



## REQUEST FOR PROPOSAL

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

RFP Reference No: Nirmal / Mechanized Laundry/ Dist-Bhadrak :  
6/19 Date: 27<sup>th</sup> August 2019 **Website: [www.bhadrak.nic.in](http://www.bhadrak.nic.in)**



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## NOTICE INVITING PROPOSAL

**RFP Reference No: Nirmal / Mechanized Laundry / Dist- Bhadrak : 6/19 Dated:27<sup>th</sup> August 2019**

Detailed proposals are invited from eligible agencies for selection of the most suitable agency to undertake **Mechanized Laundry Services with Supply of Bed Sheets** at govt. Health institutions of Bhadrak District.

1	Period of Availability of RFP Document	From 27 <sup>th</sup> August 2019 to 11 <sup>th</sup> September 2019 (Downloadable from website: <a href="http://www.bhadrak.nic.in">www.bhadrak.nic.in</a> )
2	Pre-bid Meeting	<b>Date : 31<sup>st</sup> August 2019, Time : 4.00 PM</b> <b>Address: O/o The CDM&amp;PHO, Bhadrak</b>
3	Last date for submission of Proposal	<b>Date: 11<sup>th</sup>September 2019, Time: 5.00 PM</b> <b>Address: O/o The CDM&amp;PHO, Bhadrak</b> <i>NB : Proposals should be submitted through Speed post / Registered post / Courier only.</i>
4	Date, time and place of opening of Proposal and presentation	<b>a) Technical Proposal (Part A) opening : 13<sup>th</sup> September 2019 at 4.00 PM at O/o The CDM&amp;PHO, Bhadrak</b> <b>b) Financial Proposal (Part B):</b> <i>The date of opening of financial proposals will be intimated by the CDM&amp;PHO, Bhadrak to the agency found successful in the technical proposal evaluation.</i>  <b>(Bidders / authorized representative may remain present at the time of opening of proposal)</b>

## SECTION 2 - INSTRUCTIONS TO BIDDERS

### 2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid to **CDM&PHO, Bhadrak**. **However, the bidder submitting proposal for the district has to provide Mechanized Laundry Services in DHH & CHCs of the Bhadrak 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 Bhadrak District, 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, Bhadrak 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, Bhadrak in the form specified at **Annexure I**.

### 2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- I. Should be registered in India as a Company, Firm, Society or a Trust.
- II. Consortium is not allowed
- III. Should have an average Annual Turnover of **Rs.1 Crores or more** during the last three financial years (2016-17, 2017-18 & 2018-19).
- IV. Should have minimum 3 years of working experience in the field of laundry & linen management services in Govt. / Pvt. Hospitals/ Railways / Hotels 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 T4
- VI. 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.
- VII. Must have ISO 9001 certification
- VIII. Must be registered under EPF
- IX. Must be registered under ESI
- X. Must have a PAN
- XI. Must have GST registration number

## 2.3 Proposal Submission

Interested eligible bidders may submit their bid(s) to the **CDM&PHO, Bhadrak** by submitting **bid with EMD & document** as set forth in this RFP **for the Bhadrak District**, the detail address of which is mentioned in **page-3 of RFP**. However, the bidder submitting proposal for Bhadrak district has to provide laundry services in DHH & CHCs of the Bhadrak 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 -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 by 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 Bhadrak and in favour of **ZSS, Non-NRHM, Bhadrak**.

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. 1,00,000/-** (refundable) in the shape of Banker's cheques / Demand Draft from any Nationalized / Schedule Bank in favour of the ZSS, Non-NRHM, Bhadrak payable at Bhadrak.

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, Bhadrak District**”.
- **Cover-B** - Financial Proposal for “**Mechanized Laundry Services at Health Facilities, Bhadrak District**”.

(b) The two envelopes, i.e. envelope for Part-A, Part-B must be packed in a separate sealed outer cover and clearly **superscribed** with the following:

- Proposal for “**Mechanized Laundry Services at Health Facilities, District / Institution Name \_\_\_\_\_**”.
- **RFP no. & District Name-**(The bidder should clearly mention the RFP no & name of the District).
- The bidder's Name & address shall be mentioned in the left hand corner of the outer envelope.

