

**On Line Tender Notice No.112 of 2018-19**

Administration of Dadra & Nagar Haveli, U.T.,  
Office of the Directorate of  
Medical & Public Health Department  
“Tel.No.0260-2642940, 2640615”  
email ID : svbch.sil@gmail.com

No. MS/VBCH/CHC/K/Washing Clothes/2014-15/256/117

Silvassa.

Date: 29/01/2019

**e-Tender (Online) Invitation Notice**

The DMHS/Medical Superintendent, Shri Vinoba Bhawe Civil Hospital, Dadra & Nagar Haveli, Silvassa on behalf of President of India, invites on line tender on <https://dnhtenders.gov.in/nicgep/app> from the Authorized Agencies for Rate contract for Washing of Hospital Clothes for Sub-District Hospital, Khanvel.

Sr. No.	Particulars	Estimated Cost	EMD (Earnest Money Deposit)	Tender Fees (Non-Refundable)	e-Tender ID No.
01.	<b>Rate Contract of Washing of Hospital Clothes for Sub-district Hospital, Khanvel</b>	₹.24.00 Lakhs	₹.60,000/-	₹.1,000/-	2019_UTDNH_3792_1

Bid document downloading Start Date : **30.01.2019**  
Bid document downloading End Date : **19.02.2019, 12:00 Hrs.**  
Last Date & Time for receipt of Bid : **19.02.2019, 14.00 Hrs.**  
Preliminary Stage Bid Opening Date : **19.02.2019, 15.00 Hrs.**  
Technical Stage Bid Opening Date : **19.02.2019, 15.30 Hrs.**

Bidders have to submit price bid in Electronic format only on <https://dnhtenders.gov.in/nicgep/app> website till the last date and time for submission. Price Bid in Physical format shall not be accepted in any case.

Only tender fees and EMD should be submitted in original to be sent to the above mentioned address by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tender received in hard copy will not be accepted.

1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of Demand Draft/Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Silvassa.

**e-tender ID No. 2019\_UTDNH\_3792\_1 Washing of Hospital Clothes for  
Sub-District Hospital, Khanvel for the year 2019-20**

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3. The EMD will be accepted in form of FDR / Demand Draft /Bankers Cheque or Bank Guarantee from any Commercial Banks in an acceptable form payable at silvassa in favor of under signed.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: [cphp-nic\[at\]nic\[dot\]in](mailto:cphp-nic[at]nic[dot]in), Mobile No: +91-7878007972 and +91-7878007973, Tel No. 1800 3070 2232 Website: [www.dnhtenders.gov.in](http://www.dnhtenders.gov.in).

*Sd/-*

**Director**

Medical & Health Services  
“Tel.No.0260-2642940, 2640615”  
email ID : [svbch.sil@gmail.com](mailto:svbch.sil@gmail.com)

Copy to :-

- 1) CPO, Dadra & Nagar Haveli, Silvassa for wide publicity in Newspaper.
- 2) Director General, Indian Trade Journal, Kolkata for publication on Newspaper.
- 3) I.T., Dadra & Nagar Haveli, Silvassa with a request to publish in Website.
- 4) Accounts Section, DMHS, Silvassa for information.

**U.T. ADMINISTRATION OF DADRA & NAGAR HAVELI,  
OFFICE OF THE DIRECTORATE  
OF MEDICAL AND PUBLIC HEALTH DEPARTMENT,  
SILVASSA**

Terms and Conditions for the ““Washing of Hospital Clothes” for Sub-District Hospital, Khanvel,

Only the **EMD** and **Tender Fees** should be enclosed in the **BID**.

- **Tender Fees (Non Refundable) ` .1,000/- :**

a. The Tender Fees should not be forwarded by cash.

b. The Tender Fees (Non Refundable) will be accepted only in form of DD/Bankers Cheque in favor of **Director of Medical & Health Services, Silvassa** from any Nationalized or Scheduled Bank of India payable in Silvassa.

c. All tenders must be accompanied by Tender fees as specified in schedule otherwise tender will be rejected.

