



ESIC MODEL HOSPITAL cum O.D.C. & PGIMSR
 (An ISO 9001:2008 Certified Hospital)
 CENTRAL ROAD, MIDC, ANDHERI (E), MUMBAI 400093.
 Tel. 022-28367204 Telefax 022 28203266
 E-mail : ms-andheri@esic.nic.in
www.esicmh-andheri.org



CATEGORY – II

Form No:...

TENDER NOTICE FOR PROVIDING LAUNDRY SERVICES

M/s.....

Date:-

.....

Sir,

Sealed tenders in prescribed form under two envelope system packed in one envelope are invited from experienced, reliable & reputed firms for providing Laundry Services to ESIC Model Hospital Cum ODC, Andheri (E), Mumbai-93 by Medical Superintendent, on contract basis for a period of 2 (Two) years extendable for a further period of one year at the discretion of Medical Superintendent for 350 bedded hospital.

Tenders should be submitted in tender form, available along with terms & conditions in the office of the Medical Superintendent at a price of a non refundable cost of Rs. 500/- (Rs. Five Hundred Only) to be paid by demand draft drawn in favour of “ESI Fund Account No.1, ESIC Model Hospital Andheri” payable at Mumbai. The tender details/tender document may also be downloaded from ESIC's Website: www.esic.nic.in & www.esicmh-andheri.org. In that case a tender fee be paid by demand draft/pay order which be enclosed along with tender documents submitted to this office failing, which the tender document will be summarily rejected.

Tender forms (Non Transferable) would be available on all working days from Monday to Friday between 10:00 AM to 3:00 PM and on Saturday from 10:00 AM to 12:00 Noon and last date for receipt of completed tenders is 18/01/ 2012 till 1:00 PM The Tenders will be opened on the same day at 3:00 PM in the Conference hall, 4th Floor, ESIC Model Hospital cum ODC, Andheri (E), Mumbai - 93. The tenderers may remain present at the opening of the tender if they so desire. In case it happens to be a holiday then tenders shall be opened on the next working day at the same time & same venue. Tenders not conforming to the above will be liable to be rejected. The selected Tenderer should deposit an amount of Rs.50,000/- (Rs. Fifty Thousand Only) by demand draft drawn in favour of “ESI Fund A/c No.1, ESIC Model Hospital Andheri as Performance Security Deposit within 15 Days. Top envelope containing complete tender document should be super-scribed as “Category- II: Tender for Laundry Services”.

Medical Superintendent reserves the right to reject any or all tenders at any time without assigning any reason thereof.

Tenders received late / not satisfying tender procedure and / or received without Earnest Money Deposit and / or received without signed copy of general terms & conditions shall be treated invalid and rejected summarily. The earnest money of unsuccessful tenderers will be refunded, without accrual of any interest, in due course of time, after finalization of tender.

List of Terms & Conditions is enclosed.

Dy. Director (Genl.)



ESIC MODEL HOSPITAL cum O.D.C. & PGIMSR

(An ISO 9001:2008 Certified Hospital)

CENTRAL ROAD, MIDC

ANDHERI (E), MUMBAI 400093.

