system in the prescribed proforma latest by 04.09.2018 upto 2.00 P.M.
3. **Pre-bid meeting:** All prospective bidders are advised to attend the pre-bid meeting scheduled on **14.08.2018** (2.30 P.M.) in the Chamber of the Dy. Medical Superintendent, Administrative Building, ESIC Hospital & ODC (E.Z.), Joka. In the said pre-bid meeting, they can seek clarification(s) and/or put forward any suggestion(s)/objection(s) on the Tender Terms and Conditions. It shall, however, be the prerogative of the Dean to accept any such changes in the said tender terms and conditions. In case of any subsequent changes, the bidders shall be duly communicated through e-mail.
4. **Online Bid Submission and documents to be uploaded:** The online bid submission will consist of two parts viz., the Technical Bid and the Financial Bid. Guidance, if necessary, for online bid submission, may be obtained from the authorized service provider M/s C1 India Pvt. Limited.

(i) **The documents to be uploaded online :**

- (a) Scanned copy of Earnest Money Deposit by Demand Draft
- (b) Tender Application Form (Annexure .A, pages 1-3)
- (c) Certificate of Incorporation of firm/company/Deed of Partnership, if applicable.
- (d) Authorization certificate for signing of tender documents if other than owner/ Partner/ Managing Director
- (e) Proof of address of Office in and around Kolkata (Lease or rent agreement/ Proof of ownership of premises)
- (f) Proof of workshop/factory address within 50 kms from ESIC Hospital, Joka
- (g) A Valid Trade License
- (h) Copy of PAN Card.
- (i) GST Registration
- (j) Financial statement (Audited Balance Sheet & Profit & Loss A/c) for 2015-16 & 2016-17.
- (k) Proof of experience of Mechanized Laundry service in an organization. Copies of work completion certificates during 01/4/15 to 31/3/18 required

****** The original copies of the uploaded documents can be called for verification after the submission of tender (for all bidders) and also during the period of contract (for the successful bidder)***

(ii) **Documents to be submitted manually :**

Duly signed and stamped copies of the following documents should be put in sealed envelopes in the following manner :

- (a) **Envelope 1** : EMD in a sealed envelope superscribed as : *“EMD for RE-E-TENDER ID NO. 10/2018, Name of the Bidder: _____”* and put inside the original envelope.
- (b) **Envelope 2:** The following documents should be put in a separate envelope superscribed as : *“TECHNICAL BID DOCUMENTS for RE-E-TENDER ID NO. 10/2018, Name of the Bidder: _____”* and put inside the original envelope.
- (a) Scanned copy of Earnest Money Deposit by Demand Draft
- (b) Tender Application Form (Ann.A, pages 1-3)
- (c) Certificate of Incorporation of firm/company/Deed of Partnership, if applicable.
- (i) Authorization certificate for signing of tender documents if other than owner/ Partner/ Managing Director
- (j) Proof of address of Office in and around Kolkata (Lease or rent agreement/ Proof of ownership of premises)
- (k) Proof of workshop/factory address within 50 kms from ESIC Hospital, Joka
- (l) A Valid Trade License
- (m) Copy of PAN Card.
- (i) GST Registration
- (l) Financial statement (Audited Balance Sheet & Profit & Loss A/c) for 2015-16 & 2016-17.
- (m) Proof of experience of Mechanized Laundry service in an organization. Copies of work completion certificates during **01/4/15 to 31/3/18** required

*****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.**

(c) **Envelope 3:** Envelope 1 and envelope 2 should be put inside this envelope *and superscribed as “RE-E-TENDER FOR LAUNDRY SERVICES AT ESIC HOSPITAL & ODC (E.Z.), JOKA, RE-E-TENDER ID NO. 10/2018”* and should either be dropped in the Tender Box or submitted manually in the Central Receiving Section, in the Administrative Building. The envelope should bear the name, address of the bidder on the envelope.