- **Earnest Money Deposit: (EMD) ` .60,000/- :**

a. All tenders must be accompanied by EMD as specified in schedule otherwise tender will be rejected.

b. EMD can be paid in either of the form of following :

- i. Demand Draft
- ii. Fixed Deposit Receipts
- iii. Bank Guarantee

In favor of **Director of Medical & Health Services, Silvassa** from any Nationalized Banks or Scheduled Bank authorized by RBI to undertake Government Business.

c. EMD should be valid upto **12 (Twelve Months)** from the date of its issuance.

d. EMD in any other forms will not be accepted.

e. EMD/Security Deposit shall be liable to be forfeited in following circumstances:

i. Tender is rejected due to failure of providing the requisite documents in proper format or giving any misleading statement or submission of false affidavit or fabricated documents.

ii. In case, the agency does not execute the order placed with him within stipulated time, the EMD of the agency will be forfeited to the Government and the contract for providing of Security Services shall terminated with no further liabilities on either party to the contract.

f. The amount of Earnest Money paid by the tenderer(s) whose tenders are not accepted will be refunded to them by cheque or Demand Draft (as may be convenient to the Tender Inviting

Officer if the amount is above ` .200/-) drawn on any branch of Dena Bank or its subsidiary Commercial Bank. Where this mode of payment is not possible the amount will be refunded at the cost of the tenderer.

g. The Earnest Money(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Earnest Money required by these conditions.

❖ **Instructions to Bidders :**

- 1) The rate should be quoted online in the financial bid in the prescribed form given by the department; **the rate should be valid for the period of One Year from the date of tenderization and the contract will be valid for the period of Three Years.**
- 2) All/Taxes/Duties/Royalties Charges payable on the sales/transport etc. within and/or outside the state shall be payable by the supplier.
- 3) The decision of the Tender Inviting Officer for acceptance/rejection shall be final.
- 4) All bills should be in **TRIPLICATE** and should invariably mention the number and date of supply order.
- 5) The Tenders shall be submitted in two bid system, wherein the EMD and Tender Fee only has to be submitted in Tender Box and should super scribing on the envelope as “Sealed Cover for Washing of Hospital Clothes for **Sub District Hospital, Khanvel**”.
- 6) For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below:

**The Director  
Medical & Health Services  
Shri Vinoba Bhave Civil Hospital Campus,  
U.T. of Dadra & Nagar Haveli, Silvassa - 396 230  
Tel: 0260-2642940, 2640615, 2630102, Fax: 0260-2642961**

- 7) The right to accept or reject without assigning any reasons or all tenders in part or whole is reserved with the Tender Inviting Officer and his decision(s) on all matters relating to acceptance or rejection of the tenders as a whole or in part will be final and binding to all.
- 8) The Tenders and Financial bid should be submitted online on <https://dnhtenders.gov.in/nicgep/app> in two bid system.
- 9) In case, the service provider is not able to wash the clothes within the given time period, the EMD of the service provider will be forfeited to the Government and the contract shall terminated with no further liabilities on either party to the contract.

**Keydates :**

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❖ **Conditions of Contract :**

