

**U.T.ADMINISTRATION OF DAMAN AND DIU
OFFICE OF THE MEDICAL SUPERINTENDENT
GOVERNMENT HOSPITAL, MARWAD, DAMAN**

PH.NO.0260-2254965/2254266

EMAIL ID: ghddmn@gmail.com

No.GHD/DMN/ E-TENDER WASHING /2019-20/1923

Dated: 07.12.2019

E-TENDER (ON LINE NOTICE)

The Medical Superintendent, Government Hospital, Daman on behalf of President of India, invites tender for Rate Contract for Washing Hospital Clothes (with ironing) for Government Hospital, Daman. Online on www.ddtenders.gov.in. from manufacturer/Authorized Dealers/Suppliers having valid license. The tender notice also available on www.daman.nic.in



**(Dr. Shailesh Arlekar)
I/c. Medical Superintendent,
Government Hospital, Daman**

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The Medical Superintendent, Government Hospital, Daman on behalf of president of India, invites tenders for following items through on -line on <http://ddtenders.gov.in> from the Authorized Agencies for Rate contract for Washing Hospital Clothes (with ironing) for Government Hospital, Daman. The tender notice also available on www.daman.nic.in

Government Hospital, Daman. The tender notice also available on www.daman.nic.in

Sr. No.	Description Items	Estimated cost	EMD (in the form of FDR)	Tender fees (Non refundable)
01	Rate Contract for Washing Hospital Clothes (with ironing) for Government Hospital, Daman 2019-20.	Rs.20,00,000-	Rs. 60,000/-	Rs.1000/-

Bid document downloading start date : 09.12.2019

Last date of submission of online tender document: 30.12.2019 by 12.00 hours.

On line opening of Technical Bid: 09.12.2019

On line opening of Financial Bid: After technical stage evaluation

Bidders have to submit price bid in Electronic format only on www.ddtenders.gov.in till the last date and time for submission. Price bid in physical formant shall not be accepted in any case.


Submission of tender fees in the form of DD, EMD in the form of FDR and other supporting documents i.e. copy of valid license from competent authority, copy of GST Registration and copy of PAN of income Tax etc, and terms and condition duly signed in hard copy as well as online to the undersigned by RPAD/Speed post/by hand on or before 30.12.2019 upto 12.00 hours, however, Tender Inviting authority shall not be responsible for any postal delay.

The tender inviting authority reserves the right to accept or reject any or all the tenders to be received without assigning any reasons thereof.

Bidder shall have to post their queries on E-mail address: ghddmn@gmail.com on or before dated 30.12.2019 upto 11.00 hours.

In case bidder needs any clarification or if training required for participating in online tender, they can contact the following website.

www.ddtenders.gov.in
www.daman.nic.in



(Dr. Shailesh Arlekar)
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Government Hospital, Daman

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TERMS & CONDITIONS

Terms and Conditions for the **“Rate contract for Washing Hospital Clothes (with ironing) for Government Hospital, Daman.”**

Instructions to Bidders :

- 1) All Tender Documents can be downloaded free from the website <https://ddtenders.gov.in>
- 2) All bids should be submitted online on the website <https://ddtenders.gov.in>
- 3) The user can get a copy of instructions to online participation from the website <https://ddtenders.gov.in>
- 4) The suppliers should register on the website through the “New Supplier” link provided at the home page, the registration on the site should not be taken as registration or empanelment or any other form of registration with the tendering authority.
- 5) The application for training and issue of digital signature certificates should be made at least 72 hours in advance to the due date and time of tender submission.
- 6) For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below:
**The Medical superintendent,
Government Hospital, Daman- 396210
Tel .0260-2254965/2254266, 9909943025**
- 7) All documents scanned/attached should be legible / readable. A hard copy of the same may be send which the department will be use if required. Uploading the required documents in <https://ddtenders.gov.in> is essential.
- 8) The Bidder has to give compliance for each quoted product for any false /misleading statement in compliance found any time during the procurement process, the bid shall be out rightly rejected & EMD shall be forfeited.

