



ZILLA SWASTHYA SAMITI, GANJAM
(UNDER NATIONAL HEALTH MISSION)



Adv. No. 1138

Date: 18 // 01 //2024

Request for proposal (RFP) for engagement of outsourcing Agencies of Housekeeping Services/ Security Services & Mechanized Laundry Services under NIRMAL Programme of Ganjam District.

Zilla Swasthya Samiti (ZSS), Ganjam invite the proposals as per the prescribed RFP documents from eligible bidders for Housekeeping Services, Security Services & Mechanized Laundry Services under NIRMAL Programme at different health institution of Ganjam District. The detail term & conditions, eligibility & selection criteria may be down loaded from the district website: <https://ganjam.nic.in>. The interested bidder fulfilling the eligibility criteria may submit their proposals with paper cost, EMD & required documents as set forth in the RFP to **the CDM&PHO, Ganjam, Near City Hospital, Berhampur, PIN-760001**) through Speed post/Registered post/Courier on/before **12.02.2024 at 5 P.M.** The envelope containing the proposal should be superscripted clearly applied for outsourcing services under NIRMAL of Housekeeping Services/ Security Services / Mechanized Laundry Services Ganjam District. The pre bid discussion will be held on **29.01.2024 at 11.30 A.M** and the technical bid will be opened on dated **13.02.2024 at 11.30 A.M** at **Conference Hall, O/o- CDM&PHO, Ganjam**. The undersigned reserves the right to reject any or all the proposals without assigning any reason thereof.

Sd/-

CDM&PHO- Cum- DMD, Ganjam



REQUEST FOR PROPOSAL (2nd Revision)

Outsourcing of Mechanized Laundry Services with Supply of Bed Sheets at Govt. Health Institutions

RFP Reference No.: Nirmal/Mechanized Laundry /Dist.- Ganjam
/ 1138 (RFP No.)

Date: 18 / 01/ 2024



DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the Tender Inviting Authority under Department of Health & Family Welfare, Govt. of Odisha, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the Tender Inviting Authority or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Tender Inviting Authority / Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. Tender Inviting Authority / Department may in its absolute discretion but without being under any obligation to do so can update, amend or supplement the information in this RFP document.

SECTION-1 : NOTICE INVITING PROPOSAL

RFP No. : Nirmal / Mechanized Laundry/ Ganjam (Dist. Name) / 1138 (Number)Dated: 18.01.2024

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCYS FOR SELECTION OF THE MOST SUITABLE AGENCY TO UNDERTAKE MECHANIZED LAUNDRY SERVICES WITH SUPPLY OF BED SHEETS AT GOVT. HEALTH INSTITUTIONS.

1	Period of Availability of RFP Document	From 18.01 2024 to 12.02. 2024 (Downloadable from website: https://ganjam.nic.in)
2	Pre-bid Meeting	Date: 29.01. 2024, Time : 11.30 A.M Address: Conference Hall, O/o- CDM&PHO, Ganjam, Near City Hospital, Berhampur, Ganjam, PIN-760001.
3	Last date and address for submission of Proposal	Date: 12.02. 2024 by : 05.00 P.M Address- The CDM&PHO, Ganjam, At/Po-, Near City Hospital, Berhampur, Ganjam, PIN-760001. <i>NB : Proposals should be submitted through Speed post / Registered post / Courier</i>
4	Date, time and place of opening of Proposal and presentation	a) Technical Proposal (Part A) opening: 13.02.2024 at 11.30 A.M. b) Financial Proposal (Part B): <i>The date of opening of financial proposals will be intimated by the CDM & PHO cum DMD / Director of the concerned District / Institution, to the agency found successful in the technical proposal evaluation.</i> <i>(Bidders / authorized representative may remain present at the time of opening of proposal)</i>

SECTION 2 - INSTRUCTIONS TO BIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid **at the concerned District / Institution. However, the bidder submitting proposal for the concerned district has to provide the housekeeping services in DHH, SDHs, CHCs of that district as per the list attached in Section 6 and accordingly quote the prices in the price bid.**
- (b) Detailed description of the objectives, scope of services, deliverables and other requirements relating to "Provisioning of Mechanized Laundry Services at Govt. Health Institutions" are specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP;
- (c) The selection of the Agency shall be on the basis of an evaluation by the tender committee of the concerned District / Institution, through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the decision of CDM & PHO cum DMD/ Director of the concerned health institution is without any right of appeal whatsoever;
- (d) The bidder shall submit its Proposal in the form and manner specified in this RFP. **The Financial Proposal (Part B) shall be submitted in the format specified in F1, F2.** Upon selection, the agency shall be required to enter into an Agreement with the CDM & PHO cum DMD / Director of the concerned District / Institution in the form specified at **Annexure I.**

2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- I. Must be registered in India as a Company (Companies Act 2013) / Partnership Firm (Indian Partnership Act 1932 / Limited Liability Partnership Act 2008), Society (Societies Registration Act 1860) or a Trust (Indian Trust Act 1882) and its amendment thereof.
- II. Consortium is not allowed
- III. Must have an average Annual Turnover of **Rs. 2 Crores or more** during the last three financial years (2020-21, 2021-22 & 2022-23)
- IV. Must have minimum 3 years of working experience in the field of **mechanized laundry & linen management services** in Govt. Hospitals & Institutions / Pvt. Hospitals / Railways on the stipulated date of bid submission.
- V. Should have enrolled at least **20 laundry personnel** as on date of bid submission. Work order / contract copies must be submitted in support of the no. of laundry personnel deployed as per Format T4A & T4B
- VI. Must have deposited EPF & ESI against all staffs under its payroll regularly on monthly basis. The documents pertaining to ECR of EPF and Challans of ESI for the **last 3 months** prior to month of publication of tender must be furnished in the technical bid.
- VII. The Bidder must not have been blacklisted either by the tender inviting authority or by any State Govt. or Govt. of India organization. The agency shall submit undertaking regarding the same on Non Judicial Stamp paper of Rs. 20/- as per Format T6.
- VIII. Must have valid ISO 9001 : 2015 / ISO 45001:2018 certification
- IX. Must be registered under EPF

- X. Must be registered under ESI
- XI. Must have a PAN
- XII. Must have GST registration number.

2.3 Proposal Submission

Interested eligible bidders may submit their bid at **the concerned District / Institution**. The bidder submitting proposal for the concerned district has to provide the **mechanized laundry services** in DHH, SDHs, CHCs of that district as per the list attached in Section 6 and accordingly quote the prices in the price bid.

The proposal shall be submitted in two parts:

- (1) **Part A – Tender Document Cost, Bid Security & Technical Proposal as per format set out in RFP.**
- (2) **Part B - Financial Proposal as per the format set out in RFP.**
 - (i) The Proposal shall be typed or written legibly in indelible ink and shall be signed the authorized representative of the bidder.
 - (ii) Power of Attorney for signing of bid: The bidder should submit a Power of Attorney as per the **Form T5**, authorizing the signatory of the bid to commit the bidder.
 - (iii) Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the Proposal have put his/their initial prior to submission of the same.

2.4 Bid Document Cost

The bidders shall have to furnish a bid document cost of Rs.1,500/- (non-refundable) in the shape of a Banker's cheques / Demand Draft from any Nationalized / Schedule Bank payable at **Berhampur, Ganjam and in favour of ZSS, Misc. Ganjam, (A/c No- 30249462288) , Ganjam**

In the absence of the bid document cost, the technical proposal of the bidder shall be rejected.

The bid document cost should be put in the Technical Proposal (Cover A) envelop.

2.5 Earnest Money Deposit (EMD)

The bidder along with the technical proposal shall have to furnish Earnest Money Deposit (EMD) amounting to Rs. **50,000/- (refundable)** [to be fixed by the district based on their estimated contract value] in the shape of Banker's cheques / Demand Draft from Nationalized / Schedule Bank payable at **Berhampur, Ganjam and in favour of ZSS, Misc. Ganjam, (A/c No- 30249462288) , Ganjam.**

In the absence of the EMD, technical proposal of the bidder shall be rejected. However, as per the Finance Department, Govt. of Odisha office memorandum no. 21926 dated 12.8.2015, the local MSEs registered with respective DICs, Khadi, Village, Cottage & Handicraft Industries, OSIC and NSIC are exempted from submission of EMD while participating in tenders of Govt. Departments and Agencies under its control. It is further clarified that the above exemption is applicable to local MSEs registered in Odisha only. This exemption to the local MSEs shall be

applicable if the kind of service as required under this tender enquiry is clearly specified against the details of the service to be provided in their DIC / NSIC registration certificate (to be furnished in the technical bid).