5. Bid Opening and Evaluation:

- (a) The bid shall be opened online by the Officers authorized by the Dean at **11.00 a.m. on 05.09.2018**. The bidders or their representatives duly authorized by the bidder who are willing to be present, may turn up on the said date and time.
- (b) All the bids will be scrutinized and 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 the financial bids.

6. Contacting of Officials and Clarification regarding Tender:

- (a) No bidder shall try to influence the Hospital administration on any matter relating to its bid, from the time of opening of the 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.

7. Prospective bidders may visit the premises of this hospital on any working day between 10.00 am to 3.00 p.m. for site inspection of the services required in the tender by contacting the Medical Superintendent.
8. Any doubts relating to the tender document may be emailed or submitted in writing before and up to the date of the pre-bid meeting. Clarification, if any, made in writing during the pre-bid meeting will form a part of the tender document and will be binding on all the bidders.
*****In no case, shall any bidder be allowed to put forward any objection to any terms and/or conditions, after the pre-bid meeting.**
9. All costs incurred by the bidder in the bidding process shall be borne by the bidder and ESIC shall not be liable towards any such expenditure incurred by the bidder or prospective bidder. No refund towards costs incurred shall be made in case of cancellation of the tender due to any reason.
10. The financial bid shall be valid for a period of 180 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.
11. Tenders received and found deficient on account of registrations, documents or any required information are liable to be rejected summarily.
12. 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.
13. 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.
14. Any agency, whose Proprietor or Partner has a near relative working as an official working in ESIC Hospital & ODC, Joka., is not eligible to participate in the tender. The near relatives for this purpose are defined as: -
 - a. Members of a Hindu undivided family (HUF).
 - b. Husband and Wife.
 - c. If one is related to the other in the manner as Father, Mother, Son(s) & Son's wife (daughter- in-law), Daughter(s) and Daughter's husband (son-in-law), Brother(s) and Brother's wife, Sister(s) and Sister's husband (brother-in-law).
15. The bidder shall submit full details of his Agency / firm or, if the bidder is a Proprietorship / 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 an authorized signatory. 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/her bid.
- 17. Deadline for submission of bids:**
 - (a) The last date for online submission of e- tender is 04.09.2018 (2.00 P.M.).

(b) The Dean, may, at his 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.

18. Prices:

- i) Prices quoted must be meaningful and measurable in the context.
- ii) Price must be clearly shown in **figures and words in Indian Currency**.
- iii) **Tenderers should quoted prices as per price bid.**
- iv) **The price quoted shall remain unchanged throughout the contract / extended period except for change(s) in statutory tax(es), where the statutory taxes have been mentioned separately in the bid document.**

18. Incomplete and conditional bids are liable to be rejected .

**Sd/-
DEAN**

CHAPTER -2

Important Instructions for Bidders regarding Online Payment

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.

Bidders should get Registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer → Tools → Internet Options → Security → Trusted Sites → Sites of Internet Explorer :

<https://esictenders.eproc.in>
<https://www.tpsl-india.in>
<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer → Tools → Internet Options → Advanced Tab → Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or NetBanking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>