1. The rate should be quoted in the prescribed form given by the department, **the contract will be valid for the period of three years from the date of acceptance of tender** and it should be inclusive of all taxes.
2. The selected agency shall have to provide the services with whom agreement is made and this cannot be entrusted to any other agency or sub-agency. If it is found so, their Security Deposit will be forfeited and the agreement will be cancelled.
3. The Contractor is required to meet the entire Eligibility/Qualifying Criteria to participate in the tender as mentioned below:
  - a) The firm should be well established in the field of professional washing and cleaning of services of linen.
  - b) Only experienced & qualified firm's having proven credentials of unblemished performance of reputed/ major establishments for similar work should apply along with supporting documents.
  - c) **The tenderer should submit the following mandatory documents in the tender :**
    1. List of personnel available on hand (own) and proposed to be engaged for the subject work.
    2. List of plant & machinery available on hand and proposed to be inducted (own) and Proposed to be inducted (own/ hire) for the subject work.
    3. List of works completed during last three financial years and current year giving description of work, organization for whom executed; appropriate value of contract at the time of award and date of scheduled completion of works, date of actual start, actual completion and final value of contract should also be given.
    4. List of works on hand indicating description of work, contract value and approximate value of the balance work yet to be done and date of award.
    5. PAN No.
    6. GST Registration No.
    7. Terms and conditions documents duly stamped and signed on each pages.
    8. Annexure – A duly stamped and signed.
    9. Income Tax Returns of Last three years.
    10. Average annual turnover of ` .**12 Lakhs** in last three years.
  - d) Similar work means: Similar work means: “Work of mechanized washing, drying, calendaring and dry cleaning of linens for **Sub District Hospital, Khanvel** or any other establishment”, including those working for similar hospitals in Vapi, Valsad, Daman, Railways etc.

- e) The tenderer has to submit the details of machinery/ plant & other credentials. Shri VBCH if so feels, shall inspect the infrastructure and facilities available with firm so as to assess the capability of the firm to execute the work successfully.
4. Washed linen should be supplied by contractor on his own cost to the **Sub District Hospital, Khanvel**.
5. **Inspection:** Inspection of the premises and factory/Workshop of the tenderer shall be carried out by a team of officers/inspectors nominated by the Convener of the Tender Committee before award of the contract. This team of the Officers shall carry out a Comprehensive inspection of the premises/Workshop of the tenderer and give a report on the eligibility/capacity of the said tenderer to carry out a satisfactory quality job as well as clean the prescribed quantity of linen. Such inspections both before the award of the contract and at periodical intervals after the award of the contract shall be carried out.
6. **List of items and Quantity variation:** The approx. quantity of work to be carried out by the contractor is to be mentioned in Tender. However, the contractor shall be bound to oblige for quantity variation upto 50% of the quantity, increased/decreased the **Sub District Hospital, Khanvel** shall have full right either to increase/decreased the overall value of the contract or to reduce the period of contract. If, however, the quantity is reduced, the **Sub District Hospital, Khanvel** shall not assign any reason thereof.
7. **Arrangement for carting:** The contractor shall be bound to provide arrangements for carting of soiled linen from **Sub District Hospital, Khanvel** and further transport of soiled linen to the premises of the contractor (including transport arrangement etc.). Similar transport arrangement from contractor's premises to the **Sub District Hospital, Khanvel**.
8. **Water supply:** The tenderer shall give details of water connection, including whether it is owned by the contractor or water is obtained through Municipal Supply, quantity of water consumed and hours of supply, storage arrangements. Copy of certificate in this regard shall be furnished.
9. **Electric Supply:** The tenderer shall give details of electric supply. Including load (based on rating of equipment/machinery), sanctioned load, consumption as well as the reliability of the supply. Source of electricity supply and arrangements for standby power including specification of D.G. sets etc. Copy of Electricity bills shall also be furnished.
10. **Change in the particulars given in credentials:** The contractor shall be required to furnish in case of any change in the particulars in the Credentials including address, phone No., details of the equipments, etc. before award of the contract and during the period of the contract to **Sub District Hospital, Khanvel** in seven days of such a change.

11. **CLEANING/WASHING PROCESS:** The contractor should follow the procedure mentioned below during the process of machine wash/steam cleaning and drying:

- (a) Linens are to be machine washed.
- (b) Washing should be done in clean safe and soil water using approved Chemicals/detergent/ soileners. (ISI Marked)
- (c) Only Hydrogen Peroxide or sodium hypo chloride and soft liquid bleach should be used for bleaching water.
- (d) For white fabrics either acetic acid- or a standard neutralizer supplied from a reputed manufacturer for neutralization.
- (e) Dry cleaning should be done by utilizing only Perchloro Ethylene operated by Drying Cleaning Machine for woolen blanket.
- (f) Oxalic acid and Acetone may also be used to remove various type of stains.
- (g) Perfume should be used while washing and dry cleaning.
- (h) Softeners such as ceramine, HCs Silicon Softener, Clax Comfort can also be used for softening the towels.
- (i) Starch may be used for bed sheets and pillow covers.
- (j) Ironing/pressing should be done satisfactorily.
- (k) There should be facilities for Washing, Staining, Water Extrication, Drying as per Standard Norms.

