Tender
For
Outsourcing of Laundry Service
At
Jawaharlal Nehru Medical College Hospital
AMU, Aligarh

<table>
<thead>
<tr>
<th>Tender Number</th>
<th>JNMCH - Laundry - 01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tender Date</td>
<td>05(^{th}) October 2017</td>
</tr>
<tr>
<td>Last Date of Submission</td>
<td>26.10.2017</td>
</tr>
</tbody>
</table>

Tender documents may be downloaded from university web site [www.amu.ac.in](http://www.amu.ac.in)

**Aligarh Muslim University, Aligarh**
Office of the Medical Superintendent
JN Medical College Hospital
AMU, Aligarh 202002
Email: jnmedicalpurchase@gmail.com

Medical Superintendent
J.N. Medical College Hospital
A.M.U., Aligarh
Tender file No. : 

Subject: Tender for selection of service agency to implement and manage Laundry Services at Trauma Centre, JNMCH, AMU, Aligarh, U. P. on two years rate contract basis.

INTRODUCTION

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.

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 laundry/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.
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>

(Copy of the list enclosed as Annex-A)
Ref. No. LEW/17-18/143

Dated: 21/07/2017

To,

HLL Lifecare Limited,
B-14A, Sector 62,
Noida – 201307
Uttar Pradesh

Sub: Inspection of Laundry Machines for Jawaharlal Nehru Medical College (Aligarh Muslim University), Aligarh under PMSSY Phase II.
Ref.: NOA No: HLL/PCD/PMSSY-II/AMU/RT-02/15-16/2970 Dated-31/08/2015

Dear Sir,

With reference to the above mentioned subject, we want to inform you that the following machines have supplied to JNMC, Aligarh and ready to inspection:

1. Front Loading Washing Machine (Washer Extractor), cap. 100kg – 2 Nos.
2. Hydro Extractor Machine, cap. – 50 kg – 1 No.
4. Flat Bed Press – 1 No.
5. Drying Tumbler Machine, cap. – 30kg – 1 No.
6. Vacuum Finishing Table – 2 Nos.
7. SS Table – 1 No.
8. Detergent Tank – 1 No.
9. Folding Table – 1 No.
10. Dry Trolley – 4 Nos.

We want to inspect of above machines on 25/07/2017 at JNMC, Aligarh.

Your cooperation in this matter will be highly appreciated.

Thanking you & assuring our best services at all the times

Yours Faithfully,

For Lucky Engineering Works,

[Signature]

RAJEEV SHARMA
Proprietor.

IMPORT - EXPORT CODE : 0597036063
Note:

a) All the above mentioned machines shall be handed over to the approved in working condition and would be handed over these machines 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 vendor.

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.

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) Equipment and Maintenance

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.

COMMITMENTS BY THE TRAUMA CENTRE JNMCH, 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 Trauma Centre and replacement with new linen will be done by the Trauma Centre. The agency will sort out linen (after collection) which is beyond repair. This list will be verified by Trauma Centre, JNMCH representative & these cloths will be sluiced/washed & handed over to the agency on daily basis. Equal
number of fresh linen pieces will be issued to make up for such condemned linen.

**TERMS OF PAYMENT**

The monthly bills will be raised by the agency, based on actual work done during the said month after satisfactory verification by the designated officials and same shall be payable by AMU. The payment of the electricity bill consumed by the agency will be payable by the agency itself on monthly basis to the AMU.

**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.

[Signature]

Medical Superintendent
J.N. Medical College Hospital
A.M.U., ALIGARH
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:-

   **TABLE-1**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of Linen Item</th>
<th>Price per Unit</th>
<th>S. No.</th>
<th>Name of Linen Item</th>
<th>Price per Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bed Sheet</td>
<td></td>
<td>19</td>
<td>Gloves</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Draw Sheet</td>
<td></td>
<td>20</td>
<td>Head Wear Cap</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pillow Cover</td>
<td></td>
<td>21</td>
<td>Mask</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Bath Towel</td>
<td></td>
<td>22</td>
<td>Shoe Cover</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Hand Towel</td>
<td></td>
<td>23</td>
<td>Legging</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Face Towel</td>
<td></td>
<td>24</td>
<td>Apron</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>O. T. Towel</td>
<td></td>
<td>25</td>
<td>Baby Sheet</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>O. T. Gown</td>
<td></td>
<td>26</td>
<td>Baby Blanket</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Patient Coat</td>
<td></td>
<td>27</td>
<td>Baby Blanket Cover</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Patient Pajama</td>
<td></td>
<td>28</td>
<td>Blanket Woolen</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Children Coat</td>
<td></td>
<td>29</td>
<td>Blanket Cover</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Children Pajama</td>
<td></td>
<td>30</td>
<td>Couch Cover</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Women Skirt</td>
<td></td>
<td>31</td>
<td>Curtain</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Women Jacket</td>
<td></td>
<td>32</td>
<td>Syringe Capper</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Surgical Frock</td>
<td></td>
<td>33</td>
<td>Trolley Cover</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Surgical Shirt</td>
<td></td>
<td>34</td>
<td>Napkin</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Surgical Pajama</td>
<td></td>
<td>35</td>
<td>Surgical Tray Mat</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Baby Frock</td>
<td></td>
<td>36</td>
<td>Door Mat</td>
<td></td>
</tr>
</tbody>
</table>
THE SEALED ENVELOPES SHOULD THEN BE PUT IN ONE OUTERCOVER INDICATING THEREON

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 in 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. 10,000/- 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.
GENERAL TERMS & CONDITIONS

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.

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

[Signature]