Sd/-
DEAN

CHAPTER 3

GENERAL CONDITIONS OF CONTRACT

1. ELIGIBILITY CRITERIA :

- (i) The Tenderers should have a place of business in and around Kolkata and the complete Postal Address, telephone / Mobile / Fax / E-mail address, etc. while submitting the completed tender form. They should have provision for a dedicated workshop within 50 kms. From the ESIC Hospital, Joka.
 - (ii) There should be no vigilance/CBI case or court case pending against the firm. The Tenderer/ Individual/Firm/Organization including its Partners/ Shareholders/ Directors firm should not have been indicted for any criminal or fraudulent activity and not black listed/debarred by any Departments/Statutory Bodies in any State or by any Court of Law.
 - (iii) The Tenderer should have at least two years' experience during **01/4/2015 to 31/5/18**, of providing similar services in any organization.
 - (iv) The Tenderer should be a profit-making concern with a total turnover of not less than Rs. 45 lakhs, during the F.Y.s 2015-16 and 2016-17.
2. The Tenderer shall abide by all statutory Laws.
 3. The Successful agency shall not sublet the contract to any other agency.
 4. The Tenderer shall follow the instructions of the administrative authority of the office.
 5. 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, 1974; Maternity Benefit Act, 1961; West Bengal Shops and Establishments Act with any amendment/s or any modification thereof or any other law relating thereto and rules made there under from time to time. ESIC will not own any responsibility in this regard.
 6. 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 to 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.
 7. The bid shall be valid for 180 days.
 8. 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, blacklisting of the agency and other legal action.
 9. 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, GST, etc., should be complied with meticulously as per regulations of the respective Act.
 10. All statutory contributions (ESI, EPF, PT, IT, GST 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.

11. 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.
12. 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 up to the entire satisfaction of the concerned office.
13. GST claimed by the agency should be supported by GST paid challan failing which GST amount will not be paid or released by ESIC.
14. The Contractor shall enter into a formal agreement with the hospital within 21 days from the date of receipt of award of tender. The latest date can be extended with the approval of the Dean. 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.
15. The successful Contractor will have to deposit a performance security deposit of 10% of the total value of contract by way of a Demand Draft in favor of “ESIC Fund Account No.1” payable at Kolkata and commence the work within 21 days of acceptance of tender, until and unless extended by the Dean, failing which the contract will be canceled and EMD will be forfeited.
16. The EMD should be valid for sixty (60) days after the date of floating of the Tender.
17. 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.
18. In case the successful Contractor declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
19. The EMD would be returned to the unsuccessful bidder (except when forfeited under Sl. 17 and 18 above), without any interest, two months after finalization and award of the tender, whichever is later.
20. 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.
21. 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.
22. Late tenders and conditional tenders are liable to be rejected .ESIC does not bind itself to accept the lowest or any tender or give any reasons for not doing so.
23. 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 invariably 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.
24. 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 Corporation in consequence there to.
25. The Hospital reserves the right to accept Tender either in full or in part.
26. 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.
27. The following requirements shall be strictly complied with:

- a) Tenderer shall initial all correction, sign 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, if the signatory is not the Proprietor/ Partner or Director.
 - 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.
28. 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.
29. The tenderers are required to take into account while quoting their rates, all factors including any fluctuations in the Market Rates, etc., **No claims will be entertained on this account after acceptance of the tender or during the continuation as well as extension of the contract, except for change(s) in statutory Taxes.**
30. **FAILURE AND TERMINATION:** If the contractor fails to deliver the stores or any installments thereof within the period prescribed for such delivery in the contract or any time liquidate the contract before the expiry of such period, Medical Superintendent may without prejudice to his right to recover damages for breach of the contract, be entitled at his option:
- a. To recovery from the contractor as agreed liquidated damages, by way of penalty a sum equivalent to 2% of the price of any stores/services which the contractor has failed to deliver within the period fixed for delivery for the schedule for each month or part of the month during which the delivery of such stores may be in arrears, where delivery thereof is accepted after expiry of the aforesaid period, or
 - b. To purchase elsewhere, without notice to the contractor, on his account and at the risk of the contractor, the stores/services not delivered or store/services of similar description (where stores/services exactly complying with the particulars are not in the opinion of the Dean, ESIC Hospital & ODC (E.Z), Joka, readily procurable such opinion being final). Without cancelling the delivery in respect of the consignments not yet due for delivery or
 - c. To cancel the contract or a portion thereof, and if so decided to purchase or authorise to purchase of store/services not so delivered or other of a similar description (where store/services exactly complying with the particulars are not, in the opinion of the Dean readily procurable, such opinion being final) at the risk and cost of the contractor.
31. **LIQUIDATED DAMAGES:** Whenever and wherever it is found that the laundry work is not up to the mark, it will be brought to the notice of the Contractor/ his representative 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 the Dean shall be final, in this regard.
32. **MANPOWER:**
- (i) Neither the contractor, nor his workmen can be treated as employees of the ESIC for any purpose. They are not entitled to any claim, right, preference etc. over any any job/ regular employment of this Office.
 - (ii) 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.
 - (ii) The bidder would be solely responsible for all sort of statutory compliances in respect of employees engaged by him.
49. **MATERIALS / CONSUMABLES:** All the materials / consumables shall be supplied by the contractor.