Key dates:

Online document download Start Date	:	09.12.2019
Online document download End Date	:	30.12.2019, 12:00 Hrs.
Online Bid Submission Start Date	:	09.12.2019
Online Bid Submission Closing Date	:	30.12.2019, 12.00 Hrs.
Online Bid opening date for Technical Stage	:	30.12.2019, 15.00 Hrs.

The Tenders shall be submitted in two-bid system, wherein the Technical bid and Financial Bid is to be filled online on <https://ddtenders.gov.in> and the EMD and Tender Fee has to be submitted in Tender Box along with a covering letter. The envelope should be super scribing as **“e-Tender - Sealed Cover of Bid for “Rate contract for Washing Hospital Clothes (with ironing) for Government Hospital, Daman.”**

. The EMD and Tender Fees should be enclosed with **BID** only

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

- a. The Tender Fees should not be forwarded by cash.
- b. The Tender Fees (Non Refundable) will be accepted only in form of DD in favor of **The Medical Superintendent, Government Hospital, Daman** from any Nationalized or Scheduled Bank of India payable in Daman.
- c. All tenders must be accompanied by Tender fees as specified in schedule otherwise tender will be rejected.

The Earnest Money Deposit (Refundable) Rs.60,000/- :

- a. All tenders must be accompanied by EMD as specified in schedule otherwise tender will be rejected.
- b. EMD can be paid in either of the form of following:
 - i. A/c Payee Demand Draft
 - ii. Fixed Deposit Receipts

In favor of **The Medical superintendent, Government Hospital, Daman** from any Nationalized or Scheduled Bank authorized by RBI to undertake Government Business.

- c. EMD should be valid upto 365 Days from the date of its issuance.
- d. EMD in any other forms will not be accepted.
- e. EMD/Security Deposit shall be liable to be forfeited in following circumstances:
 - i. Tender is rejected due to failure of supply the requisite documents in proper format or giving any misleading statement or submission of false affidavit or fabricated documents.
 - ii. In case, the contractor does not execute the supply order placed with him within stipulated time, the EMD of the contractor will be forfeited to the Government and the contract for the supply shall terminated with no further liabilities on either party to the contract.
 - iii. Tenderer fails to replace the goods declared to be not of standard quality or not conforming to acceptable standards or found to be decayed/spoilt.
- f. The amount of Earnest Money paid by the tenderer(s) whose tenders are not accepted will be refunded to them by cheque or Demand Draft (as may be convenient to the Tender Inviting Officer if the amount is above Rs.200/-) drawn on any Nationalized or Scheduled

Bank payable at Daman. Where this mode of payment is not possible the amount will be refunded at the cost of the tenderer.

- g. Only on satisfactory completion of the supply order for and on payment of all bills of the contractor, as to be admitted for payment, the amount of Security Deposit/Earnest Money will be refunded after expiry of guarantee/warranty period, if any, or any such date/period as may be mutually agreed upon.
- h. In case of failure to supply the store, materials etc. ordered for, as per conditions and within the stipulated time, the name articles will be obtained from the tenderer who offered next higher rates or from any other sources, as may be decided by the tender inviting Officer and the loss to the Government on account of such purchases(s) shall be recovered from the former contractor Security Deposit/Earnest Money or bills payable. The contractor shall have no right to dispute with such procedure.
- i. The Earnest Money(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Earnest Money required by these conditions.

Security Deposit: (SD)

- a. The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to **10%** of the total value of articles, which may be ordered, as the amount of security deposit.
- b. Non receipt of Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.
- c. In case of failure to replace the accepted and rejected articles from the supplies made, as mentioned in the conditions the loss undergone by the Government will be recovered from the contractor Security Deposit or payment due of any bill(s) to the extend required.
- d. The tender inviting officer will consider extension of time for remitting the Security Deposit as demanded. However, in case of denial to consider such extension the contractor is bound to abide by the limit given and liable to make good for the loss made to the Government on account of his failure to abide by the time limit.