12. **(a) The successful bidder should give performance guarantee amounting to 5% of the contract value in any of the following forms:-**

- (i.) A deposit of Cash,
  - (ii.) Irrevocable Bank Guarantee,
  - (iii.) Government Securities including State Loan Bonds at 5 percent below the Market Value.
  - (iv.) Deposit Receipts, Pay Orders, Demand Drafts and Guarantee Bonds. These forms of Performance Guarantee could be either of the State Bank of India or of any of the Nationalized Banks ;
  - (v.) Guarantee Bonds executed or Deposits Receipts tendered by all Scheduled Bank;
  - (vi.) A Deposits in the Post office Saving Bank ;
  - (vii.) A Deposits in the National Savings Certificates ;
  - (viii.) Unit Trust Certificates at 5 percent below market value or at the face value whichever is less. Also FDR in favour of FA & CAO (free from any encumbrance) may be accepted.
- (b) The performance guarantee should be furnished by the successful contractor after Purchase Order has been issued, but before signing of the agreement and should be valid upto expiry of the contract period. The agreement should normally be signed within 15 days (Fifteen days) after the issue of Purchase Order and PG should be submitted within the time limit.
- (c) PG shall be released after satisfactory completion of the work and contract period is over. The procedure for releasing should be same as for Security Deposit.
- (d) Wherever the contracts are rescinded, the security deposit will be forfeited and the

- performance guarantee shall be encashed and the balance work will be got done separately.
- (e) The balance work will be got done independently without risk and cost of the original contractor.
- (f) The original contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a joint venture or a partnership firm, then every member / partner of such a firm would be debarred from participating in the tender for the balance work either in his / her individual capacity or as a partner of any other joint venture / partnership firm.
13. (a) (i) The contractor shall perform the work of washing, cleaning, drying, pressing and dressing of all items of clothes and other items/clothes/linen with the help of machines installed at the their own premises. The cleanliness of the clothes should be made to the best satisfaction of the **Sub District Hospital, Khanvel**.
- (ii) The contractor shall steam clean and dry-clean during the period specified in para-(I) as and when orders are placed on running contract basis by this administration. The approximate requirement of the linen to be washed in as shown in the Annexure "A" of the tender papers which is subject to increase decrease in which case the contractor will make no extra claim. Payments will be made as per material actually handled/washed/dry-cleaned.
- (b) The worker to be engaged by the contractor shall be Medically fit and free from any communicable diseases.
14. In case of complaints from users, **The Director Medical and Health Services** may impose penalty as per following schedule.
- i. For finding the linen dirty on first occasion penalty up to ` .1000/-
  - ii. For finding the linen dirty on second occasion penalty up to ` .2000/-
  - iii. On finding the discrepancy in quality on third and subsequent occasion DMHS may impose a fine of ` .5000/- on each occasion or terminate the contract at its discretion.
15. The contractor or his authorized agents/servants must be careful during the course of working for washing, cleaning, drying, pressing that any clothes that any clothes or bedrolls is not torn, damaged, missing or pilfered in the custody of the contractor. In case, any of the clothes, blankets is found missing, pilfered, damaged, torn from the custody of the contractor or his servant or from the both the contractor will be held responsible to deposit the cost of goods to **Sub District Hospital, Khanvel**. In case of such frequent missing, loss, damage of the bedrolls, clothes the administration will be at liberty to terminate the contract and realize the loss from the contractor's bill or other dues/deposits as available to SVBCH.
16. (a) The **Sub District Hospital, Khanvel** will account for the clothes after each use item wise and must record in the register. For washing purpose the quantity of bedrolls and other items, if any, should be counted and written in the register and a printed receipt prepared and then the same should be handed over to the contractor or his authorized agent after taking his clear signature in the receipt book/register as a token of acknowledgement.