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:** The Service Provider shall at all times have standby arrangements for carrying out the work under the Contract. 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 by way of recovery from the Security Deposit or pending bill or by raising a separate claim.
52. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
53. The contractors shall visit the site to acquaint himself / themselves with the site/ volume of work 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.
54. The Contractor/s shall ensure all precautionary measures for safety of Personnel engaged. Instructions on safety code shall be strictly followed.
55. Contractor/s will be solely responsible for any accidents to the Personnel engaged by them.
56. If the Tenderer deliberately gives wrong information in his tender or creates conditions favorable for acceptance of his tender, the Dean reserves the right to reject such tender at any stage, forfeit the EMD, and take Administrative and Legal Action against the Tenderer.
57. Dean, ESIC Hospital & ODC (E.Z), Joka, does not pledge himself to accept the lowest or any tender and reserve to himself the right of accepting the whole or any part of the tender or portion the quantity offered and the bidder shall supply the same /execute the work at the rate quoted
58. The hospital authority reserve the right to award any part or full contract to any successful agency at its discretion and this will be binding on the Tenderers.
59. Tender form incomplete in any respect and not supported' with Earnest Money and such requisite documents, will be summarily rejected by the hospital.
60. The security Money so deposited by the successful bidder will be retained by the hospital till completion of the contract and will be released thereafter on claim, without any interest, subject to adjustment by hospital of any claim arising out of terms & conditions pertaining to the tender.
61. The hospital authority reserve the right to award any part or full contract to any successful agency at its discretion and this will be binding on the Tenderers.
62. Tender form incomplete in any respect and not supported' with Earnest Money and such requisite documents, will be summarily rejected by the hospital.
63. The security Money so deposited by the successful bidder will be retained by the hospital till completion of the contract and will be released thereafter on claim, without any interest, subject to adjustment by hospital of any claim arising out of terms & conditions pertaining to the tender.

64. **DISPUTE SETTLEMENT**

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Dean, ESI-PGIMSR, ESIC Medical College & Employee's State Insurance Corporation Hospital & ODC (EZ), Joka, whose decision shall be final and binding on both the parties.

In case of any legal dispute, Kolkata will be the jurisdiction.

65. TERMINATION CLAUSE

During the period of agreement if it is found that the agency is not providing proper services or charging by fraudulent manner or otherwise, the security deposits lying with ESIC or part thereof shall be forfeited in favor of ESIC and agreement will be terminated after given 30 days notice and legal action would be initiated along with blacklisting of the bidder.

The Dean reserves its right to terminate the contract during any time by giving one month's notice prior to the scheduled date of termination, without assigning any reason. During such notice period the agency shall not raise any objection, legal or otherwise, and/or create any sort of disturbance so as to hamper any work/ service in the ESI PGIMSR, ESIC Medical College and ESIC Hospital & ODC (EZ), Joka, in any way.

66. METHOD OF SELECTION

The tender shall be evaluated for technically qualified bidders only. However, in case of insufficient participation, the Dean may amend/add/delete/relax any condition of the tender document, in the interest of the Institute.

