

**U.T. Administration of
Dadra & Nagar Haveli and Daman & Diu
Department of Health and Family Welfare
Daman**

No.CPB/DNH&DD/Washing Clothes/2020-21/67

Daman

Date: 01/01/2021

Limited Tender Inquiry

The Department of Health & Family Welfare, DNH & DD on behalf of President of India, invites sealed tenders from the Authorized Agencies for Rate Contract of Washing Hospital Clothes (with Ironing) for CHC, Moti Daman, Department of Health & Family Welfare, DNH& DD, so as to reach on or before **11/01/2021** up to 12.00 hours by Post/Courier or deposit into the tender box kept in the office of the undersigned.

Sr. No.	Particulars	Estimated Cost	(E.M.D.) Earnest Money Deposit	Tender Fees (Non- Refundable)
1.	Rate Contract of Washing Hospital Clothes (with ironing)	Rs.3,00,000/-	Rs. 7,500/-	Rs. 500/-

Bid submission should be done along with tender Fees and EMD in original by R.P.A.D./Speed Postor to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay.

1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of Demand Draft /Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Daman.
3. The EMD will be accepted in form of FDR /Demand Draft or Bank Guarantee from any Commercial Banks in an acceptable form payable at Daman in favor of Director, Medical and Health Services, DNH & DD.
4. The Sealed Tender should be properly covered in respect of each item subscribing the name of items on envelope.
5. The offers received without obtaining tender documents or without EMD and tender fees shall not be entertained.

Rate Contract of Washing Hospital Clothes (with Ironing) for Department of Health and Family Welfare, DNH&DD for the Year 2020-21.

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

In-charge,
Central Procurement Branch
Office No. 106, 1st Floor,
CHC, Moti Daman - 396220
E-mail Id: cpbdnhdd@gmail.com
Tel No. 0260-2230240

Copy to :-

- 1) I.T. Department, Daman with a request to publish in Website.
- 2) Accounts Section, CPB, Daman for information.

**U.T. ADMINISTRATION OF
DADRA & NAGAR HAVELI AND DAMAN & DIU
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

Terms and Conditions for the “**Rate Contract of Washing Hospital Clothes (with Ironing) for CHC, Moti Daman , Department of Health & Family Welfare, DNH & DD.**”

❖ **Instructions to Bidders :**

1. The rate should be quoted in the prescribed form given by the department and the rate shall be initially for a period of one year from the date of commencement. The agreement may be extended up to 3 years if required subject to satisfaction of work performance and same rates.
2. The contract may be extended till the finalization of fresh tender by mutual consent between the selected agency and the department. However, the extension shall be valid for a maximum period of six months only.

❖ **Tender Fees (Non Refundable) Rs. 500/- :**

- a. The Tender Fees should not be forwarded by cash.
- b. The Tender Fees (Non Refundable) will be accepted only in form of Demand Draft /Bankers Cheque in favor of **Director, Medical & Health Services, DNH & DD** 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.

❖ **Earnest Money Deposit Rs. 5000/-:**

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

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

- c. EMD should be valid upto **12 (Twelve Months)** from the date of its issuance.
- d. EMD in any other forms will not be accepted.
- e. EMD/Security Deposit shall be liable to be forfeited in following circumstances:

- i. Tender is rejected due to failure of 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 provide services, as per conditions and within the stipulated time, the same 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 for such irresponsibility 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 5% of the total value of tender, as the amount of security deposit.
- b. Non receipt of Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.
- c. However in case if any articles are received for which the Security Deposit may not have been deposited, the full Security Deposit as may be due from the contractor will be recovered from the bill(s) for such articles.
- d. The Security Deposit(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Security Deposit required by these conditions.
- e. 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.

1. 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.
 - ii. Tender is unsigned or not initialed on each page or with unauthenticated corrections.
 - iii. Non-payment of Tender Fees.
 - iv. Non-payment of Earnest Money Deposit
 - v. Non-Submission of required documents as mentioned in schedule
 - vi. Conditional/ Vague offers.
 - vii. Unsatisfactory past performance of the tenderer.
 - viii. Submission of misleading/contradictory/false statement or information and fabricated/ invalid documents.
 - ix. Tenders not filled up properly.
 - x. The documents attached by the bidder if found not readable will not be considered for bid evaluation.
- 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.
- c. Discount offered after price bid opening will not be considered.
- d. The Central Procurement Branch may seek any clarifications/explanation/ documentary evidence related to offer at any stage from tenderers if required.
- e. **The rate quoted should be inclusive of all taxes and no extra charges will be paid and should be valid upto One Year from the date of tenderization.**
- f. 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.
- g. 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.

- h. The tendered quantity is tentative and the actual services required can be as per the requirement of the Department and may be 50% more or less than the tentative estimates.
- i. Bidder / its sister concerns / companies where its Promoters / Directors either directly or indirectly are involved, should not have ever been blacklisted in tender / services by any state/Central Govt. and Bidder should submit affidavit in this regard. The bidder should provide accurate information of litigation or arbitration resulting from contracts completed or under execution by him over the last ten years. False affidavit would lead to blacklisting and termination of the contract at any stage. In such cases all the losses that will arise out of this issue will be recovered from the Tenderer / Contractor and he will not have any defense for the same. In case of bidder / principal is involved / penalized under any investigation of CVC or any State/Central Govt. Commission in relation to the similar work project issue; the bid will be out rightly rejected.
- j. 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.
- k. 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 firms having proven credentials of unblemished performance of reputed/ major establishments for similar work should apply along with supporting documents.
- l. The tenderer has to submit the details of machinery/ plant & other credentials. Tender inviting authority 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. 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.