• **Conditions of Contract :**

1. (A) ACCEPTANCE OF TENDER:

- a. The tender is liable for rejection due to any of the reasons mentioned below:
 - i. Non-Submission of tender within stipulated time online.
 - ii. Submission of tender physically in the Office but not submitted online on <https://ddtenders.gov.in>

- iii. Tender is unsigned or not initialed on each page or with unauthenticated corrections.
 - iv. Non-payment of Earnest Money Deposit.
 - v. Non-Submission of required documents as mentioned.
 - vi. Conditional/vague offers.
 - vii. Unsatisfactory past performance of the tenderer.
 - viii. Items with major changes/deviations in specifications/ standard/ grade/ packing/ quality offered.
 - ix. Offering an accessory optional even though required to operate the instrument.
 - x. Submission of misleading/contradictory/false statement or information and fabricated/ invalid documents.
 - xi. Tenders not filled up properly.
 - xii. overwriting correction or erasures will be considered
- b. Any discount which the bidder wants to give has to be considered and total final bid amount has to be mentioned clearly in the price bid form on <https://ddtenders.gov.in>
- c. Discount offered after price bid opening will not be considered.
- d. The consolidated rates entered in the online website will be taken in to account for preparing price statements. However the tender who is found technically acceptable as well as lowest in terms of evaluated rates only is considered for placing the order.
- e. The Medical Superintendent, Government Hospital, Daman may seek any clarifications / explanation / documentary evidence related to offer at any stage from tenderer if required.
- f. **The rate quoted should be inclusive of all taxes no extra charges will be paid and should be valid upto One Year from the date of tenderization.**
- g. Contract period will be for ONE year. Contract may be extended to further one year at same terms and conditions after due approval but not more than three years.
- h. All/Taxes/Duties/Royalties Charges payable on the sales/transport & Packaging etc. within and/or outside the state shall be payable by the supplier.
- i. The decision of the Tender Inviting Officer for acceptance/rejection of any articles supplied including the decision for equivalent specifications, standard and quality etc. of articles shall be final.
- j. The right to accept or reject without assigning any reasons or all tenders in part or whole is reserved with the Tender Inviting Officer and his decision(s) on all matters relating to acceptance or rejection of the tenders as a whole or in part will be final and binding to all.
- k. No separate agreement will be required to be signed by the successful tender(s) for the purpose of this contract for supply. Rates tendered/offered in response to the concerned

Tender Notice shall be considered as acceptance of all above terms and conditions for supply for all legal purpose.

- l. The selected agency shall have to provide the services with whom agreement is made and this cannot be entrusted to any other agency or sub-agency. If it is found so, their Security Deposit will be forfeited and the agreement will be cancelled.
 - m. The Contractor is required to meet the entire Eligibility/Qualifying Criteria to participate in the tender as mentioned below:
 - a) The firm should be well established in the field of professional washing and cleaning of services of linen.
 - b) Only experienced & qualified firm's having proven credentials of unblemished performance of reputed/ major establishments for similar work should apply along with supporting documents.
 - n. The tenderer has to submit the details of machinery/ plant & other credentials. Govt. Hospital, Daman if so feels, shall inspect the infrastructure and facilities available with firm so as to assess the capability of the firm to execute the work successfully.
2. **The used linens should be collected on daily basis and Washed linen should be supplied within 24 hrs by contractor on his own cost to the Government Hospital, Daman.**
 3. **Inspection:** Inspection of the premises and factory/Workshop of the tenderer shall be carried out by a team of officers/inspectors nominated by the Convener of the Tender Committee before award of the contract. This team of the Officers shall carry out a Comprehensive inspection of the premises/Workshop of the tenderer and give a report on the eligibility/capacity of the said tenderer to carry out a satisfactory quality job as well as clean the prescribed quantity of linen. Such inspections both before the award of the contract and at periodical intervals after the award of the contract shall be carried out.
 4. **List of items and Quantity variation:** The approx. quantity of work to be carried out by the contractor is to be mentioned in Tender. However, the contractor shall be bound to oblige for quantity variation upto 50% of the quantity, increased/decreased the Govt. Hospital, Daman shall have full right either to increase/decreased the overall value of the contract or to reduce the period of contract. If, however, the quantity is reduced, the Govt. Hospital, Daman shall not assign any reason thereof.
 5. **Arrangement for carting:** The contractor shall be bound to provide arrangements for carting of soiled linen from Govt. Hospital, Daman and further transport of soiled linen to the premises of the contractor (including transport arrangement etc.). Similar transport arrangement from contractor's premises to the Govt. Hospital, Daman.
 6. **Water supply:** The tenderer shall give details of water connection, including whether it is owned by the contractor or water is obtained through Municipal Supply, quantity of