The EMD shall be returned to unsuccessful bidders within a period of 4 weeks from the date of announcement of the successful bidder.

The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period or on in case of successful bidder, if does not execute the agreement.

2.6 Packing, Sealing and Marking of Proposal

- (a) The Technical Proposal (Cover A) and Financial Proposal (Cover B) must be inserted in separate sealed envelopes, along with applicant's name and address in the left hand corner of the envelope and super scribed in the following manner.
- **Cover-A** - Technical Proposal for "**Mechanized Laundry Services at Health Facilities, District - Ganjam.**"
 - **Cover-B** - Financial Proposal for "**Mechanized Laundry Services at Health Facilities, District- Ganjam .**"
- (b) The two envelopes, i.e. envelope for Part-A, Part-B must be packed in a separate sealed outer cover and clearly **super scribed** with the following:
- Proposal for "**Mechanized Laundry Services at Health Facilities, District- Ganjam.**"
 - **RFP no. & District /Institution Name** (The bidder should clearly mention the RFP no. & District /Institution name for which the proposal is submitted)
 - The bidder's Name & address shall be mentioned in the left bottom corner of the outer envelope.
- (c) The inner and outer envelopes shall be **addressed** to the **CDM & PHO cum DMD / Director** (of the concerned health facility) at the **detail address** mentioned at the Section - 1 (Sl. No.3 of the table): Notice Inviting Proposal.
- If the outer envelope is not sealed and marked as mentioned above, then the O/o the CDMO / Director (of the concerned health facility) will assume no responsibility for the tender's misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.*

(d) Content of the Proposal

I. Cover A (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to the outsourcing of mechanized laundry services at health institutions during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.

1. **EMD of Rs. 50,00/-** in the shape of a Demand Draft in favour of of **ZSS, Misc. Ganjam (A/c No-**

30249462288) , Ganjam.

2. Bid document cost of Rs.1,500/- (Rupees One Thousand Five hundred) in the shape of a Demand Draft in favour of **ZSS, Misc. Ganjam (A/c No- 30249462288) , Ganjam**
3. Form T1
4. Form T2
5. Photocopy of the Registration Certificate of the Agency
6. Photocopy of PAN
7. Photocopy of GST, EPF, ESI & Labour Registration certificate
8. Photocopy of the ECR of EPF and Challans of ESI for the month of for the **last 3 months** prior to month of publication of tender towards EPF & ESI payment of the personnel deployed by the agency.
9. Photocopy of ISO 9001 : 2015 / ISO 45001:2018 certification
10. Form T3 (Turnover Certificate from the Chartered Accountant)
11. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate [2020-21, 2021-22 & 2022-23]
12. Form T4 - Relevant Experience Details in managing hospital laundry services in Govt. / Pvt. Hospitals / Railways / Hotels the last three years.
13. Photocopies of work orders / contracts executed in support of the information furnished in Form T4
14. Photocopied of Client Certificates in support of the projects executed as per information furnished in Form T4.
15. Form T5 - Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
16. Form T6 - Affidavit certifying that the Entity/Promoter(s)/Directors/Partner(s) of Entity are not blacklisted.
17. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
18. Any other details, the bidder like to include in the proposal.

II. Cover B (Financial Proposal)

1. The bidder must submit the Financial Proposal using Form specified in Form F1, F2 with proper signature and seal of the bidder.
2. In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be taken into consideration.
3. The same person signing the RFP shall sign the financial part also.

2.5 Number of Proposals

Interested bidders fulfilling the eligibility criteria may submit their proposal **at the District / Institution for which they want to bid**. A bidder is eligible to submit **only one proposal for the District / Institution**, for which the bidder is submitting its bid.

2.6 Validity of Proposals

The Proposal shall remain valid for 180 days after the date of bid opening. Any Proposal, which is valid for a shorter period, shall be rejected as non-responsive.

2.7 Cost of Proposal

The bidder shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process. The concerned district authority / institution will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.8 Acknowledgement by the bidder

- (a) It shall be deemed that by submitting the Proposal, the bidder has: -
- (i) made a complete and careful examination of the RFP;
 - (ii) received all relevant information requested from the concerned District authority / Institution;
 - (iii) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the concerned district authority / institution relating to any of the matters stated in the RFP Document;
 - (iv) satisfied itself about all matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;
 - (v) acknowledged that it does not have a Conflict of Interest; and
 - (vi) Agreed to be bound by the undertaking provided by it under and in terms hereof.
- (b) The concerned district authority / institution shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the concerned district authority.

2.9 Language

The Proposal with all accompanying documents (the "Documents") and all communications in relation to or concerning the Selection Process shall be in English language and strictly as per the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

2.10 Proposal Due Date

RFP filled in all respect must reach O/o the CDM & PHO cum DMD / Director of the concerned District / Institution at the address, time and date specified in the Section-1: Schedule of Proposal Submission, through Speed Post / Regd. Post / Courier. If the specified date for the submission of RFPs is declared as a holiday, the RFPs will be received up to the stipulated time on the next working day.

2.11 RFP Opening

- (a) The concerned authority of the district / institution in their respective Districts / Institution will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the location, date and time mentioned in the Section 1: Notice Inviting Proposal.

- (b) The bidder/their authorized representatives who will be present shall sign a register evidencing their attendance.
- (c) In the event of the specified RFP opening date being declared a holiday, the RFPs shall be opened at the stipulated time and location on the next working day.

SECTION 3 - TERMS OF REFERENCE

3.1 Introduction

Linen and laundry services are one of the most important support services in the present day hospitals. The mechanized laundry services include a wide range of activities and services pertaining to procurement, washing, cleaning, disinfection and distribution of clean linen to hospital inpatient and outpatient areas. The mechanized laundry service is responsible for providing an adequate, clean and constant supply of linen to all users in a hospital. The main objective is to provide clean, stain free and odorless linen in a presentable look to the Hospital. All functional clinical and non-clinical areas where Linen is generated will be in the scope of Mechanized Laundry services. Mechanized Laundry services shall be provided round the clock on all days including holidays, so that all areas will be provided by clean linen at all times. Scope of Services:

3.2 Functions of Hospital Laundry

The basic functions include:

- **Procurement & supply of bed sheets as per defined specification & requirement.**
- Segregation, Collection of dirty linens/garments from earmarked place/places in the hospital as per BMW rules.
- Spotting of stains (blood, body fluid, rust, oil etc), removal & decontamination observing due procedures in presence of Staff Nurse I/c or any other assigned persons for soiled/infected linen.
- Washing, extracting, drying, ironing, folding, mending and delivery the same after laundering/ washing at the earmarked places.
- Repairing/ condemnation of torn linen and keeping record of condemned linen.
- Bed making for existing indoor patients except those planned for discharge on the same day in a defined time period (once in a day) as decided for individual institution. The bed making for new indoor patients would be taken up by Staff Nurse.

3.3 Scope: Coverage of Institutions

1) Establishment of Mechanized Linen Laundry

The selected agency shall establish the mechanized laundry infrastructure as mentioned in clause 3.13 at one central place in the district, **the space for which shall be provided by the district.** The selected agency shall undertake the cleaning of linen, calendaring at the central location and supply the washed linen and collect the soiled linen at all the health facilities through suitable transport mechanism.

2) Mechanized Laundry Services

The selected agency in a district shall have to do the laundry Services in all the category of institutions of that district (with bedded facility). The **detailed list of category of institutions** of the district and their **bed strength** is mentioned at **Section 6** of the RFP. In case, the sanctioned bed strength of any institution will be enhanced by Government during the tender period, such institutions will also be covered as per prevailing terms & conditions.

3.4 Types of Linen covered under the Scope of Mechanized Laundry services:

- a) **Ward Linen:** This consists of patient bed clothing such as bed sheets, pillow cover & blankets used by the patient
- b) **OT, Labour room, Procedure room linen:** This includes items such as pyjamas, kurtas, gowns, coats, shirts etc. worn by surgeons, anaesthetists, OT personnel and also surgical gowns, caps, masks, trolley covers, OT towels etc. required in OT, labour room and procedure room.
- c) **General Purpose linen:** This includes curtains, drapes, mosquito nets, table clothes and similar items commonly used in all parts of the hospital. This is the linen which is not used for patient care.

3.5 Classification based on colour of linen

a) Ward Linen:

Bed Sheet: It shall be **white** in colour, but a **colour Stripe** (6 inch) will run through the **middle of body** (breadth) of the bed sheet which will contain printed **NIRMAL logo** within the Stripe, as per prototype mentioned at **Annexure-II**. The bed sheet shall be provided by the agency.

Proposed 7 Colour Stripe for 7 days

Sl.	Day	Specified Colour Stripes
1	Monday	Pink
2	Tuesday	Blue
3	Wednesday	Grey
4	Thursday	Green
5	Friday	Yellow
6	Saturday	Violet
7	Sunday	Red

- b) **Blanket:** It will be brown in colour (shall be provided by the health facility)
- c) **OT, Labour Room, Procedure Room linen:** These should be green in colour including doctor's gown (shall be provided by the health facility).

3.6 Procurement of Linen

The procurement & supply of bed sheets will only be done by the Agency, which will be replaced in every 1 year, provided, that is in good condition without any tearing & stain. All other linen items will be procured by hospital administration.

The detailed specifications of Color coded bed sheets for procurement is given below:

Sl.	Name of the item	Size / Specification
1	Bed Sheet	48% polyester and 52% Cotton. Weight of the bed sheet <u>shall not exceed 500 gms.</u>

Sl.	Name of the item	Size / Specification
		Colour: White bleached with a colour Stripe (6 inch) run through the middle of body (breadth) of the bed sheet with a logo printed within the colour Stripe. Both side stitching. Length (Min.) = 230 cm., Width (Min.) = 150 cm. Requirement of the bed sheet should confirm to IS 17630 : 2021 (for Medical Textiles - Bed Sheet Specification) Test report of bed sheet from a Govt./ NABL laboratory confirming to IS: 17630 : 2021 for each lot of new supply has to be submitted at the time of supply.

3.7 Supply of Bed sheets

The Agency has to provide bed sheets as per availability of patients on a particular day irrespective of sanctioned bed strength.

3.8 Frequency of change of linen

The details of the frequency of change of different linen items is mentioned at **Annexure- III**

3.9 Method of Cleaning/ Infection Control:

- Dirty linen (no infected linen) should be washed in the first batch.
- Soiled & Infected Linen after sluicing should be treated with hot water & detergent at 65 degree Celsius with the wash cycle for ten minutes and 71 degree Celsius with the wash cycle for three minutes.
- Mattresses and pillows with plastic covers (not to be weighed) should be wiped over with disinfectant such as 70% alcohol or 1% sodium hypochloride.
- The Agency will teach and train it's staff on infection control practices. The linen will have to be collected at least twice a day / as required.
- The Agency will make arrangement to collect linen in specified trolleys from all designated area within the hospital.
- Transportation of Linen shall be done by the Laundry staff.

3.10 Washing Materials & procedures

The washing material used should be friendly to human skin and linen fibers should not be damaged. If it is found that damages occur due to use of wrong chemicals, the same shall be rectified on risk and cost of Agency.

The provisional requirement of Decontamination & washing agents for 100 kgs are as mentioned below:

Sl.	Material required for 100 kg Linen	Nos.
1	Decontamination	As per WHO guidelines
2	Enzyme based Detergent	3.2 kgs
3	Neel	50 gms

The Agency will be responsible for supply / installation / refilling / maintenance of all such items / equipment / consumables used in washing areas and other areas of the hospital for Laundry purposes.

The details of provisional washing procedure is mentioned at **Annexure- IV**

3.11 Handing over & taking over of Linen

- a) Proper physical inspection and counting of the linens at the time of receiving of each batch of laundry is to be carried out by the Agency in presence of Hospital Staff Ward I/c / Asst. Matron / Matron / Nodal Officer to ensure proper laundry services as per the service level agreement. The observations shall be recorded as per agreed log book or check list/ reports and duly counter signed by both parties.
- b) In the same way, proper physical inspection and weight (in Kg) as well as **counting of the dry linens** at the time of delivering each batch of laundry is to be carried out by the Agency in **presence of Hospital Staff Ward I/c / Asst. Matron / Matron / Nodal Officer to ensure proper laundry services.**
- c) For **taking the weight of the linen, blue tooth enabled weighing scale** has to be installed by the Service Provider. The blue tooth enabled weighing scale must have minimum 100 Kg Capacity with 5gm accuracy level with due calibration.
- d) The **observations (both quantity as well as weight)** shall be recorded as per agreed log book or check list/ reports and duly counter signed by both parties. The weight of each batch of laundry shall be taken after washing, drying & calendaring at the time of delivery.
- e) The Agency will segregate torn or damaged linen / garments at the time of receiving /delivering and will report to Hospital Staff Ward I/c / Asst. Matron/Matron/ Nodal Officer of the hospital.
- f) In case of any damage or theft /loss/ shortfall is noticed for bed sheet at the time of delivery by the Agency, the same shall be recorded & replaced by the Agency immediately.
- g) However, in case of theft exclusively in the count of bed sheets is noticed at the time of handing over to the Agency, the same shall be recorded & the cost (For Bed Sheets only) would be reimbursed to the Agency @ Rs.150/- per piece by the District authority out of available fund. But the Agency will immediately replenish the bed sheets without interruption in services.

3.12 Setting up of Mechanized Laundry

- a) Hospital administration will provide the **space to the agency at one central place** in the **district for setting up of laundry department and an office room**, where the Agency and his own supervisory or office staff can control the Laundry staffs working in the hospital. The existing laundry space / space in CSSD location if any at the district may be given by the district / institution authority to the agency for establishment of the mechanized laundry.
- b) Building with Trafford sheet roof will be constructed for setting up of Laundry Unit where required suitable space in existing building is not available in the hospital premises.
- c) The selected agency shall **establish the mechanized laundry infrastructure** as mentioned in clause 3.13 **at one central place** in the **district**. The selected agency shall undertake the cleaning of linen, calendaring at the central location and supply the washed linen and collect the soiled linen at all the health facilities through their suitable transport mechanism.
- d) The selected agency shall establish the mechanized laundry infrastructure as per the suggested layout plan (**Annexure-V**)

- e) The selected agency in a district shall have to provide the laundry Services in all the category of institutions of that district (with bedded facility). The **list of category of institutions** of the district and their **bed strength** is mentioned at **Section 6** of the RFP. In case, the sanctioned bed strength of any institution will be enhanced by Government during the tender period, such institutions will also be covered as per prevailing terms & conditions.
- f) The Agency will arrange for all items needed for it's staff, i.e., **Biometric system**, computerized inventory of stores etc.
- g) The monthly electricity and water charges of the mechanized laundry system will be **borne by the agency**.
- h) The hospital administration will provide space for a store room to the Agency in the premise of the hospital close to the work area. The store keeper deployed by the Agency will store all their liveries, materials, equipment in the store room at his/her own risk & cost and maintain a preferably computerized record of the stores which shall be opened to inspection by hospital administration staff during working hours.

3.13 Equipment & Tools

Following **minimum no. of suggested equipment, tools, tackles, their accessories, consumables** etc. are to be provided and maintained in the Hospital by the Agency. Number can be increased / decreased as per bed strength.

Sl.	Name of Equipment with equipment consumables if any for Mechanized Laundry
1	Washer Extractors (of adequate capacities based on bed strength)
2	Drying Tumblers (of adequate capacities based on bed strength)
3	Electric Calendar
4	Vacuum Finishing Table with steam iron and integrated steam generator (electrical)
5	Dry Linen Trolleys (300 Ltr)
6	Wet Linen Trolleys (300 Ltr)
7	Folding Tables
8	Stainless Steel Racks
9	Sewing Machine
10	<u>Digital Bluetooth enabled</u> Weighing Machine (<u>0 – 100 Kg min., with 5gm accuracy</u>)

The number of items given above of the mechanized laundry system is to be maintained at one centralized location of the district, according to specified frequency/time. Quantity and frequency of use may be increased depends on work load, hence to be provided as and when required. The necessary stand-by arrangement of equipment/materials shall be the agency's responsibility. Agency has to manage the above machines and their consumables/spare parts within the Management Fee/Service Charges. No extra payment shall be made to the Agency for providing machines and its maintenance.

3.14 Other Items

Uniforms of Laundry staff, I- Cards, Covered trolleys, safety gears etc. are to be provided by the Agency as per requirement.

3.15 Manpower & Training

- a) The Agency has to engage one **dedicated Supervisor** for hospitals having **100 and above beds** and assign **one person as Supervisor** out of other manpower engaged for laundry services for less than 100 beds who can coordinate with the system. Other manpower like Laundry Operator and pressers, Laundry Attendants & Tailor will be engaged as per requirement.
- b) The Agency shall have adequate no. of manpower as mentioned above and also arrange a pool of stand-by Laundry staff in case any Laundry staff absences from the duty, the reliever of equal status shall be provided by the Agency from an existing pool of Laundry staff.
- c) Any misconduct/ misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to the designated nodal officer.
- d) The Laundry staff deployed through Agency in the health facility (ies) **shall not claim any benefit, compensation, absorption or regularization of their services in the govt. establishment under the provision of any statutory act.**
- e) The Laundry staff deployed by the Agency shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/ organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the nodal officer of the health facility has every right to remove the said person, immediately and responsibility if any to be borne by the Agency.
- f) The Agency shall ensure that the person deployed are disciplined and shall enforce prohibition of consumption of alcoholic drinks, paan, Gutkha, smoking, loitering and shall not engage in gambling or any immoral act.
- g) The Agency must employ adult labour only and they should be physically fit to work described under the contract. Employment of child labour will lead to automatic termination of the contract. The Agency shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Agency shall be fully responsible for the conduct of his staff and all liabilities (civil or criminal) arising out of misconduct of staff in any manner whatsoever.
- h) CV of each laundry staff proposed along with the following documents are to be submitted by the Agencies:
 - a) Educational Certificates
 - b) Training Certificate, if any
 - c) Previous work experience
 - d) Police Verification Certificate

- i) All the staff shall be trained on infection control practices & other skill building areas as required for management of Laundry & Linen services. 1 day Refresher training on quarterly basis need to be taken up with quality.

3.16 Laundry Monitoring and Control

- a) **Proper physical inspection and weight (in Kg) as well as counting of the linens** at the time of receiving as well as delivering of each batch of laundry to be carried out by the Agency personnel/ Supervisor in presence of hospital I/C sister / nodal officer to ensure proper laundry services as per the service standards. The observations should be recorded as per agreed log book or check list/ reports and duly counter signed by both parties.
- b) There should be no wrinkles and wetness after calendaring.
- c) Clothes should retain their soft feel and water absorbing capacity, linen should be hygienic, bacteria free, stain free and odor less.
- d) The Agency is also required to provide an instrument for checking the whiteness of linen and this instrument shall be calibrated at regular interval and mutually agreed and calibration records shall be shown to the hospital as and when demanded.
- e) The Agency shall collect linen **once in a day** in a defined time frame as per the convenience of the hospital administration and return the clean linen at least **once in a day**.
- f) Once the Laundry staff is allotted the work he or she will be under supervision of the Nursing Superintendent/Supervisor and in addition to the instructions issued by the Agency, they have to follow all instructions and orders given by the sister I/C / Supervisor / Officer. All instructions given by Nursing Superintendent /Supervisor/Officer should be considered in the scope of work if it is for the benefit of the patients.
- g) **Attendance of Mechanized Laundry Personnel:**
 1. The agency shall install the **Biometric (with face reader / retina scan) Attendance System** at the concerned health facilities (DHH / SDH / CHC). Both entry & exit time shall be recorded. **Procurement, Installation & Maintenance of the biometric device shall be the responsibility of the agency.**
 2. The Registration Process of the housekeeping personnel and monthly attendance report generation from the Biometric (with face reader / retina scan) Attendance System installed by the Agency shall be done by the designated personnel (Medical Record Assistant) of the concerned health facility.

3.17 Payment:

Payment will be made based on weight (Per KG) of washed linen after calendaring as per the rate finalized through competitive bidding process.

3.18 Performance Review Criteria and Penalty from Bill Payment:

Performance review shall be carried out on a quarterly basis as per the following criteria and the penalties from the bill payment shall be as follows:

Monitoring Parameters	Method of assessment	Max Score for each Category *	Score
Attendance, Uniform and Use of	Record	1	

Monitoring Parameters	Method of assessment	Max Score for each Category *	Score
PPE during duty time of the Laundry staff (Standard- No penalty imposed)	Review		
Timely supply of materials as mentioned in the service standards	Observation	1	
Equipment up-time $\geq 95\%$	Observation/ Record Review	2	
Collection, Segregation and transport of dirty / soiled linen in agreed time lines	Record Review	2	
Washing and calendaring / ironing in agreed time lines as per the service standards (Standard-No penalty imposed)	Record Review	2	
Delivery of washed laundry in agreed time lines as per the service standards (Standard - No penalty imposed)	Record Review	1	
Patient Satisfaction study result (Standard-90% positive response)	Record Review	1	
Total		10	

* The conditionalities of performance indicators and scores may be changed basing on the requirement.

Total Score	Penalty from Bill Amount
$< \text{ or } = 75\%$	2 % penalty from Bill
$> 75\% \text{ and } < 90 \%$	1% penalty from Bill
$= \text{ or } > 90\%$	Zero penalty

3.19 Other Penalty:

Sl.	Service level agreement	Penalties for non-compliance
1	Late Collection / picking up of linen	Rs. 100 per hour for delay more than 12 hours.
	Or	
	Late delivery/handing over of the washed/ cleaned linen/dresses etc.	

Sl.	Service level agreement	Penalties for non-compliance
2	Use of sub-standard detergent/chemicals for washing of linens/dresses etc. during inspection by the Hospital Administration.	Rs. 1000/- penalty will be imposed on each occasion.
3	Improper handling of infected/soiled linen or improper disposal of left out chemicals and other washing materials. Bio-medical waste is not disposed off as per the application rules.	Rs. 500/- on each occasion. To be complied failing which contract may be terminated for repeated offence.
4	Damage or theft/lost/short fall of the linen etc. at the Agency end	To be replaced by the agency with same specification
5	The Laundry Men/Staff are not wearing proper uniform/badge etc.	Rs. 100/- on each occasion.
6	Misuse of resources for commercial purpose by the agency.	10% of the billed amount of the same month Contract may be terminated for repeated default as per Buyer's discretion.

3.20 Major Role of Agency

- The Agency is assigned to do sorting, washing, extracting, drying, ironing, folding, mending and delivery of linen.
- In addition to the above mentioned activities, the Agency will procure & supply of Bed sheets.
- Establishment of the laundry unit with office for management of laundry & Linen services will be the sole responsibility of the Agency.
- Monthly payment of electricity and water as per the utilization of electricity.
- The Agency has to deliver services as per ToR specified in the RFP.
- Periodic training to each staff.

3.21 Major Role of Hospital Administration / Authority

- Provide space for establishment of laundry unit.
- Provide adequate electrical supply & water supply at the laundry unit.
- Provide separate meters for electricity and water for the Agency and the equal amount will be deducted from the monthly payments of the agency as per the utilization of electricity.
- Payment as eligible to the Agency on monthly basis.
- Regular monitoring & quality assurance.

SECTION 4 - TERMS & CONDITIONS

4.1 Period of Engagement

- a) The engagement of the agency shall be for a period of three years from the date of signing of contract. However, the agreement with the agency shall be signed **initially for a period of one year** from the date of signing of the contract, which shall be **renewed on a yearly basis** based on satisfactory service of the Service Provider as per due assessment.
- b) The agency must sign the contract (in the given Format) within 15 working days of issue of Letter of Award / Intimation.

4.2 Award of Contract

On evaluation of technical and financial parts of RFP and decision thereon, the selected bidder shall have to execute a contract with the District Authority / Institution within 15 days from the date of acceptance of their bid is communicated to them. The terms and condition, terms of reference of this RFP along with documents and information provided by the selected bidder shall be deemed to be an integral part of the contract. Before execution of the contract, the selected bidder shall have to deposit the performance security deposit as per clause 4.4 mentioned below.

4.3 Allotment of Districts / Institutions:

- a) An agency **can accept work orders of maximum of ten (10) Districts / Other Institutions.** However, agency can apply for any no. of districts / other Institutions.
- b) In case an agency succeeded in getting work orders for **more than ten Districts / other Institutions** as per the competitive bidding process (as per the revised RFP - Nov.2023), then the concerned agency has to execute the work order of such **ten districts / other institution** (in order of getting work order from the concerned districts / institution) within 7 days from receipt of work order and decline the rest of the districts / other institutions.
- c) If any L1 bidder of the district / other institution decline the work order in the circumstances mentioned above, in such case the concerned district / other institution has to negotiate with L2 (L3, L4..and so on in the that order) bidder of that District / other institution to agree to the L1 price and to finalize the bidder & issue work order.
- d) If in the negotiation process mentioned in clause 4.3 (c), none of the bidder (L2, L3.... & so on in that order) agrees to the L1 price, then the L1 bidder may be awarded the contract, even if the said firm has been awarded the contract in 10 districts.

4.4 Performance Security

The performance security deposit is for due performance of the contract. As the contract shall be signed initially for a period of one year, the selected agency has to furnish a performance security deposit amounting to 5% of the total contract value (for one year) of the concerned district / Institution in the shape of DD / BG from a National / Scheduled Bank in India. The amount of Earnest money deposit of the selected bidder can be adjusted against the performance security deposit. The successful bidder in case of Local MSE will have to deposit 25% of the stipulated Performance Security (i.e. 25% of 5% of the total contract value for three years) by way of demand draft drawn on any Nationalized / Scheduled Bank payable at location of the concerned District / Institution or Bank Guarantee from any Nationalized /

Scheduled Bank in favour of CDM&PHO cum DMD / Director (of the District / Institution). In case of BG, the BG shall have to be valid for a period of 90 days beyond the contract period. No interest shall be payable on the Performance Security. In case of renewal of the contract, the validity of the BG has to be duly revalidated for 90 days beyond the new contract period.

The District Authority / Institution in the following circumstances can forfeit it;

- 1) When any terms or the condition of the contract is infringed.
- 2) When the service provider fails in providing the required services satisfactorily

4.5 Commencement of Service

The selected security agency is required to establish the mechanized laundry service at one centralized location of the district and start service at all concerned facilities of that district (DHH, SDH, CHC) within **45 days of signing the contract**.

4.6 Payment & Price Validity

- a) The Agency shall be paid on **monthly basis** as per the **rate / kg** finalized through the tendering process. The **cumulative weight of the washed and delivered linens** on a daily basis shall form the basis of total weight of the linen in a month based on which payment shall be made. The price shall be all-inclusive including the cost of manpower and their management including statutory obligations, equipment, washing materials / consumables, electricity & water expenses and management of the laundry unit.
- b) The price as quoted by the Agency shall remain unchanged during the contract period.
- c) GST as applicable shall be paid at the applicable rate.
- d) TDS as applicable shall be deducted from the payment as per the Income Tax Act

4.7 Penalty

In case the Agency fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, CDMO / Director of the concerned health facility (ies) reserves the right to impose the penalty as detailed below:

a) Commencement of the Work:

- 1) 0.5% of annual costs of Contract / Agreement value (per health facility) per week of delay up to four weeks of delay per health facility.
- 2) After four weeks delay, the tender Inviting Authority / concerned District Authority reserves the right to cancel the whole contract or part thereof and withhold the agreement and get this job carried out by other successful bidder (L2 & so on). The earnest money/performance security deposit shall also be forfeited.

b) During Implementation

The details of penalties during implementation are mentioned at clauses 3.18 & 3.19.

4.8 General Conditions of the Contract

- a) The laundry staffs provided by the agency shall be the employees of the Agency and all statutory liabilities will be paid by the Agency such as ESI, PF, Workmen's Compensation Act, etc.
- b) The laundry staffs deployed by the Agency should be properly trained, have requisite experience and having the skills for carrying out a wide variety of linen cleaning services using appropriate materials and tools/ equipment.
- c) The Agency shall have his own Establishment/Set up/Mechanism to provide training of laundry staffs to ensure correct and satisfactory performance of his / her duties and responsibilities under the contract.
- d) License, if any, required for laundry Services at the site will be made available by the Agency (service provider).
- e) The Agency at their end should ensure the Health and Safety measures of their laundry staffs deputed for the works.
- f) The Agency shall engage only such workers whose antecedents and health have been thoroughly verified including character and police verification and other formalities. The Agency shall be fully responsible for the conduct of their staff.
- g) The Agency at all times should indemnify the contracting Authority against all claims, damages or compensation under the provisions of payment of wages Act; Minimum Wages Act; Employer's Liability Act the Workmen Compensation Act; Industrial Disputes Act;; Maternity Benefit Act, or any modification thereof or any other law relating thereof and rules made hereunder from time to time. Contracting authority will not own any responsibility in this regard. Payment of minimum wages, notified by the government shall be ensured all the time.
- h) The laundry staffs deployed through the Agency in the health facility (ies) shall not claim any benefit, compensation, absorption or regularization of their services in the Govt. establishment either under the provision of Industrial Disputes Act. or Contract Labour (Regulation & Abolition) Act. The Agency should have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the Agency (Service Provider) and shall submit the said undertaking to the Contracting Authority. In the event of any litigation on the status of the deployed persons, the Contracting Authority/Tender Inviting Authority shall not be a party. However in any event, either the deployed persons or to the order of the hon'ble court, the District Health Society / Institution may be a party in dispute to adjudicate the matter. The agency has to reimburse the expenditure that would have been borne by the Contracting Authority.
- i) The laundry staffs deployed by the Agency shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/ organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the nodal officer of the health facility has every right to remove the said person immediately and the responsibility if any in this context is to be borne by the Agency.

- j) All liabilities arising out of accident or death of laundry staffs deployed by the agency while on duty shall be borne by the Agency.
- k) Adequate supervision will be provided to ensure correct & effective performance of the services in accordance with the prevailing assignment and instructions agreed upon between the two parties.
- l) Agency and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the Hospital premises.
- m) That in the event of any loss occasioned to the Hospital, as a result of any lapse on the part of the Agency as may be established after an enquiry conducted by the hospital, such loss will be made good from the amount payable to the Agency. The decision of the District / Institution authority in this regard will be final and binding on the agency.
- n) The Agency shall be responsible to protect all properties and equipment of the health facility entrusted to it.
- o) Any damage or loss caused by Agency's persons to the hospital in whatever form, would be recovered from the Agency.
- p) In the event of any breach/violation or contravention of any terms and conditions contained herein by the Agency, the performance security deposit of the Agency shall be forfeited.
- q) Any liability arising out of any litigation (including those in consumer courts) due to any act of Agency's personnel shall be directly borne by the Agency including all expenses/fines. The concerned Agency's personnel shall attend the court as and when required.
- r) The Agency shall not engage any such sub-contract Agency or transfer the contract to any other person in any manner.
- s) The laundry staffs engaged by the Agency shall not take part in any staff union and association activities.
- t) The Hospital shall not be responsible for providing residential accommodation to any of the deployed personnel of the Agency.
- u) If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the authority of the concerned health institution from the agency.
- v) If any underpayment is discovered, the amount shall be duly paid to the agency by the authority of the concerned health institution.
- w) The Agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Tender Inviting Authority / Authority of the concerned health institution.
- x) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the nodal officer of the respective health facility (ies)/ Tender Inviting Authority/Contracting Authority. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.

- y) The Agency shall immediately intimate to the Controlling Authority about any criminal charge framed against the laundry staffs engaged by the agency in the course of their performance of duties. A copy of such communication shall also be sent to the officer-in-charge of the Police Station where the person charged against resides.
- z) The Agency shall be blacklisted if miserably performed as per assessment based on score card even after repeated notice for improving performance i.e. minimum 3 times. The Agency shall also be blacklisted if found indulging in such activity which will affect name & fame of the implementing agency.
- aa) The Agency shall not assign or sublet this Agreement or any part thereof to any third party.
- bb) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.
- cc) In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by contracting authority besides annulment of the contract.
- dd) The Agency shall ensure that the person deployed are disciplined and shall enforce prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering and shall not engage in gambling or any immoral act.

4.9 Termination / Suspension of Contract

The District Authority / Institution may by a notice in writing, suspend the contract if the selected agency fails to perform any of his obligations including carrying out the services, provided that such notice of suspension shall specify the nature of failure, and shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

The District Authority / Institution after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (as mentioned below), may terminate the agreement after giving reasonable opportunity of being heard to the service provider :

- 1) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the District Authority / Institution have subsequently approve in writing.
- 2) If the service provider becomes insolvent or bankrupt.
- 3) If, as a result of force majeure, the service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
- 4) If, in the judgment of the District Authority / Institution, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

4.10 Modifications

Modifications in terms of reference including scope of the services can only be made by the district authority / institution with written consent of both parties. However, basic conditions of the contract shall not be modified.

4.11 Force Majeure

Laundry Services as being an essential service, the Service Provider shall not be allowed to suspend or discontinue the services during occurrences of emergencies or Force Majeure Events.

For the purposes of this contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

In such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to laundry services or any of the Project Facilities or non availability of staff, or inability to Provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances, then no penalties shall be applicable for the relevant default in Performance Standards and would be applied to such particular defaults. Further, unless the Force Majeure event is of such nature that it completely prevents the operation of services, a suspension or failure to provide laundry Services on the occurrence of a Force Majeure event will be an Event of Default and the District authority may terminate this Agreement without any termination payment being made in respect thereof.

The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement and has informed the other party as soon as possible about the occurrence of such an event.

4.12 Settlement of Dispute

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred to Committee constituted at the District level for decision.

4.13 Jurisdiction of Court

Legal proceedings if any shall be subject to the concerned District jurisdiction only.

4.14 Right to Accept and Reject any Proposal

The District Authority / Institution / Tender Inviting Authority reserve the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

SECTION 5 - CRITERIA FOR EVALUATION

5.1 Evaluation of Technical Proposals

Evaluation of proposals shall be made **district wise** at the district level by the concerned district authority. In case of other institutions (Capital Hospital / RGH), evaluation of proposals shall be made by the concerned authority of that institution.

In the first stage, the Technical Proposal will be evaluated on the basis of bidder's fulfillment of **eligibility criteria**. Only those bidders whose Technical Proposals becomes **responsive** based on the eligibility criteria, shall qualify for further detail technical evaluation for presentation and awards of marks based on the following Criteria :

Sl.	Evaluation Parameters	Total Marks	Criteria for award of Mark
1	Experience in Linen & Laundry Services in Public / Private Sector –Details to be furnished in T4A	10	● ≥ 3 Years ≤ 5 years : 5 Marks ● > 5 Years : 10 Marks ● Or otherwise 0
2	Hospitals Experience of handling Mechanized / Industrial Laundry & Linen services with no of beds in Hospital Sector - <u>Average per Annum</u> in last three years : 2020-21, 2021-22, 2022-23 (to be determined from the work order / contract copies) – Details to be furnished Form T4B	20	● Per every 100 bed and a part thereof : 1 Mark, subject to maximum 20 Marks
3	Organizations (Other than Hospitals) Experience of handling Mechanized / Industrial Laundry & Linen services with no of linens / kg of linen per day in Organizations (other than hospitals) - <u>Average per day</u> in last three years : 2020-21, 2021-22, 2022-23 (to be determined from the work order / contract copies) – Details to be furnished Form T4C	15	● Per every 200 Linens / 100 Kgs per day and part thereof : 1 Mark , subject to maximum 15 Marks
4	No of laundry staffs engaged in last 3 years (Avg. of last three years) : Average no. of laundry personnel engaged in the financial years 2020-21, 2021-22 & 2022-23 (to be determined from the work order / contract copies) – Details to be furnished in Form T4B & T4C	15	● ≥ 20 up to 29 persons : 5 marks ● ≥ 30 up to 49 persons : 10 marks ● 50 & above persons : 15 marks
5	Total Average Annual turnover (In the financial years 2020-21, 2021-22 & 2022-23)	15	● $> 2 \leq 3$ crores : 5 Marks ● $> 3 \leq 4$ crores : 7 Marks ● $> 4 \leq 5$ crores : 10 Marks ● > 5 crores : 15 Marks

Sl.	Evaluation Parameters	Total Marks	Criteria for award of Mark
6	Quality Certifications of Bidder	5	• ISO 9001:2015 OR ISO 45001:2018 : 2.5 Marks • ISO 9001:2015 AND ISO 45001:2018 : 5 Marks
	Total	80	

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders** who score **at least 56 marks** in technical evaluation shall qualify for **financial bid opening**.

5.2 Evaluation of Financial Proposal

The total **Cost per Kg of Linen (in Rs.) (Inclusive of GST@18%)** as per price format F2 (Sl. No.5) shall be considered for **price evaluation**. The total cost per Kg of Linen (inclusive of GST) as mentioned in price format F2 (Sl. No.5) shall not exceed Rs.45/- per Kg. The bidders quoting the total cost per Kg of Linen (inclusive of GST) as mentioned in price format F2 (Sl. No.5) which is more than Rs.45/kg, shall be disqualified.

In the financial bid, the bidder with the **lowest price** shall be awarded the contract. However, in case two bidders quote the same lowest price, then the agency with the **highest mark** in the technical bid shall be awarded the contract. However, if their technical marks also become equal, then in that case, the bidder having higher marks which is obtained by the combined score of Sl. No. 2 + 3 + 4 of the table at clause 5.1, shall be awarded the contract. However, if two bidders quote the same price, their technical marks become equal and their combined score of Sl. No. 2 + 3 + 4 also become equal, then in that case, the bidder having higher annual average turnover shall be awarded the contract.

SECTION 6
LIST OF GOVT. HEALTH INSTITUTIONS FOR MECHNAIZED LAUNDRY SERVICES

Name of District: Ganjam

Sl.	Facility Name	Category (DHH / SDH / CHC)	Bed Strength
1	City Hospital, Berhampur	DHH	164
2	Bhanjanagar	SDH	80
3	Chatrapur	SDH	76
4	Hinjilikatu	SDH	10
5	Aska	SDH	60
6	Balisira	CHC	30
7	Kodala	CHC	50
8	Sumandal	CHC	30
9	Belaguntha	CHC	30
10	Gobara	CHC	30
11	Gallery	CHC	30
12	Buguda	CHC	30
13	Muncipentha	CHC	30
14	Chikiti	CHC	30
15	Girisola	CHC	30
16	Dharakote	CHC	30
17	Bamkoi	CHC	30
18	Digapahandi	CHC	30
19	Khandadeuli	CHC	30
20	Belgaon	CHC	30
21	Jagannath Prasad	CHC	30
22	Kabisuryanagar	CHC	30
23	Khallikote	CHC	50
24	Kukudakhandi	CHC	30
25	Patrapur	CHC	30
26	Polsara	CHC	80
27	Bhatkumarda	CHC	30
28	Purusottampur	CHC	30
29	Keluapalli	CHC	30
30	Adapada	CHC	30
31	Sheragada	CHC	30
32	Badagada	CHC	30
33	Sorada	CHC	30

[Note: The mechanized laundry shall be established at **one central place of the district** with equipment as mentioned in Clause 3.12 & 3.13 of TOR. The bed strength mentioned above is based on the present bed strength and may increase during the tenure of the contract. For a district, **new institutions may be added in future depending upon the requirement** and in that case, the selected service provider for the concerned district shall have to **provide the service** in that institution with a rate as finalized for that district in the tender.]

RFP FORMATS

Mechanized Laundry Services at Govt. Health Institutions

TECHNICAL PROPOSAL

Check List (Technical Proposal)

Please check whether following have been enclosed in the respective cover namely, Technical Proposal: *(please arrange the documents serially in the following order & do the page numbering of the entire bid document and mention the page no. in the column "page No" against the particulars in the check list as mentioned below for ease of scrutiny)*

Sl.	Particulars	Whether Submitted (Yes / No)	Page No.
1	EMD (DD of Rs50,000/-)		
2	Bid document Cost (DD of Rs. 1,500/-)		
3	Form T1		
4	Form T2		
5	Copy of the company/Agency Registration certificate		
6	Copy of the GST registration certificate		
7	Copy of the EPF registration certificate		
8	Copy of the ESI registration certificate		
9	Copy of the ECR towards submission of EPF & Challans of ESI for the last 3 months prior to month of publication of tender		
10	Copy of the Labour Registration certificate		
11	Copy of PAN		
12	Photocopy of ISO 9001: 2015 & ISO 45001:2018 certifications		
13	Form T3		
14	Photocopies of the audited P/L account of each year highlighting the turnover in support of that		
15	Form T4A, T4B & T4C		
16	Copies of Work Order / Contract certificates from the clients in support of mechanized laundry services executed in support of the information provided in Form T4A & T4B		
17	Form T5		
18	Form T6		
19	Form T7		
20	Any other relevant documents		

FORM – T1*(to be furnished in the technical proposal)***TECHNICAL TENDER SUBMISSION FORM***(On the letterhead of the agency)*

To

The Chief District Medical Officer / Director

(pl. mention the name of the district in case of Districts and name of the institution in case of Capital Hospital & RGH)

Re. : RFP Reference no. _____ dated _____

(pl. mention the RFP reference no. against the concerned district / institution from the table at Section 1-Schedule of Proposal submission)

Dear Sir / Madam,

We, the undersigned, offer to provide the Mechanized Laundry Services at District Health Institutions. We are hereby submitting our Proposal, which includes this Technical Proposal and a Commercial Proposal sealed under a separate envelope.

We hereby declare our Confirmation of acceptance of the Conditions of Contract mentioned in the RFP document under reference cited above.

We hereby declare that all the information and statements made in this Proposal are true and accept that any of our misrepresentations contained in it may lead to our disqualification.

Our proposal shall be binding upon us for a period of 180 days from the date of bid opening, subject to the modifications resulting from Contract negotiations you may subsequently carry out with us to accept our bid. If we are assigned the work during the period of validity of the Proposal, we undertake to carry out the same as per the terms and conditions of this tender document.

I hereby declare that my company has not been debarred / black listed by any Government/ Semi Government organizations. I further certify that I am the competent authority in my company authorized to make this declaration.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signatory *[In full and initials]*: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

FORM – T2

(to be furnished in the technical proposal)

PROFILE OF THE AGENCY

Name of the Agency	
Office Address	
Status of the Agency (Whether registered under Company / Firm / Society / Trust)	
Name of the Chief Executive and authorized signatory	
Telephone Nos.: Landline	
Mobile	
Fax	
Email id (Official email id for correspondence if any)	
Date of Establishment	(furnish copy of the Registration Certificate of the Agency)
GST Registration No.	(furnish copy of the GST Registration of the Agency)
EPF Registration No.	(furnish copy of the EPF registration certificate of the Agency)
ESI Registration No.	(furnish copy of the ESI registration certificate of the Agency)
Income Tax No. (PAN)	(furnish copy of the PAN)
No. of branch offices in Odisha with location details	
Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD / Payment for services if any (if selected)	a. Name of the Bank : b. Name of the Account & Full address of the Branch concerned c. Account no. of the bidder : d. IFS Code of the Bank :

Authorized Signatory/Signature [In full and initials]: _____

Name and Title of Signatory: _____

(Organization Seal)

FORM T3*(to be furnished in the technical proposal)***ANNUAL AVERAGE TURN OVER STATEMENT***(To be furnished in the **letter head** of the Chartered Accountant)*

The Annual Turnover of M/s _____ for the last 3 financial years are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in Rs.
1	2020-21	
2	2021-22	
3	2022-23	
Average Annual Turnover in Rs.		

*Provisional audited statement shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.

UDIN:

Note:

- 1) To be issued in the **letter head** of the Chartered Accountant with membership No. & UDIN.
- 2) Also attach photocopies of the audited P/L account of **each year highlighting the turnover** in support of that

FORM T4A*(to be furnished in the technical proposal)***PAST EXPERIENCE IN MECHANIZED LAUNDRY SERVICES***(Attach separate sheets if the space provided is not sufficient)***[This format is required for assessment no. of years of experience in Mechanized Laundry Services]**

Sl.	*Name /address of the Hospitals / Organizations for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	**Whether Mechanized Laundry system (Yes/No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
...						
*						

* Please furnish the **Work order / Contract copies** of the works executed in support of the information mentioned above **alongwith the performance certificate** if any of the client, **serially** in the **same order** as mentioned in the above format for ease of scrutiny.

** Mechanized laundry system should be mentioned in the relevant work order / contract /copies / certificate from the client.

Authorized Signatory/Signature [In full and initials]: _____

Name and Title of Signatory: _____

(Organization Seal)

FORM T4B*(to be furnished in the technical proposal)***PAST EXPERIENCE IN MECHANIZED LAUNDRY SERVICES DURING THE LAST THREE YEARS****(Attach separate sheets if the space provided is not sufficient)****Experience in Hospitals (Minimum 30 bedded)****Financial Year 2020-21**

Sl.	*Name /address of the Hospitals for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	**No. of Beds in the hospital	***No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1								
2								

Financial Year 2021-22

Sl.	*Name /address of the Hospitals for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	**No. of Beds in the hospital	***No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanize d Laundry system (Yes/No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1								
2								

Financial Year 2022-23

Sl.	*Name /address of the Hospitals for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	**No. of Beds in the hospital	***No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1								
2								

- * Please furnish the **Work order / Contract copies** of the works executed in support of the information mentioned above **alongwith the performance certificate** of the client, **serially** in the **same order** as mentioned in the above format for ease of scrutiny.
- ** No. of Beds needs to be certified by the concerned hospital / any proof regarding no. of bed to be furnished for all hospitals, the information of which is mentioned above.
- *** No. of laundry staffs deployed should be clearly mentioned in the relevant work order / contract copies / performance certificate.
- **** Mechanized laundry system should be mentioned in the relevant work order / contract /copies / performance certificate from the client.

FORM T4C*(to be furnished in the technical proposal)***PAST EXPERIENCE IN MECHANIZED LAUNDRY SERVICES DURING THE LAST THREE YEARS**
(attach separate sheets if the space provided is not sufficient)**Experience in Other Organizations (Other than Hospital)****Financial Year 2020-21**

Sl.	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1								
2								

Financial Year 2021-22

Sl.	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1								
2								

Financial Year 2022-23

Sl.	*Name/address s of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1								
2								

- * Please furnish the **Work order / Contract copies** of the works executed in support of the information mentioned above **alongwith the performance certificate** if any of the client, **serially** in the **same order** as mentioned in the above format for ease of scrutiny.
- ** No. of Beds / No. of Linen or Weight of Linen per day needs to be certified by the concerned hospital or Organization / any proof (copy of the bill etc.) regarding no. of bed / No. of Linen or Weight of Linen per day to be furnished for all hospitals / organizations, the information of which is mentioned above
- *** No. of **laundry** personnel deployed should be clearly mentioned in the relevant work order / contract copies / certificate from the client
- **** Mechanized laundry system should be mentioned in the relevant work order / contract /copies / certificate from the client

Authorized Signatory/Signature *(In full and initials)*: _____

Name and Title of Signatory: _____

(Organization Seal)

Form T5*(to be furnished in the technical proposal)***Format for Power of Attorney for Signing of Proposal***(On a Stamp Paper of relevant value)***Power of Attorney**

Know all persons by these presents, We.....(name and address of the registered office) do hereby constitute, appoint and authorize Mr / Ms.....(name and residential address) who is presently employed with us and holding the position ofas our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for Mechanized Laundry Services at District health institutions including signing and submission of all documents and providing information / responses to the District / Institution Authority, representing us in all matters before District / Institution authority and generally dealing with District / Institution authority in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the _____ day of _____ 2024

For _____

(Name, Designation and Address)
Accepted

_____(Signature)
(Name, Title and Address of the Attorney)
Date : _____

Note:

- i. To be executed by the Chief of the Agency.
- ii. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- iii. In case an authorized Director of the agency signs the proposal, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.

FORM T6
(to be furnished in the technical proposal)

**Format for Affidavit certifying that Entity / Promoter(s) / Director(s)/Partners of
Entity are not blacklisted
(On a Stamp Paper of relevant value)**

Affidavit

I, M/s. (the name of the agency with address of the registered office) hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Department of Health & FW, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the _____ (Date of Signing of this proposal). I certify that our organization have not committed any offence under the Prevention of Corruption Act, 1988 or the Indian Penal Code or any other law for time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of public procurement contract.

We further confirm that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated thisDay of, 2024

Authorized Signatory/Signature [In full and initials]: _____

Name and Title of Signatory: _____

(Organization Seal)

FORM T 7

*(to be furnished in the technical proposal)***Anti Collusion Certificate**

We hereby certify and confirm that in the preparation and submission of our Proposal for mechanized laundry services at health institutions under this RFP Reference No. _____, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

Dated this _____ Day of _____, 2024

Authorized Signatory/Signature *[In full and initials]*: _____

Name and Title of Signatory: _____

(Organization Seal)

FORMATS

Mechanized Laundry Services at Govt. Health Institutions

FINANCIAL PROPOSAL

Check List (Financial Proposal)

Please check whether the following Forms have been enclosed in the respective cover, namely **Cover B: Financial Proposal**

(please arrange the documents serially in the following order)

1. Form F1

Yes/No

☐

2. Form F2

Yes/No

☐

FORM F-1
(To be submitted with Financial Proposal)

To
The Chief District Medical & PHO Officer & / Director

(pl. mention the name of the district in case of Districts and name of the institution in case of Capital Hospital & RGH)

Re. : RFP Reference no. _____ dated _____
(pl. mention the RFP reference no. against the concerned district / institution from the table at Section 1-Schedule of Proposal submission)

Sub: Request for Proposal for Mechanized Laundry Services at Govt. Health Institutions

Sir,

1. Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the contract, I/We hereby propose to offer the services as described in the RFP document in conformity with the conditions of contract, technical aspects and the sums indicated in this financial proposal.
2. I/We declare that we have read and understood and that we accept all clauses, conditions, and descriptions of the RFP document without any change, reservations and conditions.
3. If our proposal is accepted, we undertake to deposit the performance security deposit at the time of execution of the formal agreement
4. I/We agree to abide by this proposal/bid for a period of 180 days from the date of its opening and also undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period.
5. Unless and until the formal agreement is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us and the District Authority.
6. We submit the Schedule of Prices as appended herewith.

Encl: Schedule of Prices (Form F2 & F3)

Yours sincerely,

Authorized Signatory *[In full and initials]*: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

FORM F-2
(To be submitted with Financial Proposal)
PRICE SCHEDULE

Name of the District / Other Institution: _____

Sl.	Particulars	*Amount in Rupees (max. up to two decimal)
1.	Cost per Kg of Linen (exclusive of Service Charge & GST) [The cost per Kg of Linen shall include supply of Bed sheets as per specification mentioned in clause 3.6 and all operational cost related to Human Resources towards management & establishment of Mechanized Laundry for all Linen Items with Equipment, Washing Material at one centralized location of the district, transportation cost, and electricity charges as per the Terms of Reference mentioned in Section 3 of RFP.]	
2	Service Charge*	
2.1	Service Charge (in %) [for example 3.85%, 4%, 4.5% etc. and not in amount]	(up to two decimal places only)
2.2	Service Charge (Amount calculated in Rs. based on the above % mentioned in 2.1) on & above the Cost per Kg of Linen mentioned at Sl.1	(up to two decimal places only)
3	Total Cost per Kg of Linen (Sl. 1 + Sl.2.2) (inclusive of Service Charge but exclusive of GST)	

4	GST	
4.1	**GST (in %)	18 %
4.2	GST (Amount calculated in Rs. based on the above GST % on the amount mentioned sl. No.3)	
5	***Total Cost per Kg of Linen (inclusive of Service Charge & GST) (Sl. 3 + Sl.4.2)	

*The bidders are required to quote the service charge in % and figures as mentioned in 2.1 & 2.2 respectively of the price format mentioned above. The service charge % shall be quoted by taking into account the management cost of all deployed personnel, all statutory requirement, Uniform, training, overhead, profit etc. The minimum service charge shall be **3.85% of the total Cost per Kg of Linen** (excluding GST) mentioned in Sl. 1. The service charge should not exceed 7%. If a bidder quote service charge less than 3.85% or more than 7%, it will be treated as non responsive and shall be disqualified.

** The GST as per the prevailing rate is 18% and hence shall be taken into account for evaluation purpose. However in case of increase / decrease of GST if any during the contract period, the same shall be applicable accordingly.

*** The total cost per Kg of Linen (including GST @18%) as mentioned in sl. No.5 shall not exceed Rs.45/- per Kg. The bidders quoting the cost per Kg of Linen (including GST@18%) as mentioned in sl. No.5 which is more than Rs.45/kg shall be disqualified.

Note : The **District wise Bed Strength** against all facilities of the District [cumulative bed strengths of all category of institutions (DHH / SDH / CHC of the District) is mentioned at **Section 6** to assess the cost per Kg of linen for a district for which the bidder want to quote.

Authorized Signatory [In full and initials]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

Annexure - I**AGREEMENT**

(*On a Stamp Paper of Rs.100/-)

Reference:

- (i) RFP Reference No _____ dated _____ and subsequent Amendment / Pre-bid clarification issued by the Tender Inviting Authority
- (ii) Service provider's bid submitted dated _____

1. An agreement made on the _____ day of _____ 2023 BETWEEN.....(hereinafter called "the approved service provider", which expression shall, where the context so admits, be deemed to include his heirs successors executors and administrators) of the **one part** AND the CDM & PHO, District, Odisha / Director,...../ Superintendent,(name of Institution) (hereinafter called "the District Authority" which expression shall, where the context so admits be deemed to include his/her successors in office and assigns) of the **other part**.
2. Whereas the approved service provider has agreed with the District Authority / Institution to manage the Mechanized Laundry Services in the Health Institutions in the manner set forth in the terms of the **Request for Proposal (RFP) reference no.** _____ And whereas the approved service provider has deposited a sum of Rs.....(Rupees.....) only in the form of as Performance Security of the project.
3. Name of the Health Facilities of the District to be covered under the Mechanized Laundry Services:
 - i)
 - ii)
 - iii)
4. **NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**
 - (a) The following documents shall be deemed to form part of and be read and constructed as Integral part of this Agreement, viz.:

- i) Terms & conditions of the RFP reference no. cited above
- ii) Terms of Reference of the RFP reference no. cited above.
- iii) Amendment / Clarification to Pre-bid queries of the RFP reference no. cited above

The approved service provider shall be paid at the rate as offered by them in the financial proposal as mentioned below:

1. Rate / Kg of Linen (inclusive of Service Charge) : Rs. _____
2. GST (%) : _____ (on & above the price mentioned at 1)
3. Rate / Kg of Linen (inclusive of Service Charge & GST): _____

- (b) In consideration of the payment to be made by the District Authority / Institution as above, the approved service provider will duly implement the project in the manner set forth in the terms of the RFP.
- (c) The terms & conditions and terms of reference of the RFP appended to this agreement will be deemed to be taken as integral part of this agreement and are binding on the parties executing this agreement.
- (d) Following documents / letters /correspondence undertaken between the parties shall also form part of this agreement :

District Authority	Approved Service Provider
(a) Request for proposal and any amendment thereof.	a) Proposal Submitted in response to RFP
(b) Office Order subsequent to RFP	b) SOPs in respect to Laundry Service Operation.

5. Payment

- (a) The District / Institution Authority does hereby agree that if the approved service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions, the District / Institution Authority will pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.
- (b) The mode of payment is as specified below:

The payment shall be paid on a monthly basis upon submission of **monthly basis** based on the calculation of Rate per Kg of linen x Total Weight (Kg) of the Linen. The bills should be in the name of the concerned authority of the District / Institution.

6. Operational Parameter and Penalty

The successful bidder has to operate the Mechanized Laundry Services with quality service as mentioned in the terms of reference. Penalties shall be imposed on the agency in case of any deviation found in discharging of services including unattended calls. The amount of penalties set as per norms would be the sole discretion of the district authority.

7. Period of Engagement/Duration of Contract

The engagement of the agency shall be for a period of three years from the date of signing of contract. However, the agreement with the agency shall be signed **initially for a period of one year** from the date of signing of the contract, which shall be **renewed on a yearly basis** based on satisfactory service of the Service Provider as per due assessment.

8. Schedule of Implementation

The agency is required to set up the Mechanized Laundry Services with all personnel within 45 days of signing the contract.

9. Termination /Suspension of Agreement

The District Authority / Institution may by a notice in writing, suspend the contract if the selected agency fails to perform any of his obligations including carrying out the services, provided that such notice of suspension shall specify the nature of failure, and shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

The District Authority / Institution after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (as mentioned below), may terminate the agreement after giving reasonable opportunity of being heard to the service provider :

- a) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the District Authority / Institution have subsequently approve in writing.
- b) If the service provider becomes insolvent or bankrupt.
- c) If, as a result of force majeure, the service provider is unable to perform a material portion of the services for a period of not less than 60 days; or
- d) If, in the judgment of the District Authority / Institution, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

10. Settlement of Dispute

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred to Committee constituted at the District level for decision.

11. Jurisdiction of Court

Legal proceedings if any shall be subject to the _____ District (*name of the District / place of the Institution*) jurisdiction only.

In witness whereof the parties hereto have set their hands on theday of.....2024.

Signature of the Approved Service Provider

Signature of CDMO / Director/
Superintendent

Date:

Date:

1.Witness

1. Witness

2.Witness

2. Witness

Annexure- IV

PROVISIONAL WASHING PROCEDURES**Normal White Linen (30 kg capacity)**

Steps	Temperature	Agents	Water Level	Quantity	Time
Pre-Wash	Room Temperature	Detergent	High Level	150 ml	10 minutes
Drain					
Main Wash	60-70°C	Detergent	Low Level	250 ml	20 minutes
		Liquid Bleach		15 ml	
Drain					
Rinse -1	Room Temperature		High Level		3 minutes
Drain					
Rinse-2	Room Temperature		High Level		3 minutes
Rinse-3	Room Temperature	Neel & Tinopal	High Level	25 gms	10 minutes
Drain					

Heavy, Soiled and Infected White Bed Linen (30 kg capacity)

Steps	Temperature	Agents	Water Level	Quantity	Time
Pre-Wash	Room Temperature	Detergent	High Level		10 minutes
Drain					
Main Wash	80 °C	Detergent	High Level	250ml	20 minutes
		Liquid Bleach		25 ml	
Drain					
1 st Rinse	Room Temperature		Low level		3 minutes
Drain					
2 nd Rinse	Room Temperature		Low level		3 minutes
Drain					
3 rd Rinse	Room Temperature	Neel & Tinopal	High level	25 gms	10 minutes
Drain					

Annexure-V

Suggested Layout Plan of Laundry Services