Tel. 022-28367204 Telefax 022 28203266

E-mail : ms-andheri@esic.nic.in

www.esicmh-andheri.org



For Medical Superintendent

INSTRUCTIONS FOR SUBMISSION OF TENDER DOCUMENT

1. **Earnest Money Deposit: Rs. 25,000/-.** Earnest Money must be deposited along with the tender form through Demand Draft drawn in favour of “ESI Fund Account No.1, ESIC Model Hospital Andheri”, Payable at State Bank Of India, Mumbai. It should remain valid for a period of 6 months from the last date for submission of the tender. In the absence of EMD, the tender shall be rejected summarily.
2. The EMD will be refunded to the unsuccessful tenderers after finalization of the contract. No interest is payable on the EMD.
3. The validity of rates quoted will be for a period of “Two Years” from the date of finalizing of tender by committee appointed by Medical Superintendent. However, Medical Superintendent is at discretion to extend the validity for further period on same terms, conditions and rates.
4. Tenders must be sent in Sealed Envelopes Super-Scribing “Category- II: Tender for Laundry Services”.
5. Interested agencies may visit/inspect the site on any working day between 10:00 AM to 1:00 PM and 2:00 PM to 3:00 PM to collect all information that will be necessary for preparing the tender and entering into a Contract for the services to be rendered by contacting Social Security Officer (General Branch) ESIC Model Hospital Andheri (E), Mumbai – 93.
6. The tender shall be submitted in 2 parts, viz:-

I) Technical Bid.

II) Price Bid.

Each bid is to be submitted in separate wax sealed envelope marked as “Technical Bid” and “Price Bid”. These two envelopes should be kept in a third bigger size envelope and wax sealed addressed to Medical Superintendent, ESIC Model Hospital cum ODC, Central Road, MIDC, Andheri (E), Mumbai – 400093.

7. The Tender may be sent by post to the above mentioned address or dropped in the tender box captioned “Tender for Providing Laundry Services” placed at Office of The Medical Superintendent, ESIC Model Hospital at above address by the stipulated date and time. Tender if dropped in any box other than the specific tender box will not be considered for selection.
8. The sealed tenders complete in all respect, numbered, signed on each page, should be dropped in the tender box placed in the office of Medical Superintendent, 2nd Floor, ESIC Model Hospital Cum ODC on or before 18/01/2012 by 1:00 PM. In case date of receipt of tenders happens to be declared a public holiday, the tender will be accepted on next working day till 1:00 PM. Late bids i.e. Bids received after the specified date and time of receipt, will not be considered. For Postal/Courier delays and loss of tender documents in transit, The Medical Superintendent is not responsible. Fax/E-Mail/Conditional/Incomplete tenders are not entertained and shall be

rejected.

9. No tenderer will be allowed to withdraw after submission of the tenders, otherwise the EMD will be forfeited.
10. In case, the successful tenderer declines the offer of contract for whatsoever reason's, his EMD will be forfeited.
11. Tenders received late / not satisfying tender procedure and / or received without Earnest Money Deposit and / or received without signed copy of tender documents shall be treated invalid and rejected summarily.
12. The technical bids shall be opened at 11:00 AM on 20/01/2012 in Lecture Hall, 4th Floor, ESIC Model Hospital cum ODC, Central Road, MIDC, Andheri (E), Mumbai – 400093. In case 20/01/2012 is declared holiday, tenders will be opened on next working day at the same time and same venue.
13. The tenderers who's technical bids are accepted/selected will be informed about the date of the opening of Price bids.
14. The offer of Tender should contain the following documents with Technical Bid:
 - a) Original Tender Document.
 - b) EMD.
 - c) Bidders profile giving complete details about the firm, including the period for which it is in this business.
 - d) Names of proprietor / partners / directors of the bidders firm with their residential address & Factory Address and Mobile/Telephone numbers.
 - e) Name, designation and specimen signature of the person authorized by the competent authority of the firm to sign / deal with the tender documents must be enclosed along with the tender.
 - f) Photocopy of Audited annual accounts for the last 2 years duly certified.
 - g) Attested copy of deed of partnership, if the firm is a partnership concern of Memorandum and Articles of Association duly certified in case of Company.
 - h) Attested copy of latest Income Tax Clearance
 - i) Photocopy of PAN No. of the Firm/Proprietor/Director.
 - j) Photocopy of TIN No
 - k) Photocopy of Sales Tax Clearance Certificate / Sales Tax No.
 - l) Photocopy of Shop & Establishment License / Factory License / Permission of Fire Brigade / Maharashtra Pollution Control Board's Certificate.
 - m) Copy of registration under Contract Labour Act as well as certificate of registration of firm if so, with registrar of firms.
 - n) Code numbers showing coverage under ESI and EPF Acts to be quoted if applicable. If the

exempted under ESI/PF Act attach the concerned department's certificate.