The lowest financial bidder among the technically qualified ones (and also those for whom any condition of the tender document have been relaxed) i.e. who quote the total lowest price (as per Price Bid Annexure-V), shall be made the first offer of the tender as L1. In case of non-eligibility or non-acceptance or non-performance of the lowest bidder, the EMD of the L1 bidder would be forfeited along with blacklisting of the bidder.

In the event of two or more agencies quoting the same total tender price (as per Price Bid Annexure-V), the Tender Evaluation Committee would select a suitable agency based on its past experiences, compliance records and/or infrastructure.

Prior to awarding of the contract, the Dean shall authorize official(s) to physically verify the establishment/ workshop of the successful bidder so as to determine the capability of the bidder to execute the job. This shall comprise the most essential criteria prior to awarding of the tender.

67. PAYMENT TO THE SUCCESSFUL BIDDER :

The contractor shall be required to submit his bill in triplicate month-wise by the 7th of the subsequent month for further action and payment shall be released as per the terms & conditions, less deduction at source of Income Tax at prevailing rates. The bills shall have to be submitted with the certificate of completion of job issued by the Sister / In Charge/ unit I/C of various wards/ units along with certificate of compliance of all statutory laws.

In case the contractor fails to abide by any statutory law, the Dean, reserves the right to impose any penalty so as to make good such lapse or delay the payment, thereof, without prejudice to any statutory penalty under law. The Tenderer shall have no right to claim any interest on the delayed payments due to such reasons.

The payment to the contractor will be made mandatorily by electronic mode such as RTGS/NEFT etc. The contractor is instructed to supply the following information along with the tender.

- (i) Name of the Bank
- (ii) Name of the branch
- (iii) Account Number
- (iv) IFSC Code
- (v) MICR Number

**Sd/-
DEAN**

CHAPTER 4

SPECIAL TERMS AND CONDITIONS

1. The selected contractor/agency/Tenderer shall be required to wash hospital linen, which are being used at various departments/units/wards/wings of the hospital.
2. The Tenderer shall be required to collect the used linen everyday from such places in the hospital, and such times as may be advised to him from time to time.
3. Such linen after being washed, dried and ironed shall have to be delivered back to the respective units from where they have been collected, at such intervals that may be prescribed to him, and in case of linen belonging to the Operation Theatre, at such intervals that may be prescribed to him, and in case of linen belonging to the Operation Theatre, Labour Room, Minor Operation Theatre, Casualty, the same shall have to be delivered back as fast as possible, but not later than one day.
4. The Tenderer/agency shall use highest grade of washing materials, reagent, disinfectants, coloring agents, whitening agents, etc. for maintaining proper washing durability of the linen and attaining adequate disinfection.
5. Woolen items and blankets shall essentially be dry washed and any other items requiring special treatments due to the nature of fabric shall have to be treated accordingly.
6. If any item/linen is delivered damaged/deteriorated/torned after being handled/washed/dried/treated/ironed by the Tenderer/agency, the same shall be rejected by the competent authority of the hospital. In such cases the Tenderer /agency shall have to replace the items with fresh ones of the same quality or pay the price of such items at the relevant market price and the decision in this of the authority in this regard shall be final and binding.
7. The list of linen which are currently used in the hospital are to be washed, dried and ironed, are appended herewith in the schedule, and the Tenderer/agency shall have to quote the rate against each item pertaining to each group (A to E) as per the list (Annexure-IV) without which the tender shall be rejected.
8. The Tenderer/agency shall be liable to wash/dry/iron etc. newer linen/newer types of linen which may be introduced in the hospital, time to time, on comparable terms and conditions.
9. The Tenderer/agency shall use his own tools, machines and other appliances for washing, drying, ironing, etc. of the linen.