water consumed and hours of supply, storage arrangements. Copy of certificate in this regard shall be furnished.

7. Electric Supply: The tenderer shall give details of electric supply. Including load (based on rating of equipment/machinery), sanctioned load, consumption as well as the reliability of the supply. Source of electricity supply and arrangements for standby power including specification of D.G. sets etc. Copy of Electricity bills shall also be furnished.

8. Change in the particulars given in credentials: The contractor shall be required to furnish in case of any change in the particulars in the Credentials including address, phone No., details of the equipments, etc. before award of the contract and during the period of the contract to Govt. Hospital, Daman in seven days of such a change.

9. CLEANING/WASHING PROCESS:

The contractor should follow the procedure mentioned below during the process of machine wash/steam cleaning and drying:

(a) Linens are to be machine washed.

(b) Washing should be done in clean safe and soil water using approved Chemicals/detergent/ soileners. (ISI Marked)

(c) Only Hydrogen Peroxide or sodium hypo chloride and soft liquid bleach should be used for bleaching water.

(d) For white fabrics either acetic acid- or a standard neutralizer supplied from a reputed manufacturer for neutralization.

(e) Dry cleaning should be done by utilizing only Perchloro Ethylene operated by Drying Cleaning Machine for woolen blanket.

(f) Oxalic acid and Acetone may also be used to remove various type of stains.

(g) Perfume should be used while washing and dry cleaning.

(h) Softeners such as ceramine, HCs Silicon Softener, Clax Comfort can also be used for softening the towels.

(i) Starch may be used for bed sheets and pillow covers.

(j) Ironing/pressing should be done satisfactorily.

(k) There should be facilities for Washing, Staining, Water Extrication, Drying as per Standard Norms.

10. (a) The contractor shall perform the work of washing, cleaning, drying, pressing and dressing of all items of clothes and other items/clothes/linen with the help of machines installed at the their own premises. The cleanliness of the clothes should be made to the best satisfaction of the Govt. Hospital, Daman.

- (b) The worker to be engaged by the contractor shall be Medically fit and free from any communicable diseases.
11. In case of complaints from users, Govt. Hospital, Daman may impose penalty as per following schedule.
- i) For finding the linen dirty on first occasion penalty up to ₹.1000/-
 - ii) For finding the linen dirty on second occasion penalty up to ₹.2000/-
 - iii) On finding the discrepancy in quality on third and subsequent occasion GHD may impose a fine of ₹.5000/- on each occasion or terminate the contract at its discretion.
12. The contractor or his authorized agents/servants must be careful during the course of working for washing, cleaning, drying, pressing that any clothes or bedrolls is not torn, damaged, missing or pilfered in the custody of the contractor. In case, any of the clothes, blankets is found missing, pilfered, damaged, torn from the custody of the contractor or his servant or from the both the contractor will be held responsible to deposit the cost of goods to GHD. In case of such frequent missing, loss, damage of the bedrolls, clothes the administration will be at liberty to terminate the contract and realize the loss from the contractor's bill or other dues/deposits as available to GHD.
13. (a) The GHD will account for the clothes after each use item wise and must record in the register. For washing purpose the quantity of bedrolls and other items, if any, should be counted and written in the register and a printed receipt prepared and then the same should be handed over to the contractor or his authorized agent after taking his clear signature in the receipt book/register as a token of acknowledgement.
- (b) Similarly the contractor or his authorized agent after washing, cleaning, drying, pressing, dressing will return the clothes by counting of each item, in good condition to the GHD. After taking the acknowledgement of GHD. In case of any difficulty of the clothes, the same should be recorded in the register and return in the receipt to the office of the GHD.
- (c) The GHD should submit the month washing charges bill of the contractor with his remarks/certification that cleaning of Linen is satisfactory along with a list of deficiency as recorded in the register for passing of bills.
14. The contractor shall satisfy himself when taking over the linen for steam cleaning and blankets for dry-cleaning that the same is satisfactory in good condition. Linen found damaged or lost after cleaning shall be replaced or cost thereof paid by the contractor as decided by the Senior.GHD paying due consideration to the condition of the linen when originally given for steam cleaning to the contractor. The decision of the Medical Superintendent of GHD in this respect will be final.
15. (a) The contractor should made the necessary arrangement to take the used linen and other linen and clean the same as quickly as possible and not for later than 24 hrs of receipt of the bedrolls item with the washing machine and after completion of washing cleaning, drying, pressing should return back the bedrolls and other linens in good condition to the GHD for further use of the same. In the peak season the contractor should make additional arrangement to engage labor, machines and washing materials for quicker cleaning by the

contractor as required. The contractor shall take the entire responsibility for the adequate arrangement of means to be used by him for the fulfillment of the contract.

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

16. The payment of the washing charges as per the rate quoted by the contractor and accepted by the GHD in the tender will be arrangement after completion of one English calendar month. The bill prepared in triplicate by the contractor should be certified by the GHD.
17. The GHD representatives may at anytime, during the working hrs. of the washing depot of the contractor, inspect the work of washing, cleaning, drying, pressing and dressing of the clothes and examine the registers of receipt and delivery of the clothes, accountal particulars of the linen and other items stock on hand of the contractor etc.
18. Any Representative of GHD visit the depot with prior information or without information, may inspect the washing process and that the contractor must provide necessary assistance without any hesitation. Further, GHD reserves the right to conduct surprise checks of the machinery and records, documents etc. maintained by the contractor. The contractor shall extend all possible help and facilities about the working of machinery and maintenance of records, documents etc. to such inspector and officers.
19. (a) In the event of breach of any of the terms and conditions of this agreement by the contractor, his servants or any person acting for and on behalf of the contractor, or failing to perform all or any of the services required of him by this agreement to the satisfaction to the GHD or of the contractor becoming insolvent and bankrupt or so, the GHD reserves the right to terminate the agreement by giving seven (7) day's notice in writing to the contractor and the work of the contractor will cease from the date of issue of such notice and/or the said failure of the works entrusted to the contractor, the security deposit shall stand forfeited to the GHD in this respect the decision of the Medical Superintendent of GHD for forfeiture of security deposit shall be final and binding on the contractor.
 - b) The contractor shall not be entitled to claim for any damage or compensation for such termination of his contract under this agreement
 - c) It must be clearly understood that if the contractor fails to perform the contract and to observe/fulfill any of the conditions thereof to the satisfaction of the GHD, the contract may be terminated at sole risk and cost of the contractor without rendering the administration liable in any way for compensation or damage for such action, if any, without prejudicing the right of the administration to forfeit the security deposit.

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

21. No extra charge for packing, forwarding and insurance etc. will be paid on the rates quoted.

(A) Bid Evaluation Methodology :

a. Preliminary Evaluation:

- Tender Fee and EMD Submission.

b. Technical Evaluation:

- Scrutiny of technical specifications and other relevant documents as asked by the department with the quoted specification.
- Scrutiny of Compliance Statement given by the bidder.
- Technical Demonstration if required.

c. Financial Evaluation:

- Lowest quoted offered by Technically Qualified Bid

(B) PAYMENT TERMS :

- 100% of the invoice amount will be paid only after competition of supply of material successfully and submission of Security deposit i.e. 10% of the tender value.
- Price escalation clause will not be entertained under any circumstances.
- All bills should be in **TRIPLICATE** and should invariably mention the number and date of work order.
- All bills for amount above Rs.5,000/- should be pre-receipted on a Revenue Stamp of proper value. Bills for amount exceeding Rs.5,000/- not pre-receipted on Revenue Stamp of proper value will not be accepted for payment.
- Each bill in which GST is charged must contain the following certificates on the body of the bill: **"CERTIFIED"** that the sale on which Tax has been charged have not been exempted under the Central Sale Tax Act or the Rules made there under and the amount charged on account of Sale Tax on these sale is not more than what is payable under the provisions of relevant Act or Rules made there under".
- No extra charge for transportation, forwarding and insurance etc. will be paid on the rates quoted.
- The rates should be quoted only for the work specified in the list of requirement.

Signature of Agency

With Rubber Stamp



Medical superintendent,

Government Hospital, Daman


**Annual Tender for Washing Hospital Clothes (with ironing) for
Government Hospital, Daman 2019-20.**

ANNEXURE - A

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

**Rate Contract for Washing of Hospital Clothes (with ironing) for the Year
2019-20 for Government Hospital, Daman.**

Sr. No.	Particulars	Unit
1	Bed Sheet	1 No.
2	Pillow Cover	1 No.
3	Towel Big	1 No.
4	Towel Small	1 No.
5	Blanket	1 No.
6	Patients Gown	1 No.
7	Patient's Pant	1 No.
8	Patient's shirt	1 No.
9	Mattress Cover	1 No.
10	Cotton Curtain	1 No.
11	Draw Sheets	1 No.
12	Green Towel	1 No.
13	Mackintosh	1 No.
14	Trolley Cover	1 No.
15	OT Gown	1 No.
16	OT Dress	1 No.
17	Cap/ Mask	1 No.
18	OT Table Sheet	1 No.
19	Doctor's pant	1 No.
20	Doctor's Shirt	1 No.
21	Loggias	1 No.
22	Slit Towels	1 No.
23	Plastic Apron	1 No.
24	Pediatric Pant	1 No.
25	Pediatric Shirt	1 No.


Medical superintendent,
Government Hospital, Daman

Annual Tender for Washing Hospital Clothes (with ironing) for Government Hospital, Daman 2019-20.

ANNEXURE - B

The tenderer should submit and upload scanned copies of all Mandatory/optional documents in the tender as follows.

Sr. No.	Document / Certificate	Uploaded & Enclosed	At page No.
A.	General Documents :		
1.	Copy of Tender fees	Yes / No	
2.	Copy of EMD	Yes / No	
3.	PAN No.	Yes / No	
4.	GST Registration.	Yes / No	
5.	Income Tax Returns of last three years	Yes / No	
6.	Copy of Annual Turnover for Rs. 10 lakhs during last 3 financial years	Yes / No	
7.	Scan copy of Terms and Conditions of the tender documents duly Stamped and Signed on each page.	Yes / No	
8.	Annexure – A & B duly stamped and signed.	Yes / No	
9.	An Undertaking duly signed by a responsible person of the firm that the firm is not black listed anywhere.	Yes / No	
10.	List of personnel available on hand (own) and proposed to be engaged for the subject work.	Yes / No	
11.	List of plant & machinery available on hand and proposed to be inducted (own) and Proposed to be inducted (own/ hire) for the subject work.	Yes / No	
12.	List of works completed during last three financial years and current year giving description of work, organization for whom executed; appropriate value of contract at the time of award and date of scheduled completion of works, date of actual start, actual completion and final value of contract should also be given.	Yes / No	
13.	List of works on hand indicating description of work, contract value and approximate value of the balance work yet to be done and date of award.	Yes / No	

Annual Tender for Washing Hospital Clothes (with ironing) for Government Hospital, Daman 2019-20.

It is verified that all the certificates/permissions/documents are valid and current as on date and have not been withdrawn/cancelled by the issuing authority. It is further verified that the declaration part are as per the format prescribed by the Administration and it is clearly and distinctly understood by me/us that the tender is liable to be rejected if on scrutiny and of these certificates is found to be not as per the prescribed format of Administration.

I/We further undertake to produce on demand the original certificate/ permission/ document for verification at any stage during the processing of the tender.

Date:

Place:

Sign & Stamp of tenderer.