(c) The inner and outer envelopes shall be **addressed** to the **CDM&PHO, Bhadrak**.

*If the outer envelope is not sealed and marked as mentioned above, then the O/o the CDM & PHO, Bhadrak 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. CoverA (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.1,00,000/-**(Rupees One Lakh) in the shape of a Demand Draft in favour of **ZSS, Non NRHM, Bhadrak**.
2. Bid document cost of Rs.1,500/- (Rupees One Thousand Five hundred) in the shape of a Demand Draft in favour of **ZSS, Non NRHM, Bhadrak**.
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 ISO 9001 certification
9. Form T3 (Turnover Certificate from the Chartered Accountant)
10. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate [2016-17, 2017-18 & 2018-19].
11. Form T4 - Relevant Experience Details in managing hospital laundry services in Govt. / Pvt. Hospitals during the last three years.
12. Photocopies of work orders / contracts executed in support of the information furnished in Form T4
13. Form T5 - Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
14. Form T6 - Affidavit certifying that the Entity/Promoter(s)/Directors/Partner(s) of Entity are not blacklisted.
15. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
16. 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 to CDM&PHO, Bhadrak. *A bidder is eligible to submit only one proposal for Bhadrak district.*

### 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 Proposal B and their participation in the Selection Process. The CDM&PHO, Bhadrak 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 CDM&PHO, Bhadrak;
  - 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 CDM&PHO, Bhadrak 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 CDM & PHO Bhadrak 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 CDM & PHO Bhadrak.

## 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 CDM&PHO, Bhadrak at the address, time and date specified in the page -3 of RFP through Speed Post/ Regd. Post / Courier only. 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 CDM & PHO Bhadrak 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 page-3 of RFP.
- (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 & requirements
- 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 SN 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

The selected service provider in the district shall have to do the laundry Services in all the category of institutions of the Bhadrak district (DHH, SDH, CHC).The **detailed list of category of institutions in Bhadrak 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, anesthetists, 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**.

**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
- c) **OT, Labour Room, Procedure Room linen:** These should be green in colour including doctor's gown.

**3.6 Procurement of Linen**

The procurement & supply of bed sheets will only be done by the Agency, which will be replaced in every 2 years, 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	100% Cotton 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. Construction particulars, performance requirement, dimension and mass should confirm to <b>IS 175:1989</b> (Reaffirmed 2001, Variety No. 4) Test report of bed sheet from a Govt./NABL laboratory confirming to <b>IS: 175:1989</b> (for Bed Sheet) 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 should be wiped over with disinfectant such as 70% alcohol or 1% sodium hypochlorite.
- The Agency will teach and train its 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 are mentioned at **Annexure- IV**.

### 3.11 Handing over & taking over of Linen

- 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.
- 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. **The observations shall be recorded as per agreed log book or check list/ reports and duly counter signed by both parties. For taking the weight of each batch of laundry after washing, drying & calendaring at the time of delivery**, the agency has to provide **digital weighing machine** of adequate capacity with due calibration.
- 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.
- 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.
- 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

- Hospital administration will provide the **space at each targeted Hospital level for setting up of laundry department and an office room** for the Agency in the premises of the hospital from where the Agency and his own supervisory or office staff can control the Laundry staffs working in the hospital.
- 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.
- Government will establish the said structure in consultation with the agency as per the suggested layout plan & space requirement (**Annexure-V & VI**) and hand over the same to the agency within two months of finalization of the bid.

- d) The Agency will arrange for all items needed for its staff, i.e., Biometric system, computerized inventory of stores etc.
- e) Hospital administration will provide **separate sub meter / meter** for electricity and water for the Agency and the bills in this context will be **borne by the agency**.
- f) 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. No	Name of Equipment for Mechanized Laundry	30 to 49 beds	50 to 99 beds	100 to 299 beds	300 to 499 beds	500+
1	Washer Extractor (Capacity of 60 Kg)	0	0	0	0	1
2	Washer Extractor (Capacity of 30 Kg )	1	1	2	3	2
3	Drying Tumbler (Capacity of 30 Kg)	1	1	1	2	3
4	Electric Calendar	0	0	0	0	1
5	Vacuum Finishing Table with steam iron and integrated steam generator (electrical)	1	1	2	3	2
6	Dry Linen Trolley (300 Ltr)	1	3	4	5	6
7	Wet Linen Trolley (300 Ltr)	1	3	4	5	6
8	Folding Table	1	2	2	3	4
9	Stainless Steel Racks	2	4	8	10	12
10	Sewing Machine	1	1	1	1	1
11	Digital Weighing Machine (0 – 100 Kg)	1	2	2	2	2

The number of items given above is to be maintained at site 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 gear 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) 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 instruments 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 twice 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.

### 3.17 Payment:

Payment will be made based on weight (Per KG) of washed linen 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 PPE during duty time of the Laundry staff (Standard- No penalty imposed)	Record Review	1	
Adequate supply of materials as mentioned in the service standards	Observation	1	
Equipment up-time >= 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	
<b>Total</b>		<b>10</b>	

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

Total Score	Penalty from Bill Amount
< or = 75%	2 % penalty from Bill
>75% and < 90 %	1% penalty from Bill
= or >90%	Zero penalty

### 3.19 Other Penalty:

Sl. No	Service level agreement	Penalties for non-compliance
1	Late Collection / picking up of linen Or Late delivery/handing over of the washed/ cleaned linen/dresses etc.	Rs. 100 per hour for delay more than 12 hours.
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.

Sl. No	Service level agreement	Penalties for non-compliance
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 through sub-meter.
- 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 shall be for a period of three years from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be extended for a maximum of another two years (one year at a time) in existing terms and conditions with mutual consent of both the parties if performance is found satisfactory as per due assessment.
- c) The agency shall sign the contract (in the given Format at **Annexure-I**) within 15 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 CDM & PHO Bhadrak 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 order of maximum Ten (10) districts/ other institutions including Bhadrak district.
- b) In case an agency succeeded in getting work order for more than Ten districts/other institutions (including Bhadrak district) as per the competitive bidding process, then the concerned agency has to choose Bhadrak District and any other 9 districts/institutions as per their choice within 7 days from receipt of the work order.
- c) If any L1 bidder of the Bhadrak district declines the work order in the circumstances mentioned above, in such case the CDM & PHO Bhadrak will negotiate with L2 (L3, L4 and so on in the that order) bidder of Bhadrak District 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 selected service provider has to furnish a performance security deposit amounting to 5% of the total yearly contract value (for three years) 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 performance security deposit is for due performance of the contract.

The CDM & PHO Bhadrak 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 Laundry agency is required to start the mechanized laundry service in the Bhadrak district **at all the facilities (DHH & CHCs)** within **60 days** of signing the contract provided the space with electricity & water supply point is handed over to the agency for setting up the mechanized laundry unit.

#### 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 Laundry 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, CDM & PHO, Bhadrak 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 CDM & PHO Bhadrak 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

Sl. No.	Service level agreement	Penalties for non-compliance
1	Late Collection / picking up of linen Or Late delivery/handing over of the washed/ cleaned linen/dresses etc.	Rs. 100 per hour for delay more than 12 hours.
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 District / Institution's discretion.

#### 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(s) 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 Laundry 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 **CDM & PHO Bhadrak** 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(s)/ 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 **CDM & PHO Bhadrak** 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 **CDM & PHO Bhadrak** 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 **CDM & PHO Bhadrak** 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 **CDM & PHO Bhadrak**, 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 **CDM & PHO Bhadrak** 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 **CDM & PHO Bhadrak** 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 Bhadrak District jurisdiction only.

#### **4.14 Right to Accept and Reject any Proposal**

The **CDM & PHO Bhadrak** reserves 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 at the district level by the CDM & PHO, Bhadrak.

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 Mark	Criteria for award of Mark
<b>1</b>	<b>Working Experience</b>		
1.1	Experience in Linen & Laundry Services in Public / Private Sector	10	<ul style="list-style-type: none"> <li>● <math>\geq 3</math> Years <math>\leq 5</math> years : 5 Marks</li> <li>● <math>&gt; 5</math> Years : 10 Marks</li> <li>● Or otherwise 0</li> </ul>
1.2	Experience of handling <b>no of beds</b> for Linen & Laundry services in Hospital Sector - Average per Annum in last three years : 2016-17, 2017-18 & 2018-19 (to be determined from the work order / contract copies) – Details to be furnished Form T4	15	<ul style="list-style-type: none"> <li>● <math>\geq (100 \text{ beds} / 200 \text{ Linens} / 100 \text{ Kgs})</math> per day <math>&lt; (200 \text{ beds} / 400 \text{ Linens} / 200 \text{ Kgs})</math> per day : 5 marks</li> <li>● <math>\geq (200 \text{ beds} / 400 \text{ Linens} / 200 \text{ Kgs})</math> per day <math>&lt; (300 \text{ beds} / 600 \text{ Linens} / 300 \text{ Kgs})</math> per day : 10 marks</li> <li>● <math>\geq (300 \text{ beds} / 600 \text{ Linens} / 300 \text{ Kgs})</math> per day : 15 marks</li> </ul>
1.3	Experience in handling <b>mechanized / Industrial Laundry &amp; Linen services</b> (Similar to the current proposal defined in this RFP) at least in one previous assignment in past 3 years.	5	<ul style="list-style-type: none"> <li>● Submitted documentary proof from the concerned organizations : 5 marks</li> </ul>
<b>2</b>	Performance Certificates from previous assignments during last 3 years.	5	<ul style="list-style-type: none"> <li>● Satisfactory Work Performance Submitted : 5 marks</li> <li>● Or otherwise : 0 marks</li> </ul>
<b>3</b>	Total Average Annual turnover (Rs.) (In last 3 financial years 2016-17, 2017-18 & 2018-19)	10	<ul style="list-style-type: none"> <li>● <math>\geq 1</math> Crores. up to 3 Crores. : 5 marks</li> <li>● <math>&gt; 3</math> Crores up to 5 Crores : 7 marks</li> <li>● <math>&gt; 5</math> Crores : 10 marks</li> </ul>
<b>4</b>	No of laundry staffs engaged in last 3 years (Avg. of last three years): 2016-17, 2017-18 & 2018-19 (to be Determined from the work order / contract copies) – Details to be furnished Form T4	10	<ul style="list-style-type: none"> <li>● <math>\geq 20</math> upto 29 persons : 5 marks</li> <li>● <math>\geq 30</math>- upto 49 persons : 7 marks</li> <li>● 50 &amp; above persons : 10 marks</li> </ul>
<b>5</b>	Work Plan Presentation	5	<ul style="list-style-type: none"> <li>● Presentation of the work plan in consonance with the tender document and guidelines, not more than 15-20 min.</li> </ul> <p>Total Marks : 5</p>
	<b>Total</b>	<b>60</b>	

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders** who score **at least 36 marks or more** in technical evaluation shall qualify for **financial bid opening**. In the financial bid, the bidder with the **lowest price** shall be awarded the contract.

## 5.2 Evaluation of Financial Proposal

The **total price (exclusive of GST)** as per price format F2 shall be considered for price evaluation. 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 mark also becomes equal, then in that case, the bidder having the higher annual average turnover shall be awarded the contract.

## SECTION 6

**LIST OF GOVT. HEALTH INSTITUTIONS OF BHADRAK FOR MECHNAIZED LAUNDRY SERVICES**

Sl. No	Name of the District	Facility Name	Category	Revised Bed Strength	Total Bed Strength of the District /Other Institution
01	Bhadrak	Bhadrak 191	DHH	191	341
		Chandbali	CHC	30	
		Dhamanagar	CHC	30	
		Tihidi	CHC	30	
		Basudevpur	CHC	60	

[Note: The Mechanized Laundry shall be established at the respective institutions of the **Bhadrak District** with equipment as mentioned in **Clause 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 Bhadrak district, **new institutions may be added in future depending upon the requirement** and in that case, the selected service provider for the district shall have to establish new mechanized laundry system in that institution with a rate as finalized for **Bhadrak district** in the tender.]

## RFP FORMATS

### Mechanized Laundry Services at Govt. Health Institutions

#### TECHNICAL PROPOSAL

**Check List (Technical Proposal)**

Please check whether the 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 Rs. 1,00,000/-)		
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 for the month of <b>July 2019.</b>		
10	Copy of the Labour Registration certificate		
11	Copy of PAN		
12	Photocopy of ISO 9001 certification		
13	Form T3		
14	Photocopies of the audited P/L account of <b>each year highlighting the turnover</b> in support of that		
15	Form T4		
16	Copies of Work Order/Contract certificates from the clients in support of <b>laundry services</b> executed in support of the information provided in Form T4		
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 & Public Health Officer**  
**Bhadrak.**

Re.: RFP Reference no. \_\_\_\_\_ dated \_\_\_\_\_

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	2016-17	
2	2017-18	
3	2018-19	
<b>Average Annual Turnover in Rs.</b>		

\*Provisional audited statement shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

**Membership No.**

**Note:**

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

**FORM T4***(to be furnished in the technical proposal)***PAST EXPERIENCE IN LAUNDRYSERVICES DURING THE LAST THREE YEARS****(attach separate sheets if the space provided is not sufficient)****A) Experience in Hospitals****Financial Year 2016-17**

Sl.	*Name /address of the Hospitals for which <b>Laundry Services</b> assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	**No. of Beds in the hospital	***No. of personnel deployed ( <b>Laundry Personnel</b> only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

**Financial Year 2017-18**

Sl.	*Name /address of the Hospitals for which <b>Laundry Services</b> assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	**No. of Beds in the hospital	***No. of personnel deployed ( <b>Laundry Personnel</b> only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

**Financial Year 2018-19**

Sl.	*Name /address of the Hospitals for which <b>Laundry Services</b> assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	**No. of Beds in the hospital	***No. of personnel ( <b>Laundry Personnel</b> only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
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

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

## B) Experience in Other Organizations (Other than Hospital)

**Financial Year 2016-17**

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	Role of your agency	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)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

**Financial Year 2017-18**

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	Role of your agency	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)	Performance Certificate enclosed (Yes / No)
1									
2									

**Financial Year 2018-19**

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	Role of your agency	**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)	Performance Certificate enclosed (Yes / No)
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 / 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 / performance certificate

\*\*\*\* 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 of .....as 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 CDM & PHO, Bhadrak, representing us in all matters before District Authority and generally dealing with CDM & PHO, Bhadrak 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 \_\_\_\_\_ 2019

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 Governmentor Central Government / Department / Organization in India from participating in Tenders as on the\_\_\_\_\_ (Date of Signing of this proposal).

We further confirm that we are aware 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 this .....Day of ....., 2019

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

Name and Title of Signatory: \_\_\_\_\_

(Organization Seal)

**FORM T7**  
*(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 \_\_\_\_\_, 2019

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 | <input type="checkbox"/> |
| 2. | Form F2 | Yes/No | <input type="checkbox"/> |

**FORM F-1**

(To be submitted with Financial Proposal)

To  
**The Chief District Medical & Public Health Officer**  
**Bhadrak**

Re.: RFP Reference No: \_\_\_\_\_ / dated \_\_\_\_\_.

**Sub: Request for Proposal for Mechanized Laundry Services at Govt. Health Institutions in Bhadrak District.**

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: \_\_\_\_\_

Particulars	*Cost per Kg of Linen (in Rs.) (exclusive of GST) (max. upto two decimal places)	GST as applicable with %	Cost per Kg of Linen (inRs.)(inclusive of GST) (max. upto two decimal places)
	<b>a</b>	<b>B</b>	<b>a+b</b>
<b>Cost per Kg of Linen</b>  [The <b>*cost per Kg of Linen</b> shall <b>includesupply</b> of Bed sheets as per specification and all operational cost related to Human Resourcesand management of Mechanized Laundry for <b>all Linen Items</b> with Equipment, Washing Material, electricity charges as per the Terms of Reference mentioned in Section 3.			

Note: The **Bed Strength** against all Institution [cumulative bed strengths of all categories of institutions (DHH / CHC of the Bhadrak District) is mentioned at **Section 6** to assess the cost per Kg of linen for Bhadrak district for which the bidder wants 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 \_\_\_\_\_ 2019 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, Bhadrak District, Odisha** (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 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. **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 : Rs. \_\_\_\_\_
2. GST (%) : \_\_\_\_\_ (on & above the price mentioned at 1)

- (b) In consideration of the payment to be made by the District Authority 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 ServiceOperation.

#### 4. Payment

- (a) The **CDM & PHO, Bhadrak** 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 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.

#### 5. Operational Parameter and Penalty

The successful bidder has to operate the 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 CDM & PHO, Bhadrak.

#### 6. Period of Engagement/Duration of Contract

The agency will be engaged initially for a period of 3 years subject to satisfactory performance, which may further be extended by the District Authority for another two years based on satisfactory performance of the Service Provider.

## 7. Schedule of Implementation

The agency is required to set up the Mechanized Laundry Services with all personnel within **60 days** of signing the contract.

## 8. Termination/Suspension of Agreement

The District Authority 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 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 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, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

## 9. 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.

**10. Jurisdiction of Court**

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

In witness whereof the parties hereto have set their hands on the .....day of.....2019.

Signature of the Approved Service Provider

Signature of CDM & PHO, Bhadrak

**Date:**

**Date:**

**1.Witness**

**1. Witness**

**2.Witness**

**2. Witness**

Annexure- II

Sample of Colour Coded Bed sheet



## Annexure- III

**Recommended Frequency of Cleaning**

Sl. No	Items	Frequency of Cleaning	Supplier
1	Bed sheets	Daily / As when required ( For Soiled Bed Sheets)	Agency
2	Pillow Cover	Daily / As when required ( For Soiled Pillow Cover)	District/ Intuition
3	Blanket	On discharge of a patient	District/ Intuition
4	Apron ( For Service Providers)	Weekly	District/ Intuition
5	Apron for procedures	Daily ( If required after each activity)	District/ Intuition
6	OT Shirt / Kurta and Pyjama	Daily	District/ Intuition
7	OT Gown for Surgeon & Patients	After each activity	District/ Intuition
8	OT Napkin	After each activity	District/ Intuition
9	Hand Towels for Services Providers	Daily	District/ Intuition
10	Mackintosh Sheet	After each activity	District/ Intuition
11	Mackintosh Cover / Draw Sheets at Wards	Daily	District/ Intuition
12	Bed Side Screen Curtain	Monthly / As & when required	District/ Intuition
13	Waterproof stretcher cover canvas with handle for shifting the patient	After each activity	District/ Intuition
14	Instrument Wrapper	Daily	District/ Intuition
15	Door & Window Curtains & Table cloth	Monthly	District/ Intuition
16	Mosquito Net	Monthly/ As & when required	District/ Intuition

**N.B:- Any other linen item as required by the MO I/C / Hospital Superintendent**

## Annexure- IV

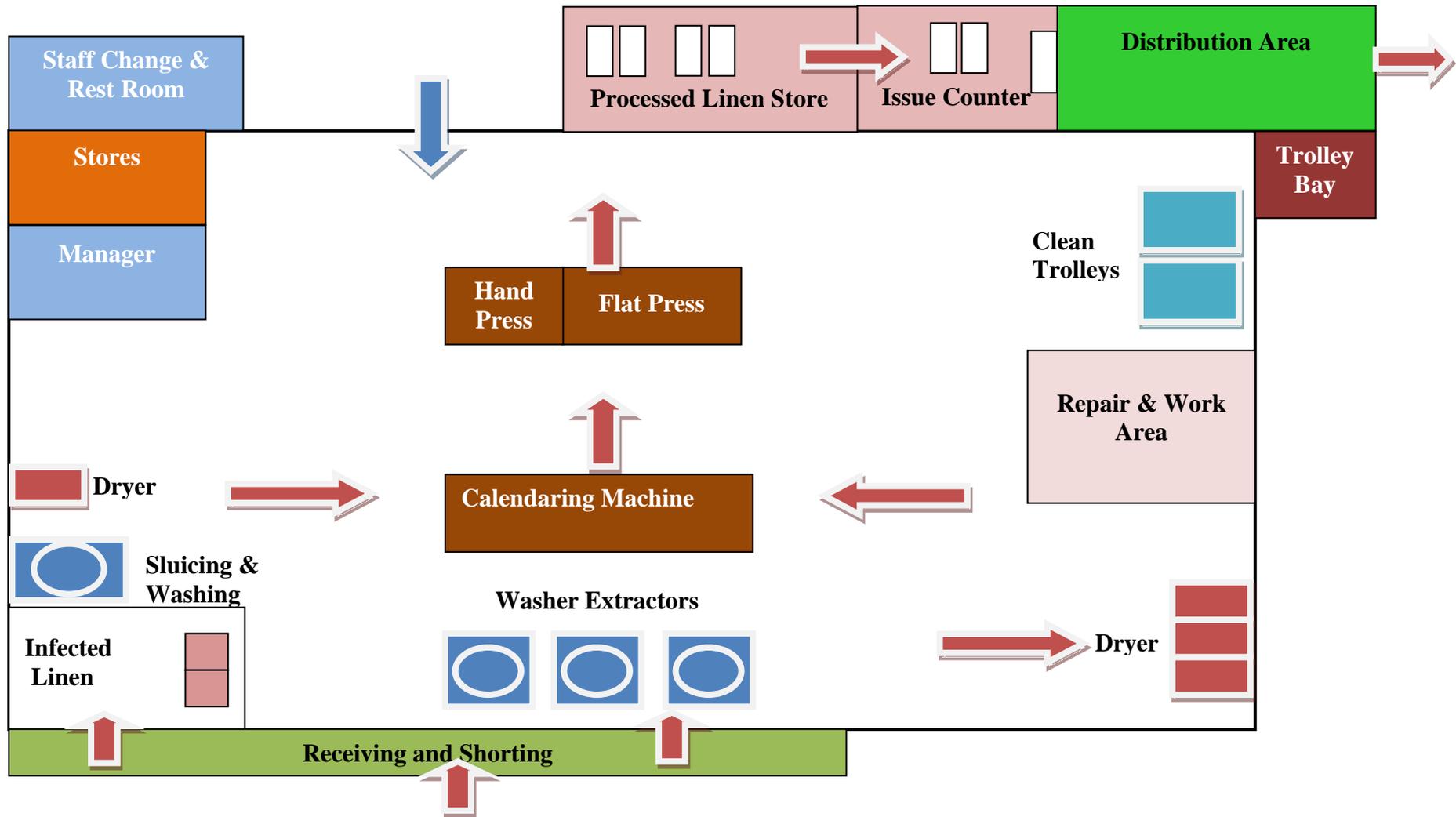
**PROVISIONAL WASHING PROCEDURES****Normal White Linen (30 kg capacity)**

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

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

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

**Suggested Layout Plan of Laundry Services**



## Annexure-VI

**Space Requirement for Establishment of Laundry Unit**

<b>Sl. No</b>	<b>Bed Range</b>	<b>Square Feet</b>
1	30 to 50 beds	500 Sqr. Ft
2	100 to 199 beds	800 to 1000 Sqr. Ft
3	200 to 299 beds	1500 to 2000 Sqr. Ft
4	300 to 600 beds	2000 to 2500 Sqr. Ft