10. The successful Tenderer should make arrangement for a dedicated workshop for the use of ESIC Hospital & ODC (E.Z.), Joka, to ensure cleaning, drying & delivery of linen within time schedule and for prevention of Cross Contamination. The workshop should be within **50** kms from the ESIC Hospital & ODC (EZ), Joka, to save delay in transit. Existence of such works of may be verified by the hospital authority, after issuing of provisional work order. However, final work order will be issued after verification of workshop by technical committee member, constituted by the Dean.
11. Tenderer should have mechanical washing and drying facilities. Washing and drying by hand will not be acceptable.
12. The hospital authority reserves the right to inspect the premises of the agency where the work the work is being carried out and also to verify the quality of materials used for washing as well as the entire process of carrying out the work . The dispute, if any, shall be dealt with as per the modality deccribed in the tender paper.
13. Tenderer should have capacity for cleaning/washing of linen items as mentioned in Annexure-IV.

**Sd/-
DEAN**

CHAPTER 5

SCHEDULE OF REQUIREMENTS

Sl.No.	Name of items	Expected no.of linen item to be washed in a year
1	Bed sheet White	114432
2	Draw Sheet White	60996
3	Draw sheet green	35424
4	Blanket(Adult)	1224
5	Pillow Cover	9732
6	Patient dress (Pyjama Adult)	3012
7	Patient dress shirt (Adult)	5160
8	OT gown-Patient	1476
9	Ot gown Doctor	14976
10	Towel big	948
11	Towel small	156
12	Cut sheet	46872
13	Mosquito Net	9912
14	Baby Blanket	960
15	Scrub Suit White/green/blue/camel	40224
16	Abdominal Swap/Mop	5976
17	Gloves Bag	10
18	Cap	10
19	Musk	10
20	Duster	12
21	Curtain	624
22	Patient dress-female(House Coat)	15420
23	Baby frock	10
24	Soiled linen bag	12
25	Abdominal Sheet	4332
26	Leggings	1116
27	Canvas	10
28	Doctor's Coat	100
29	OT Towel	8028
30	Paediatric Dress Shirt/Pyjama	14

***** These are estimated quantities only and may increase or decrease according to actual requirement.**

**Sd/-
DEAN**

CHAPTER 6

CHECK LIST

The firm is requested to follow the check list at the time of submission of tender document without which the offer is liable to be cancelled:

Sl. No.	CHECK LIST	Uploaded and Submitted
1	Earnest Money Deposit by Demand Draft only	[Yes/No]
2	Tender Application Form alongwith self-certificates (Annexure A, Page 1-3)	[Yes/No]
3	Certificate of Incorporation/ Deed of Partnership, if applicable	[Yes/No]
4	Authorization certificate for signing of tender documents if other than owner/ Partner/ Managing Director	[Yes/No]
5	Proof of Office Address in and around Kolkata	[Yes/No]
6	Workshop/ factory Address (as a proof of being located within 50 kms from ESIC Hospital. Joka)	[Yes/No]
7	Valid Trade License	[Yes/No]
8	PAN/TAN other statutory documents	[Yes/No]
9	GST Registration	[Yes/No]
10.	Whether total turnover more than 45 lakhs per annum for 2015-16 and 2016-17 and a profit making concern. Please attach Financial Statements, P/L A/c, Audited B/Sheet etc.	[Yes/No]
11	02 (two) years experience from 01/6/16 to 31/5/18, of Mechanized Laundry service in an organization. Documentary evidences to be submitted along with the tender.	[Yes/No]
12	Price should be quoted online only (Annexure B)	Online only [Yes/No]

*****Note:**

- **Hard copy of Financial Bid should not be submitted**
- **If valid trade licence constitutes/consists of more than one certificate/page then all the pages are to be enclosed failing which tender is liable to be cancelled.**
- **Please attach additional sheets wherever necessary.**

Sd/-
DEAN

E-TENDER APPLICATION FORM /TECHNICAL BID (Three Pages)