(b) Similarly the contractor or his authorized agent after washing, cleaning, drying, pressing dressing will return the clothes by counting of each item, in good condition to the **Sub District Hospital, Khanvel**. After taking the acknowledgement of SVBCH. In case of any difficulty of the clothes, the same should be recorded in the register and return in the receipt to the office of the **Sub District Hospital, Khanvel**.

(c) The **Sub District Hospital, Khanvel** should submit the month washing charges bill of the contractor with his remarks/certification that cleaning of Linen is satisfactory along with a list of deficiency as recorded in the register for passing of bills.

(d) The contractor shall satisfy himself when taking over the linen for steam cleaning and blankets for dry-cleaning that the same is satisfactory in good condition. Linen found damaged or lost after cleaning shall be replaced or cost thereof paid by the contractor as decided by the Senior. **Sub District Hospital, Khanvel** paying due consideration to the condition of the linen when originally given for steam cleaning to the contractor. The decision of the Director of DMHS in this respect will be final.

17. (a) That the contractor should made the necessary arrangement to take the used linen and other linen and clean the same as quickly as possible and not for later than 24 hrs of receipt of the bedrolls item with the washing machine and after completion of washing cleaning, drying, pressing and should return back the bedrolls and other linens in good condition to the **Sub District Hospital, Khanvel** for further use of the same. In the peak season the contractor should make additional arrangement to engage labor, machines and washing materials for quicker cleaning by the contractor as required. The contractor shall take the entire responsibility for the adequate arrangement of means to be used by him for the fulfillment of the contract.

(b) The contractor shall complete the steam cleaning/washing of linens and dry-cleaning of blankets as and when required by the **Sub District Hospital, Khanvel** during the currency of the contract adhering to delivery period as specified in the schedule condition annexed here to.

18. That the payment of the washing charges as per the rate quoted by the contractor and accepted by the **Sub District Hospital, Khanvel** in the tender will be arrangement after completion of one English calendar month. The bill prepared in triplicate by the contractor should be certified by the **Sub District Hospital, Khanvel**.

19. That the **Sub District Hospital, Khanvel** representatives may at anytime, during the working hrs. of the washing depot of the contractor, inspect the work of washing, cleaning, drying, pressing and dressing of the clothes and examine the registers of receipt and delivery of the clothes, accountal particulars of the linen and other items stock on hand of the contractor etc.

20. Any Representative of **Sub District Hospital, Khanvel** visit the depot with prior information or without information, may inspect the washing process and that the contractor must provide necessary assistance without any hesitation. Further, **Sub District Hospital, Khanvel** reserves the right to conduct surprise checks of the machinery and records, documents etc. maintained by the contractor.

The contractor shall extend all possible help and facilities about the working of machinery and maintenance of records, documents etc. to such inspector and officers.

21. (a) That in the event of breach of any of the terms and conditions of this agreement by the contractor, his servants or any person acting for and on behalf of the contractor, or failing to perform all or any of the services required of him by this agreement to the satisfaction to the **Sub District Hospital, Khanvel** or of the contractor becoming insolvent and bankrupt or so, the **Director Medical and Health Services** reserves the right to terminate the agreement by giving seven (7) day's notice in writing to the contractor and the work of the contractor will cease from the date of issue of such notice and/or the said failure of the works entrusted to the contractor, the security deposit shall stand forfeited to the SVBCH in this respect the decision of the **The Director Medical and Health Services** for forfeiture of security deposit shall be final and binding on the contractor.

b) The contractor shall not be entitled to claim for any damage or compensation for such termination of his contract under this agreement

c) That it must be clearly understood that if the contractor fails to perform the contract and to observe/fulfill any of the conditions thereof to the satisfaction of the **Sub District Hospital, Khanvel**, the contract may be terminated at sole risk and cost of the contractor without rendering the administration liable in any way for compensation or damage for such action, if any, without prejudicing the right of the administration to forfeit the security deposit.

22. That the contractor shall not employ or permit any child who has not completed his eighteen years of age as per the children Act of 1938 and any statutory modification thereof and the rules framed under the said Act from time to time. He shall further before employing any person have his age verified as laid down in the rules framed under the said Act.

23. That notwithstanding anything said or contained in this agreement, the contractor shall immediately after the termination of the contract for working of washing of clothes etc. hand over the **Sub District Hospital, Khanvel** articles if any, taken by him to the **Sub District Hospital, Khanvel**, and vacate the **Sub District Hospital, Khanvel** premises, failing which the **Director Medical and Health Services** administration will be entitled to take any step as required to take over the possession of the premises and articles from him/them. The contractor will be held responsible for cost borne by the **Sub District Hospital, Khanvel** while taking over the possession of the premises and articles, if any from the contractor.

24. No extra charge for packing, forwarding and insurance etc. will be paid on the rates quoted.
25. (a) The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 5% of the total value of articles, which may be ordered, as the amount of security deposit.  
(b) Non receipt of Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.  
(c) However in case if any articles are received for which the Security Deposit may not have been deposited, the full Security Deposit as may be due from the supplier will be recovered from the bill(s) for such articles.
26. The amount of Earnest Money paid by the successful Tenderer(s) will be adjusted against the amount of Security Deposit to be paid by the successful tenderer(s) as per condition No.23 above.
27. The tender should be neatly typed or hand written only on letter head carries the name of supplier and the signature of the tenderer. No overwriting, correction or erasures will be considered.
28. The amount of Earnest Money paid by the tenderer(s) whose tenders are not accepted will be refunded to them by cheque or Demand Draft (as may be convenient to the Tender Inviting Officer if the amount is above ` .200/-) drawn on any branch of State of India or its subsidiary Commercial Bank. Where this mode of payment is not possible the amount will be refunded at the cost of the tenderer.
29. Only on satisfactory completion of the supply order for and on payment of all bills of the supplier, as to be admitted for payment, the amount of Security Deposit/Earnest Money will be refunded after expiry of guarantee/warranty period, if any, or any such date/period as may be mutually agreed upon.
30. The tender inviting officer will consider extension of time for remitting the Security Deposit as demanded. However, in case of denial to consider such extension the supplier is bound to abide by the limit given and liable to make good for the loss made to the Government on account of his failure to abide by the time limit.
31. In case of failure to replace the accepted and rejected articles from the supplies made, as mentioned in the conditions the loss undergone by the Government will be recovered from the suppliers Security Deposit/Earnest Money or payment due of any bill(s) to the extend required.
32. Demurrage charges paid by the Tender Inviting Officer on account of delayed receipt of dispatch documents intimation will be recovered from the bills payable to the supplier.



ANNEXURE - A

❖ **Schedule of Requirements, Specifications and Allied Technical Details:**

**Rate Contract for Washing of Hospital Clothes for the Year 2019-20**  
**for Sub District Hospital, Khanvel.**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Unit</b>
1	Bed Sheet	1 No.
2	Pillow Cover	1 No.
3	Patient's Pant	1 No.
4	Patient's Shirt	1 No.
5	Towel	1 No.
6	Napkin	1 No.
7	Curtain (Door)	1 No.
8	Curtain (Window)	1 No.
9	Hole Towel/Plain Towel	1 No.
10	Gown	1 No.
11	Woolen Blanket (Small)	1 No.
12	Woolen Blanket (Big)	1 No.
13	Drawsheet	1 No.
14	Pillow	1 No.
15	C. ARM Cover	1 No.

*Sd/-*

**Director**

Medical & Health Services  
"Tel.No.0260-2642940, 2640615"  
email ID : svbch.sil@gmail.com