- o) Details of all establishments where laundry services have been provided during the previous two years and Certificates from the clients regarding their satisfaction with quality of services.**
- p) Declaration on letter head of the Bidding firm that it has never been involved in any illegal activity of financial frauds.**
- q) Copy of the terms & conditions should be signed by authorized person. Each page of the tender must be signed with seal of the agency.**

15. Tenders should be Typed / Computer printed. All the documents attached with the Tender forms should be serial numbered and total number of enclosures must be mentioned on covering letter.

16. RATES TO BE QUOTED FOR LARGE CLOTHES PER PIECE.

- Rates should be inclusive of Washing and Ironing.**
- Four groups of clothes will require to be washed and ironed (details as per Annexure “A” enclosed.)**
 - a) Large Clothes: As per list enclosed in Annexure “A”.**
 - b) Small Clothes: Rates will be 50% of large clothes.**
 - c) Accessories: Rates will be 10% of large clothes.**
 - d) Blankets: Rates will be two and half times of the large clothes.**

17. Quotations in Rupees per piece for Large Clothes must be submitted. The rates and amount should be written in words and figures neatly. No cutting or erasing or overwriting would be accepted and in that case tender may be rejected.

18. The Tenderer has to submit an undertaking as per Performa enclosed on a Stamp Paper of Rs.100/- along with the Tender Document.

19. The Tenderer should have minimum turn over of Rs.20,00,000/- (Rs. Twenty Lakhs Only) per annum during the last two financial years ie. 2009-2010 & 2010-2011.

Dy. Director (Genl.)



ESIC MODEL HOSPITAL cum O.D.C. & PGIMSR
(An ISO 9001:2008 Certified Hospital)
CENTRAL ROAD, MIDC, ANDHERI (E), MUMBAI 400093.
Tel. 022-28367204 Telefax 022 28203266
E-mail : ms-andheri@esic.nic.in
www.esicmh-andheri.org



GENERAL TERMS AND CONDITIONS

- 1. The term Corporation means the ESI Corporation.**
- 2. The term Medical Superintendent means Medical Superintendent, ESIC Model Hospital Cum ODC, Andheri (E), Mumbai-400 093, and any other officer in authority for the time being in administration of ESI Corporation.**
- 3. The contract shall initially be valid for a period of two years and may be extended further for a period of one year subject to renewal every year on satisfactory performance on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the entire period of contract.**
- 4. Medical Superintendent reserves the right to terminate the contract at any time during currency of the contract period without assigning any reason thereof..**
- 5. Every tender would remain open for acceptance for 60 days from the date of opening of Tender or till the date of the finalization of the Tender, whichever is earlier.**
- 6. The offer of contract issued to the successful contracting firm would need to be accepted within 15 days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD.**
- 7. Successful contracting firm will be required to deposit, Performance Security of Rs.50,000/- (Rs. Fifty Thousand Only) by DD drawn in "ESI Fund A/c No.1, ESIC Model Hospital Andheri within 15 Days of acceptance of contract, otherwise the contract will be canceled and EMD will be forfeited.**
- 8. The successful tenderer's EMD will be adjusted towards Performance security deposit and unsuccessful tenderers EMD will be released after the finalization of the contract.**
- 9. On award of contract, the contracting firm will be required to enter into an agreement / contract on stamp paper of appropriate value in the form approved by the Hospital Administration.**
- 10. The laundry services to the hospital will be on total contract basis where no facilities will be provided by the hospital and the laundry work will be carried out by the contractor at his own premises. The contractor has to furnish full details and address of the site of washing to the hospital and the hospital authority reserves the right to inspect the washing site office if required.**
- 11. The linen has to be washed / cleaned properly and stains of any type have to be removed without any blot and any loss to the material of the cloth. The linen must be washed and ironed properly to the satisfaction of the authorities. The Tenderer shall use washing material of branded / standard quality. If the washed clothes received are not found satisfactory the same will be returned for washing without any additional expenditure.**
- 12. DIRTY / SOILED LINEN AND USED CLOTHES WILL HAVE TO BE COLLECTED AND HANDED OVER TO THE VARIOUS DEPARTMENTS AFTER PROPER WASHING AND IRONING STRICTLY ON DAILY BASIS, FAILING WHICH THE PENALTY AS DECIDED BY MEDICAL SUPERINTENDENT WILL BE LEVIED ON EACH OCCASION. CONTINUOUS DEFAULT MAY LEAD TO CANCELLATION OF CONTRACT.**

- 13. The Tenderer will be wholly responsible for providing laundry services to this hospital. The Tenderer will ensure timely supply of washed and ironed linen to different departments of this hospital (in summer within 03 days & in winter/moon soon within 04 days). If the contractor fails to wash the clothes in time the same will be arranged from outside and the expenses will be recovered from the dues payable to the contractor.**
- 14. The timing of collection of linen will be regularly in the morning and evening hours of the day and distribution of the cleaned and ironed linen will be in the evening and / or in the next morning depending upon the quantum of linens as per the need of hospital.**
- 15. The hospital shall not be liable to provide any sort of accommodation to the staff or person deployed by the contractor in the premises of the department at any time.**
- 16. The contractor shall ensure that any specific laundry task assigned to it by the Medical Superintendent or any officer authorized by him is carried out by him diligently and well in time.**
- 17. The laundry services for the hospital shall be provided on all days (including Sundays & Holidays) during the contract period. Failure to provide service shall attract penalty. The amount of penalty would be decided by Medical Superintendent on each occasion and shall be final.**
- 18. Wear & tear if noted during the collection must be pointed out to that department. Defect if any found later on will be the responsibility of the Contractor.**
- 19. If the services are not up to the satisfaction of the authorities payment in part or full may be deducted and the contract for the remaining period may be terminated.**
- 20. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.**
- 21. No advance shall be paid. Bills of laundry services may be raised by the contractor on monthly basis and the same shall be settled within 15 days provided the same or in order.**
- 22. Applicable taxes will be deducted at source at the time of settlement of bills. TDS certificate will be issued.**
- 23. 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 by ESIC Model Hospital Andheri besides annulment of the contract.**
- 24. The contractor will comply with all legal requirements and for obtaining license under contract labour if required. Hospital shall not be responsible in any way for any breach by the contractor of the rules and regulations governing the running of such establishment.**
- 25. The contractor will at all times duly observe the provisions of Employment of Children Act. XXVI, 1938.**
- 26. The Tenderer must have at least two years experience of washing linen in Hospitals / Nursing Homes / Institutions etc. Performance Certificate issued by the organization where such types of works / jobs have been performed should be attached.**
- 27. In case more than one firm quotes the same rates, the preference shall be given to the contractor having more experience of Hospitals. The decision of the Tender finalizing committee & Medical Superintendent shall be final & binding on all the concerned parties.**

- 28. Tender forms are not transferable.**
- 29. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.**
- 30. In the event of any breach / violation or contravention of any terms and condition contained therein by the contractor, the said performance security deposit will be forfeited.**
- 31. The Tenderer submitting a tender would be presumed to have considered and accepted all the terms and conditions. No enquiry verbal or written shall be entertained in r/o acceptance / rejection of the tender.**
- 32. The Medical Superintendent, ESIC Model Hospital Andheri reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the tenderer shall be given sufficient time to take the changes into account.**
- 33. The Medical Superintendent, ESIC Model Hospital Andheri reserves the right to reject all or any tender in whole or in part without assigning any reason therefore.**
- 34. Performance Security Deposit of the firm shall be forfeited in case firm stop the work for any reason.**
- 35. For finalization of contract, the technically qualified tenderer, whose rate as given in Annexure "A" are the lowest in comparison to other tenderer will be considered as the lowest tenderer.**
- 36. In case of any dispute or difference, Medical Superintendent is the Final Authority.**

Dy. Director (Genl.)

CHECK LIST FOR THE TECHNICAL BID

(Certificates/Documents to be submitted with per-qualification bid)

1. Forwarding Letter.
2. EMD for Rs.25,000.00 in the form of pay order/DD/Bankers Cheque in the name of ESI Fund A/c No. 1, ESIC Model Hospital Andheri payable at Mumbai. EMD by Cheque or in any other form is not acceptable.
3. Original Tender Documents with each page signed.
4. Bidders profile giving complete details about the firm, including the period for which it is in this business.
5. Names of proprietor / partners / directors of the bidders firm with their residential address & Factory Address and Mobile/Telephone numbers.
6. Name, designation and specimen signature of the person authorized by the competent authority of the firm to sign / deal with the tender documents must be enclosed along with the tender.
7. Photocopy of Audited annual accounts for the last 2 years duly certified.
8. Attested copy of deed of partnership, if the firm is a partnership concern of Memorandum and Articles of Association duly certified in case of Company.
9. Attested copy of latest Income Tax Clearance
10. Photocopy of PAN No. of the Firm/Proprietor/Director.
11. Photocopy of TIN No
12. Photocopy of Sales Tax Clearance Certificate / Sales Tax No.
13. Photocopy of Shop & Establishment License / Factory License / Permission of Fire Brigade / Maharashtra Pollution Certificate.
14. Copy of registration under Contract Labor Act as well as certificate of registration of firm if so, with registrar of firms.
15. Code numbers showing coverage under ESI and EPF Acts to be quoted if applicable. If the exempted under ESI/PF Act attached the concerned dept. certificate.
16. Details of all establishments where laundry services have been provided during the previous two years and Certificates from the clients regarding their satisfaction with quality of services.
17. Declaration on letter head of the Bidding firm that it has never been involved in any illegal activity of financial frauds.
18. Undertaking on a Non-Judicial Stamp Paper of Rs.100/-.
19. Any other relevant document.

**Signature of Tenderer
with company seal**

Name of Tenderer

FORMAT FOR UNDERTAKING FOR LAUNDRY SERVICES
(TO BE SUBMITTED ON A NON-JUDICIAL STAMP PAPER OF Rs.100/-)

To
The Medical Superintendent
ESIC Model hospital Cum ODC
Andheri (E), Mumbai- 400 093.

Dear Sir,

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
2. The rates quoted by me are valid and binding on me during the period of validity of the tender.
3. I, the undersigned hereby bind myself to the Medical Superintendent, ESIC Model Hospital & ODC, Andheri East, Mumbai-93 during the period of contract.
4. The Performance Security deposited by me shall remain in the custody of the Medical Superintendent, ESIC Model Hospital cum ODC, Andheri (E), Mumbai-93 till the expiry of the contract. The performance Security Deposit will not carry any interest.
5. The conditions herein contained shall form part of and shall be taken as included in the agreement itself.
6. I will be wholly responsible for providing Laundry services to ESIC Model Hospital & ODC, Andheri East, Mumbai-93 and will ensure timely supply of washed and ironed linen to the hospital department.
7. I shall be responsible to provide all benefits i.e Bonus, ESI and Gratuity etc. to eligible employees employed by me.
8. I shall abide by the provisions of Minimum Wages Act 1948 and Contract Labour Act 1970 and other Labour Laws applicable from time to time.
9. Should any lapses occur from me or on my workers part, while discharging the services, the hospital authorities may cancel my contract and award the work to another agency and the cost difference may be recovered from me.
10. I will ensure disinfection before washing and will collect / handover clothes to various departments as per instruction received from time to time.
11. There is no vigilance/CBI or court case pending against the firm.
12. The decision of the Medical Superintendent ESIC Model Hospital & ODC, Andheri East, Mumbai will be final and binding upon me.

Signature of Bidder

(Name of Bidder)

Place.....

With seal of firm

Affirmation

I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the validity of tender period Medical Superintendent ESIC Model Hospital & ODC, Andheri (E), Mumbai, will have full authority to take appropriate action as he/she may deem fit.

Place

Signature of Bidder

Date.....

(Name of Bidder)

With seal of firm



ESIC MODEL HOSPITAL cum O.D.C. & PGIMSR
(An ISO 9001:2008 Certified Hospital)
CENTRAL ROAD, MIDC
ANDHERI (E), MUMBAI 400093.
Tel. 022-28367204 Telefax 022 28203266
E-mail : ms-andheri@esic.nic.in
www.esicmh-andheri.org



FOR PROVIDING LAUNDRY SERVICES TO ESIC MODEL HOSPITAL CUM ODC ANDHERI (E),
MUMBAI-400 093.

To
**The Medical Superintendent
ESIC Model hospital Cum ODC
Andheri (E), Mumbai- 400 093.**

Sir,

I, undersigned hereby submit the offer on a/c of Category – II: Laundry Services to ESIC Model Hospital Cum ODC, Andheri (E), Mumbai-400 093.

Rate for Laundry Services (Including of washing & Ironing) per piece for large Clothes:

Note: For Small clothes rates will be 50% of large clothes, for accessories rates will be 10% of large clothes and for blankets rates will be two & half of large clothes.

My particulars are as under:-

- A) Name of the Tenderer:.....
- B) Permanent Address:.....
(Proof of Address be attached)
- C) Postal Address:.....
- D) Site of Washing:.....

(SIGN OF THE TENDERER WITH COMPANY SEAL)

NAME:-.....

Annexure “A”

Large Clothes:-

<u>SL</u>	<u>Name of Items</u>	<u>Description</u>
1	Bed Sheets	White
2	Patient Towel	White
3	Turkish Towel	White
4	Patient Coat	White
5	Patient Pant	White
6	Patient Petticoat	White
7	Patient Blouse	White
8	Draw Sheet	White
9	Screen Curtain	White
10	Mosquito Net Big	White
11	Patient Gown	White
12	Servant's Pant	White
13	Servant's shirt	White
14	Servant's Lungi	White
15	Door Curtain	Printed
16	Door Curtain	Green
17	Satranji	Green
18	Bed Sheet	Green
19	Doctor Kurta Lungi	Green
20	Doctor Pant	Green
21	Doctor Shirt	Green
22	Doctor Gown	Green
23	Operation Sheet	Green
24	Operation Towel	Green
25	Nurses Gown	White
26	Window Curtain	Green
27	Hole Sheet	Green
28	Baba Coat	White
29	Baby Pant	White

Signature of Tenderer

with seal of company.

Small Clothes:-

<u>SL</u>	<u>Name of Items</u>	<u>Description</u>
1	Woolen Blankets Baby	Red
2	Spinal Towel	Green
3	Legging	Green
4	Pillow Cover	White
5	Baby Mattress Cover	White
6	Tray Wrapper	White
7	Kitchen Apron	White
8	Baby Mosquito Net	White

Accessories:-

<u>SL</u>	<u>Name of Items</u>	<u>Description</u>
1	Mask	Green
2	Eye Towel	Green
3	Doctor Cap	Green
4	Matha Bandage	White
5	Gloves Bag	White
6	Abd. Sponges	White

Blankets:-

<u>SL</u>	<u>Name of Items</u>	<u>Description</u>
1	Woolen Blanket (Big)	Red
2	Woolen Blanket (Medium)	Red

Signature of Tenderer
with seal of company.