***** to submit online and hard copy, Please sign in each page**

1	Name and address of the firm:-	
	Telephone No:-	
	Fax No.	
2	Name, Designation and Address of the owner	
	Email Id:	
	Cell Phone No.	
3	Address of the factory/workshop, where washing is to be carried out	
4	Name and Address of the Bankers stating the name in which the Account stands:-	
	Name of Branch	
	A/c. No.	
	IFSC Code	
	MICR Number	
5	Registration Details of the Contractor:	
	PAN Number	
	Trade License	
	GST Registration Number	
	Shop and Establishment Registration	
	Licence for Laundry	
	Any other relevant licence	

Date:
Place:

Signature & Seal of the Tenderer
Full Name of the Tenderer:

Details of similar nature of contracts executed during the last three years <i>(with copies of Experience/Work completion certificates)</i>		
Period	Organization/ Works	<u>Amount (In Rs.)</u>

Date:
Place:

Signature & Seal of the Tenderer
Full Name of the Tenderer:

UNDERTAKING

- a) I, the undersigned certify that I have gone through the terms and condition mentioned in the tender document and undertake to comply with them.
- b) The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest quoted for any other institution/hospital in India.
- c) The Earnest Money of Rs. _____ to be deposited by me has been enclosed herewith vide Demand Draft No. _____ dated _____ drawn on bank _____ Branch _____.
- d) I/We give the rights to Dean to forfeit the Earnest Money/Security money deposit by me/us if any delay occur on my/agent's part or fail to supply the articles within the appointed firms of desired quality.
- e) There is no vigilance/CBI case or court case pending against the firm. The Tenderer/ Individual/Firm/Organization including its Partners/ Shareholders/ Directors firm has/have not been indicted for any criminal or fraudulent activity and not black listed/debarred by any Departments/Statutory Bodies in any State or by any Court of Law.
- f) I hereby undertake to supply the items as per directions given in the tender document/supply order within stipulated period.
- g) Whether signing as - Proprietor/ Partner/ Director/ Authorized Signatory

Date:
Place:

Signature & Seal of the Tenderer
Full Name of the Tenderer:

List of documents enclosed (Please check and/ or write, as applicable):

1. Demand Draft for EMD
2. Self-attested copy of PAN Card
3. Self-attested copy of Trade License
4. Self-attested copy GST Registration
6. Self-attested copy Licence for Laundry
7. Any other licence
8. Work Completion Certificates
9. Power of Attorney, in case of Authorized Signatory.....

PRICE BID

***PLEASE QUOTE RATE ONLINE ONLY

Sl. No.	Name of items	Unit cost excluding taxes (in Rs.)	Expected no.of linen item to be washed in a year	Total cost (in Rs.)
		A	B	C=(A x B)
1	Bed sheet White		114432	
2	Draw Sheet White		60996	
3	Draw sheet green		35424	
4	Blanket(Adult)		1224	
5	Pillow Cover		9732	
6	Patient dress (Pyjama Adult)		3012	
7	Patient dress shirt (Adult)		5160	
8	OT Gown-Patient		1476	
9	OT Gown Doctor		14976	
10	Towel big		948	
11	Towel small		156	
12	Cut sheet		46872	
13	Mosquito Net		9912	
14	Baby Blanket		960	
15	Scrub Suit White/green/blue/camel		40224	
16	Abdominal Swap/Mop		5976	
17	Gloves Bag		10	
18	Cap		10	
19	Musk		10	
20	Duster		12	
21	Curtain		624	
22	Patient dress-female(House Coat)		15420	
23	Baby frock		10	
24	Soiled linen bag		12	
25	Abdominal Sheet		4332	
26	Leggings		1116	
27	Canvas		10	
28	Doctor's Coat		100	
29	OT Towel		8028	
30	Paediatric Dress Shirt/Pyjama		14	
TOTAL				
Add :GST as applicable				
GRAND TOTAL (In Rs.)				
In Words Rupees.....				

Date:
Place:

Signature & Seal of the Tenderer
Full Name of the Tenderer: