a) Tender Number : JNMC Hospital/Laundry/02/2018

b) Last Date of Submission : 26/6/2018 upto 1:00 PM

c) Date of opening of Tender : 27/6/2018 at 11:00 AM

d) The technically qualified bidders will be informed to be present at the time of Price-bid opening.

DOCUMENTS STANDING TERMS AND CONDITION FOR OUTSOURCING OF LAUNDRY SERVICE AT J. N. MEDICAL COLLEGE HOSPITAL, AMU, ALIGARH.

JAWAHARLAL NEHRU MEDICAL COLLEGE HOSPITAL, AMU, ALIGARH- 202002

Medical Superintendent
J.N. Medical College Hospital
A.M.U., Aligarh
NOTICE INVITING TENDER

Ref. No. JNMC Hospital/Laundry/02/2018                  Dated: 26/05/2018

Sealed tenders are hereby invited in two bid system from eligible specialized agencies for the work mentioned hereunder:-

**Name of the Work:** Outsourcing of Laundry services (Operational and Comprehensive Maintenance of Laundry Machines/equipment's) at JNMC Hospital, AMU, Aligarh  
**Tender fee:** Rs.1000/-

**EMD:** Rs.1,00,000/-

**Period of downloading tender document:** 01.06.2018 to 24.06.2018

**Last Date of Submission of tender:** 26.06.2018 up to 1:00 pm

**Date of opening of tender:** 27.06.2018 at 11.00 am

The detailed NIT and tender documents can be seen/downloaded from the website: [www.amu.ac.in](http://www.amu.ac.in) duly filled tender documents shall be sent to the Medical Superintendent, J N Medical College Hospital, AMU, Aligarh-202002 by registered/speed post only.

Medical Superintendent reserves the right to accept or reject any or all applications or cancel the tender without assigning any reason.

Medical Superintendent
J.N. Medical College Hospital
A.M.U., Aligarh

P.T.O
DETAILS OF NOTICE INVITING TENDER

1. Competitive sealed tenders are invited from eligible specialized agencies for Outsourcing of Laundry services (Operational and Comprehensive Maintenance of Laundry Machines/equipment’s).

2. Period- The successful firm/agency/vendor will be intimated and contract agreement will be entered into initially for a period of one year which can be further extended for two years at the approved rates/escalation on yearly performance basis. The preparation of the contract agreement with proper stamp etc. would be done by the bidder in consultation with JNMC Hospital.

3. Experience- The tenderer should have been in business of providing Laundry Services for last 5 or more years in government / private sector having experience in hospitals in India including supply of Chemicals and Detergents. The bidder should also submit a list of organizations in the given format (Annexure-II), where it was running Laundry Services as mentioned above.

4. The applicant’s average annual financial turn-over (gross) in laundry services during the preceding year, duly audited by Charted Accountant, Should not be less than Rs. 25.00 Lakhs.

5. The tender documents can be seen/ downloaded from our website: www.amu.ac.in

6. The tenders will be in two-bid system i.e. Technical Bid followed by financial bid. A separate envelope for cost of tender & EMD both, A separate Envelope for technical bid and a separate envelope for financial bid. These Envelope-I, Envelope-II and Envelope-III shall be placed and submitted in another sealed Envelope super-scribed “Tender for Outsourcing of Laundry services” and addressed to the Medical Superintendent, JNMC Hospital, AMU, Aligarh-202002.

7. Envelope–I shall be super-scribed as “Tender cost & EMD” and shall contain the following:-
   i) Tender fee of Rs.1000/- (Non-refundable) by way of demand draft of a Nationalized/Scheduled bank and drawn in favour of Finance Officer, AMU, Aligarh

   ii) Earnest Money Deposit (EMD) of Rs.1,00,000/-. (Refundable) by way of D.D. of a Nationalized/Scheduled bank and drawn in favour of Finance Officer, AMU, Aligarh

8. Envelope–II shall be super-scribed as “Technical Bid” and shall contain the following (Part-I; Technical bid of tender must be filled by tenderer-Annexure-I):-

i) GST registration No. (Please enclose certificate)
ii) PAN No. (Please enclose certificate)
iii) Service Tax registration No. (Please attached relevant certificate)
iv) Duly signed & stamped of complete downloaded tender document.
v) Latest Income Tax Return.
vi) An affidavit duly certified by a Notary that the firm/company has never been blacklisted, should be enclosed with tender.
vii) All document required in the tender (Experience, turnover etc.).

9. Envelope-III should be super-scribed as “Financial Bid” and should contain only the agencies quoted rates in the given format (Annexure-III). This Envelope-III will be opened only if the Committee constituted by Chief Medical Superintendent, JNMC Hospital is satisfied with the technical bid, which will be opened first.

10. Tenders received without tender cost and EMD will be invalid.

11. Will be returned to the tenderer if his/their tender is not accepted by the Institute. The EMD paid by the successful tenderer shall be held by the Institute as security for execution and fulfillment of the Contract. No interest shall be paid on this deposit. This security deposit shall be forfeited if he/they fail to comply with any of the conditions of the Contract.

12. The duly completed tenders will be sent by registered/Speed post only and reached in the office till 26-06-2018 up to 1:00 PM. This will be opened on the next day 27-06-2018 at 11.00 am. Bidder/authorized representative of bidders may attend the bid opening.

13. Institute will not be responsible for any postal delay.

14. Tenders submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work.

15. All bidders are requested to visit the site and see the complete and actual installations and assess the quantum of work involved, before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved.

16. The Medical Superintendent, JNMC Hospital reserves the right to accept or reject any or all tender bids without assigning any reasons whatsoever and his decision will be binding on all the parties.

[Signature]
Medical Superintendent
J.N. Medical College Hospital
GENERAL TERMS AND CONDITIONS

1. Brief Description of work:-

Trauma Centre JNMCH, AMU, Aligarh is the apex tertiary care super specialty Hospital. It is the premier medical institution of India and serving the country for more than 50 years. Hospital is having patient care service in the form of out Patient Departments, Indoor Services, Operation Theatres, and various Diagnostic & Laboratory Services. Within the Hospital set up TRUAMA CENTRE has capacity of admission of more than 350 patients.

JNMC Hospital has the requirement to launder/dry-clean the hospital linen, which comprises big/small linen items both white & colored, blankets, plastic curtains/tapestry etc. The laundry is to be operated on all days in one or more shifts depending on workload. The washed linen will be delivered within 24 hours of receipt for processing. The main objective of the laundry service will be to provide better patient care through properly planned and cleaned linen supplies.

OBJECTS

The important of running a laundry service at a reasonable cost to the patient by the hospital needs no emphasis. The important of clean environment and linen for optimal patient care has been stressed upon since the very inception of Hospitals. A sick person coming to the alien environment of the Hospital gets tremendously influenced and soothed by the aesthetics or cleanliness of the surroundings and the linen. Clean is an aid to reduction of Hospital acquired infections. The main objective of the laundry service will be to provide better patient care properly planned and cleaned linen supplies.

REQUIREMENTS

JNMCH, AMU, Aligarh has the requirement to launder/dry-clean the Hospital linen, which comprises big/small linen items both white & colored blankets, plastic curtains, tapestry etc. The laundry is to be operated on all days in one or more shifts depending on workload. The washed linen will be delivered within 24 hours of receipt for processing.

SCOPE OF WORK

The approved vendor shall carry out the work of drying, calendaring, pressing, folding, mending, sewing and packing clean linen in laundry trolleys and sending these packed trolleys to the floor. Linen items as are mentioned in Table-I annexed to this Agreement.
Laundry Machine/Equipment

Washing machines, hydro-extracting machines, drying machines, calendaring machines, Pressing Machines, sewing machines installed in new laundry Complex will be outsourced to the approved vendor on composite basis. The list of machines installed in Laundry complex with their numbers is given below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Brief Description of goods/items</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Front Load Washing Machine (Washer Extractor) cap.100 kg</td>
<td>2 Nos.</td>
</tr>
<tr>
<td>2.</td>
<td>Hydro Extractor Machine Cap-50 Kg</td>
<td>1 No.</td>
</tr>
<tr>
<td>4.</td>
<td>Flat Bed Press</td>
<td>1 No.</td>
</tr>
<tr>
<td>5.</td>
<td>Drying Tumbler Machine Cap-30 Kg</td>
<td>1 No.</td>
</tr>
<tr>
<td>6.</td>
<td>Vacuum Finishing Table</td>
<td>2 Nos.</td>
</tr>
<tr>
<td>7.</td>
<td>SS Table</td>
<td>1 No.</td>
</tr>
<tr>
<td>8.</td>
<td>Detergent Tank</td>
<td>1 No.</td>
</tr>
<tr>
<td>9.</td>
<td>Folding Table</td>
<td>1 No.</td>
</tr>
<tr>
<td>10.</td>
<td>Dry Trolley</td>
<td>4 Nos.</td>
</tr>
<tr>
<td>11.</td>
<td>Self Trolley</td>
<td>2 Nos.</td>
</tr>
</tbody>
</table>
Note:

a) All the above mentioned machines shall be handed over to the approved agency in working condition and would be handed over in same running condition back to JNMCH, AMU, Aligarh, U.P.

b) The Engineering service Department, JNMCH, AMU, Aligarh, U.P. will hand over these machines and equipments to the approved vendor in perfect working condition would be operated by the approved vender during the contract period, all available machines and equipments will be handed over to the next approved vender.

c) Sewing machine, as per requirement will be made available by AMU. The man power required to operate the sewing machines to stitch the torn cloth will be provided by the approved vender at their own cost.

d) Miscellaneous facilities like electricity, water etc. required during contract period will be provided by AMU. The services related to electrical supplies, water supplies and boiler will continue to be managed by AMU.

WORKLOAD

The quantity of linen items to be washed at present is approximately 2500 pieces per day. This quantity is likely to increase with the addition of new centers/ Patient Care Facilities.

(ii). Workload: - The quantity of linen items to be washed at present is approximately 11000 pieces per month. This quantity is likely to increase with the addition of new centers/patient care facilities. Present Linen items as are mentioned in Table-I given below-

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of Linen Item</th>
<th>Qty. Per month</th>
<th>S.No.</th>
<th>Name of Linen Item</th>
<th>Qty. Per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apron</td>
<td>8793</td>
<td>13</td>
<td>Leggin</td>
<td>180</td>
</tr>
<tr>
<td>2</td>
<td>Blanket</td>
<td>486</td>
<td>14</td>
<td>Kurta</td>
<td>12292</td>
</tr>
<tr>
<td>3</td>
<td>Baby Blanket</td>
<td>270</td>
<td>15</td>
<td>Pyjama</td>
<td>10668</td>
</tr>
<tr>
<td>4</td>
<td>B- Blanket cover</td>
<td>258</td>
<td>16</td>
<td>Peticooat</td>
<td>850</td>
</tr>
<tr>
<td>5</td>
<td>Baby sheet</td>
<td>1522</td>
<td>17</td>
<td>Pillow Cover</td>
<td>1128</td>
</tr>
<tr>
<td>6</td>
<td>Bed Sheet</td>
<td>27437</td>
<td>18</td>
<td>Shoe Cover</td>
<td>1971</td>
</tr>
<tr>
<td>7</td>
<td>Cut Sheet</td>
<td>581</td>
<td>19</td>
<td>Sponges</td>
<td>1617</td>
</tr>
<tr>
<td>8</td>
<td>Cusion</td>
<td>185</td>
<td>20</td>
<td>Tables Clothes</td>
<td>135</td>
</tr>
<tr>
<td>9</td>
<td>Curtain</td>
<td>718</td>
<td>21</td>
<td>Wrapper</td>
<td>563</td>
</tr>
<tr>
<td>10</td>
<td>Draw Sheet</td>
<td>14881</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Duster</td>
<td>172</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Hand Towel</td>
<td>600</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
RESPONSIBILITY OF AGENCY

(i) Process to be undertaken

1. Collection and transport of dirty linen: Vendor will be responsible for collection of dirty linen from the different user areas in the Trauma Centre and transport the same to laundry complex.

2. Sorting, processing of used linen with standard laundering processes including repairing (if required), finishing and packing. Transportation & Delivery of washed clothes in a covered trolley to the user area daily.

3. It will identify torn linen at the time of collection, process & wash them. The torn linen will be replaced by the Trauma Center.

4. It will be responsible for safe disposal of left chemicals, washing material and other garbage produced in laundry, as per the norms of the AMU.

5. Separate carts for transport and storage of dirty and washed linen will be used. The hampers of carts to transport linen dirty should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean items.

6. The contractor will process linen as per the approved washing procedure and washing formulae.

7. Standard universal precautions to be followed while collecting and handling infected/dirty linen.

(ii) Manpower

a) Adequacy & Training

The Agency shall employ adequate number of well trained staff. It will proved uniform, aprons and other protective gear to ensure proper protection to all workers. All personnel involved in collection, transport, sorting, and washing of dirty linen should be consistently and appropriately trained at frequent intervals especially for the use of, appropriate personal protective equipment (PPE), and be supervised to assure compliance with protective procedures.

b) Deployment and Supervision of required manpower for the above mentioned task is the responsibility of vendor, workers are liable to periodical health checkup.
(iii) Maintenance of the Laundry Machines/Equipment

All machines provided by AMU will be cleaned by the approved agency for the purpose of annual maintenance of laundry machines AMU will provided with the AMC (Annual Maintenance Cost) with the approved laundry machine company for supply of all spare parts for optimal upkeep of the laundry equipments during the contract period. In addition to machines, Trolleys for carrying the linen to be provided to the agency by the Trauma Centre, the maintenance of which will be responsibility of AMU under AMC. The agency will be responsible for daily cleaning of the laundry equipment and trolleys throughout the contract period. The agency shall not damage the said premises and the equipments provided to them by the Institute or allow the above mentioned to be damaged. In case of damage to any equipments/machinery provided by AMU, the agency shall be responsible for repair/replacement.

(iv) Washing chemicals/detergents

The agency shall responsible for procurement of all the detergents/washing chemicals of the specification as per approved washing formula.

(v) Cleanliness

It shall be the responsible of the agency to employ adequate number of cleaners and sweepers and provide them with adequate and necessary equipments/materials for keeping the laundry scrupulously clean and in a sanitary condition to the satisfaction of the Trauma Centre authorities. Anti rodent and pest control measures will also be strictly followed and it will be the responsibility of the agency to ensure that premises are free of these.

(vi) Security and Safety

The JNMCH, AMU Hospital shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of personal inventory, which may be kept in the said Laundry store by the agency. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e. Laundry Services for JNMCH, AMU only). Under no circumstances, the premises are to be used for any other Replace ‘vendor’ for ‘Agency’ all through. The draft purpose, than what has been mentioned in the contract. The general safety & ensuring fire safety of the premises is the responsibility of the Agency.

(vii) The provision of appropriate manpower, chemical supplies, required for performing the tasks processes of the laundry services, shall be borne by the contractor.
(viii) The complete job i.e. sluicing, washing, hydro extraction, drying, ironing / calendaring, and storing and issue or distribution of cleaned linen will be done by vendor.

(ix) The tenderer will be wholly responsible for providing laundry services in the Institute. The linen must be washed and ironed properly up to the satisfaction of Institute authorities.

(x) The firm will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.

(xi) The equipment provided by the hospital authorities shall be used by the contractor solely for the laundry services of the hospital and will not be used in any case to process any linen which does not belong to JNMC Hospital.

COMMITMENTS BY THE TRAUMA CENTRE, JNMC Hospital, AMU

(i) Space and accommodation requirement

Place and accommodation for the Laundry will be provided by the AMU to the vendor for a specified period of contract. At the time of termination of the contract, the agency will have the liberty to either, remove all his materials. On the expiry or earlier termination of this agreement, the said laundry shall be vacated peacefully by the agency and handed over to the AMU in the condition they had received. In case during the period of contract, the agency decides to terminate the contract, a notice for a period of not less than three months must be given to the AMU administration.

(ii) Electricity, Steam and hot/cold water supply

These will be provided by the Trauma Centre for operation of laundry machines, general lighting & ventilation in the premises. The Agency will, however, use these judiciously and will ensure that there is no wastage. If this is not followed, the punitive action will be initiated.

(iii) Condemnation & Replacement of torn linen

Condemnation of torn/useless linen will be done by the JNMC Hospital and replacement with new linen will be done by the JNMC Hospital. The agency will sort out linen (after collection) which is beyond repair. This list will be verified by Institute representative & this cloth will be sluiced / washed & handed over to Institute on daily basis. Equal number of fresh linen pieces will be issued to make up for such condemned linen.
SUPERVISION & QUALITY CONTROL

A. AMU management shall have the right to terminate the contract of the services rendered by the agency, which are not of the requisite standard.

B. Management shall demand and be supplied with sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing to the approved laboratory by the Trauma Centre, JNMCH, AMU.

C. AMU authorities will have unfettered right to inspect the premise, process of laundry, cleaned linen at any time and the agency will cooperate with the authorities.

D. Designated officials of JNMCH will have unfettered right to enter the Laundry premise at any time in order to inspect and execute, any Structural additions and alterations or repairs to the said laundry premise, repairs to electric, water and sanitary installations, which may be found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties, as far as possible. However if this is not possible in any exigency, AMU authorities may allow entry of other designated officials for the above purpose.

Theft of Parts & linen: - Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his workers/staff and shall replace the items under such category. Any loss occurred due to negligence will be recovered from the contractor.

Materials, Consumables, Spares & Tools etc.:- For performance of contract, the Contractor will arrange all the materials/consumables, spares, tools & machines/testing equipment’s required for execution of said jobs (maintenance/operation), which will be included in quoted rates. No extra payment for the same will be made by the Institute.

a) During the period of contract, no payment what so ever towards replacement of parts, spares or consumables etc. shall be entertained. The firm will hand over the complete system fully functional back to the department on completion of work.

b) Rates quoted in the tender must be inclusive of all taxes. Rate are also inclusive of payment of dues by the contractor to the Labour Department in accordance with the prevailing Labour law, including all statutory liability fixed by the Labour commissioner or any other law enforcement agency.

c) A minimum quantity of consumable/spares for routine maintenance may be kept at site to minimize time of maintenance. All consumable/spare parts shall be of same make & type as installed as far as possible or approved by the Institute.

d) The Agency shall take insurance against all claims applicable for the workman’s compensation Act-1948, agency shall take necessary
insurance cover for any persons deploy sites even for short duration. JNMC Hospital shall be indemnified totally on this account.

e) Agency shall be solely responsible for payment of wages/salaries and allowances to their personnel as per the rules or act applicable under government order. All central, state, local laws & bye laws applicable will be observed by the contractor and JNMC Hospital will be kept indemnified of such payable by the contractor.

f) Without taking prior approval from In-charge, no fittings/materials will be removed for the purpose of repairs. It will be the Agency’s responsibility to provide alternative serviced temporary arrangements for such items removed during the period of repair.

g) For performing the assigned work, the Agency shall deploy medically and physically fit persons (Preferably below the age of 50). In no circumstances, persons below 18 years of age should be employed.

h) The agency shall further keep the JNMC Hospital indemnified against any loss to the JNMC Hospital property and assets. The JNMC Hospital shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.

i) The Agency shall ensure that the persons so deployed do not allow any property of the JNMC Hospital related to Equipment’s to be taken out of the premises without a Gate Pass signed by the designated officials of the JNMC Hospital.

j) In case, any staff is not found up to the mark and not able to work properly, he will have to be changed as per the instruction of Institute.

k) JNMC Hospital reserves the right to terminate the contract without assigning any reason. The contract can also be terminated at the request of agency, with an advance notice of three months falling which, forfeiture of security deposit by Agency.

l) The Agency shall be liable for the payment of wages and all other dues which they are entitled to receive under the various labour laws and other statutory provisions.

m) The successful bidders Earnest Money Deposit (EMD) will be discharged upon the submission of the performance security. The Agency shall deposit 10% of the estimated annual work value along with the acceptance of contract as security in the form of FDR in favour of Finance Officer, Aligarh Muslim University, Aligarh and this will be refunded after the contract has been terminated or ended.
## PART-I: TECHNICAL BID

(Name of work- Outsourcing of Laundry services)

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the Agency/firm</td>
</tr>
<tr>
<td>2.</td>
<td>Address &amp; Contact number of the Agency/firm</td>
</tr>
<tr>
<td>3.</td>
<td>Name of person, who has signed the tender</td>
</tr>
<tr>
<td>4.</td>
<td>Details of EMD (DD no. and Amount)</td>
</tr>
<tr>
<td>5.</td>
<td>Details of Tender cost (DD no. and Amount)</td>
</tr>
<tr>
<td>6.</td>
<td>Income tax Permanent Account Number (copy should be attached)</td>
</tr>
<tr>
<td>7.</td>
<td>EPF &amp; Labour registration (copy should be attached)</td>
</tr>
<tr>
<td>8.</td>
<td>Service tax registration number (copy should be attached)</td>
</tr>
<tr>
<td>9.</td>
<td>Specify the number of years in this line of activity by the company (fill the format given in Annexure-II)</td>
</tr>
<tr>
<td>10.</td>
<td>Copy of latest Income Tax Return</td>
</tr>
<tr>
<td>11.</td>
<td>Copy of Average annual financial turnover (gross) in laundry services during the preceding year, duly audited by Charted Accountant, Should not be less than Rs. 25 Lakhs.</td>
</tr>
<tr>
<td>12.</td>
<td>An affidavit duly certified by a Notary that the firm/company has never been blacklisted, copy should be enclosed.</td>
</tr>
</tbody>
</table>

I ..................................................Son of..................................................

resident of .............................................. who is .................................

(Proprietor/ Partner/ Director etc.) of M/s..........................................................

with sound mind and without any pressure. If any document or information furnished with tender is found forged or fabricated at any time, the Institute has full right to terminate the contract and forfeit my/our EMD or Security Deposit.

Place:  

Signature of Bidder with seal  

Date:  

Name & Address
**DETAILS OF COMPLETED WORKS OF SIMILAR NATURE AND COMPLEXITY**  
*(Name of work- Outsourcing of Laundry services)*

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the contract</th>
<th>Name of the client</th>
<th>Brief Description of the contract</th>
<th>Date of Start</th>
<th>Date of completion as per contract</th>
<th>Date of actual completion</th>
<th>Value (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
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<td>2.</td>
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<td>3.</td>
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<td>5.</td>
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<tr>
<td>6.</td>
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</tr>
</tbody>
</table>

**Note:** Please must attach/enclosed supporting documents for the above information.

Signature of the Tenderer with seal  
Name-  
Designation-
PREREQUISITE CRITERIA FOR QUALIFICATION

1) The bidder should submit Technical Bid and Price Bid in separate sealed covers.
   a) Technical Bid shall contain information regarding business turnover experience and other details of the form to support the suitability for Laundry services in TRAUMA CENTRE, JNMCH, AMU.
   b) Price bid shall contain the price per unit of linen processed in the Laundry given below:-

PRICE-BID
(Rates quoted must be inclusive of all taxes& charges etc.)
(Name of work- Outsourcing of Laundry services)

Part- A (Operational work as per tender i.e. materials and labour to vendor's accounts.)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of Linen Item</th>
<th>Approx. Qty. Per month</th>
<th>Price per Unit (in Rs.) including all taxes (B)</th>
<th>Amount Per month (AXB)</th>
<th>Amount for whole year (12 month) (AXBx12)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apron</td>
<td>8793</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Blanket</td>
<td>486</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Baby Blanket</td>
<td>270</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>B- Blanket cover</td>
<td>258</td>
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<td>Wrapper</td>
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<td><strong>Total</strong></td>
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</table>
**Part- B (Comprehensive maintenance of Laundry Machines/ Equipment)**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Description of work</th>
<th>Charges per month (in Rs.) for 1\textsuperscript{st} year</th>
<th>Total Annual Amount (in Rs.) for 1\textsuperscript{st} year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Comprehensive Maintenance of Laundry Machines/ Equipment's i.e. Supply of spares / consumables and labour to Contractor's accounts.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Grand Total =** Total Amount of Part-A + Total Amount of Part-B = Rs..........................

**Escalation charges/ percentage for next two year =** ...............\% per year

(Note- L1 will be decided on grand total)

Signature of the Tenderer with seal
Name-
Designation-
I) Reference No. of the Tender:

II) Tender regarding:

III) Due date for submission of the Tender:

IV) Due date for opening of the Tender:

V) Name of the Firm:

NOTE:- TENDERS SUBMITTED WITHOUT FOLLOWING THE PRECEDURE AS MENTIONED ABOVE WILL BE SUMMARILY REJECTED.

1) This tender document and subsequent rate contract is non-transferable.

2) The tenderer should take care that the rates and amounts are written in such a way that interpolation is not possible, no blanks should be left which would otherwise, make the tender redundant.

3) The tenderer is bound to provide subject services to AMU for a period of two years at the approved rates from the date of signing of rate contract.

4) The tenderer shall deposit earnest money of Rs. 1,00,000/- and another separate demand draft of Rs. 500/- towards non-refundable tender fee by way of demand draft drawn in favor of FINANCE OFFICER, AMU payable at AMU, Aligarh the earnest money deposit will be refunded to the tenderer who offers have not been accepted within 60 days of opening of tender. Earnest money deposit of the tenderer whose offer is accepted will be kept as interest free security deposit till successful completion of the contract.
5) Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No enquiries, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.

6) The tenderer should have been in business of providing Laundry Services for last 10 or more years in government/private sector having experience in three or more five star category hotels in India including supply of Chemicals and Detergents. The bidder should also submit a list of organizations where it was running Laundry Services as mentioned above.

7) The applicant's average annual financial turn-over (gross) in Laundry Services during the preceding year, duly audited by Charted Accountant, should not be than Rs. 50,00,000/- (Fifty Lakhs).

8) Any action on the part of the tenderer to influence anybody in the said Institute will be taken as an offence, he will not be allowed to participate in the tender enquiry and their offer will not be considered.

9) The courts at Aligarh will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract.

10) Payment of the approved agency for Laundry Services at JNMCH, AMU shall be made through cheque or electronic clearing system. In case of cheque, the same will dispatched through registered post and postal charges shall be deducted from their bills.
1) The institute shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/ lodging will be allowed in the premises of the institute at any time.

2) The provision of the appropriate manpower, chemical supplies, required for performing the task processes of the laundry services, shall be borne by the contractor.

3) The complete job i.e. sluicing, washing, hydro extraction, drying, ironing/ calendaring and storing and issue or distribution of cleaned linen will be done by vendor.

4) The tenderer will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly up to the satisfaction of institute authorities.

5) The firm will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.

6) The equipment provided by the Hospital authorities shall be used by the contractor solely for the Laundry Services of the Hospital and will not be used in any case to process any linen which does not belong to AMU.

7) Every worker engaged in Laundry Services shall wear prescribed neat and clean uniform according to season provided by the contractor at his own cost.

8) Agency shall keep the JNMC Hospital indemnified against all claims whatsoever in respect of the employees deployed by the Agency, in case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case JNMC Hospital is made party and is supposed to contest the case, the JNMC Hospital will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the contractor to JNMC Hospital on demand. Further, the contractor shall ensure that no financial or any other liability comes on JNMC Hospital in this respect of any nature whatsoever and shall keep JNMC Hospital indemnified in this respect.

9) Payment will be made monthly after satisfactory completion of service on presentation of bill. No advance payment will be made.
10) Income tax deduction at source as per the rules in force will be deducted from the bill and the amount so deducted will be credited to the Income tax authority and a certificate of the amount credit will be issued by the Finance & Accounts Department of AMU.

11) The hospital shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/lodging will be allowed in the premises of the institute at any time.

12) Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No enquiries, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.

13) In the event of any question, dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitration by the Vice Chancellor, AMU & his decision will be final and binding.

14) The Arbitrator may give interim awards and/or directions, as may be required, Subject to the aforesaid provisions the Arbitrator & Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

**JURISDICTION:** Disputes of any nature that may be arise in connection with the execution of this order shall be governed by the laws of India and subject to the jurisdiction of courts situated in Aligarh, India only.

\[Signature\]

**Medical Superintendant**

**J.N. Medical College Hospital**

**A.M.U., Aligarh**