C. **Financial Evaluation:** Lowest quoted offered by Technically Qualified Bidders

❖ **Conditions of Contract :**

1. The Tender Notice is for Washing Hospital Clothes (with Ironing) for CHC Moti Daman , Department of Health and Family Welfare, Daman.
2. The agreement for Washing Hospital Clothes (with ironing) shall be for the period of One Year.
3. 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 PHC/CHC, Moti Daman.
4. **Inspection:** Inspection of the premises and factory/ Workshop of the tenderer may 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 may 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.
5. **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 by the CHC/PHC, Moti Daman who shall have full right either to increase/decrease the overall value of the contract or to reduce the period of contract. If, however, the quantity is reduced, the CHC/ PHC, Moti Daman shall not assign any reason thereof.
6. **Arrangement for carting:** The contractor shall be bound to provide arrangements for carting of soiled linen from CHC/PHC, Moti 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 CHC/PHC, Moti Daman.

7. **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.
8. **Electric supply:** The tenderer shall give details of electric supply including load (based on rating of equipment/machinery), sanctioned load' consumption as well as there liability 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.
9. **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 CHC/PHC, Moti Daman in seven days of such a change.
10. **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 canal so 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.
- 11. 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 their own premises. The cleanliness of the clothes should be made to the best satisfaction of the CHC/ PHC, Moti Daman.
- 12. The worker to be engaged by the contractor shall be Medically fit and free from any communicable diseases.
- 13. In case of complaints from users, CHC/ PHC, Moti Daman may impose penalty as per following schedule.
 - a. For finding the linen dirty on first occasion penalty up to Rs.100/-
 - b. For finding the linen dirty on second occasion penalty up to Rs.200/-
 - c. On finding the discrepancy in quality on third and subsequent occasion CHC/ PHC, Moti Daman may impose a fine of Rs.500/- on each occasion or terminate the contract at its discretion.
- 14. 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 staff or from both the contractor will be held responsible to deposit the cost of goods to CHC/ PHC, Moti Daman. 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 CHC/ PHC, Moti Daman.

15. The CHC/ PHC, Moti Daman 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.
16. 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 CHC/ PHC, Moti Daman after taking the acknowledgement of CHC/ PHC, Moti Daman. 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 CHC/ PHC, Moti Daman.
17. The CHC/ PHC, MOTI DAMAN should submit the monthly washing charges bill of the contractor with his remarks/certification that cleaning of Linen is satisfactory along with a list of deficiency if any as recorded in the register for passing of bills.
18. 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 CHC/ PHC, Moti Daman 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 CHC/ PHC, Moti Daman in this respect will be final.
19. The contractor should make the necessary arrangement to take the used linen and other linen and clean the same as quickly as possible and not 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 CHC/ PHC, Moti Daman 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.
20. The contractor shall complete the steam cleaning/washing of linens and dry-cleaning of Blankets as and when required by the CHC/ PHC, Moti Daman during the currency of the contract adhering to delivery period as specified in the schedule condition annexed here to.
21. The payment of the washing charges as per the rate quoted by the contractor and accepted by the CHC/ PHC, Moti Daman in the tender will be arranged after completion of one English calendar month. The bill prepared in triplicate by the contractor should be certified by the CHC/ PHC, Moti Daman.
22. The CHC/ PHC, Moti Daman representatives may at any time, 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, accountable particulars of the linen and other items stock on hand of the contractor etc.
23. Any Representative of CHC/ PHC, Moti Daman 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, CHC/ PHC, Moti Daman 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.
24. 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 CHC/ PHC, Moti Daman or of the contractor becoming insolent and bankrupt or so, the CHC/ PHC, Moti Daman 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 CHC/ PHC, Moti Daman and in this respect the

- decision of the Medical Superintendent of CHC/ PHC, Moti Daman will be considered by Secretary(Health) for forfeiture of security deposit which shall be final and binding on the contractor.
25. The contractor shall not be entitled to claim for any damage or compensation for such Termination of his contract under this agreement.
26. 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 CHC/ PHC, Moti Daman, 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.
27. 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.
28. The rate should be as reasonable and inclusive of all taxes.
29. Once the order is given to the agency for Washing Hospital Clothes (with ironing), the agency cannot refuse the offer otherwise deposit will be forfeited.
30. GST will be applicable as per present rules from time to time.
31. The right to accept or reject the tender without assigning any reason is reserved with the Tender Inviting Officer.

❖ **PAYMENT TERMS :**

- a. 100% of the invoice amount will be paid only after completion of work successfully and submission of Security deposit i.e.5% of the tender value.
- b. Price escalation clause will not be entertained under any circumstances.
- c. All bills should be in **TRIPLICATE** and should invariably mention the number and date of work order.

- d. 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'
- e. Each bill in which GST is charged must contain the following certificates on the body of the bill: **"CERTIFIED"** that the service on which GST has been charged have not been exempted under the Central GST or the Rules made there under and the amount charged on account of GST on these services is not more than what is payable under the provisions of relevant Act or Rules made there under".
- f. The rates should be quoted only for the work specified in the list of requirement.
- g. No extra charge for transportation, forwarding and insurance etc. will be paid on the rates quoted.
- h. Rates quoted for others than the required will not be considered.

Signature of Agency
With Rubber Stamp

Sd/-
In-charge,
Central Procurement Branch
E-mail Id: cpbdnhdd@gmail.com

ANNEXURE - A

UNDERTAKING :

From: M/s.....

No.....

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To
**The In-Charge,
Central Procurement Branch,
C.H.C Building, 1st Floor, Room No. 106,
Fort Area,
Moti Daman - 396 220.
Tel : 0260 – 2230240.**

Sub:Rate Contract of Washing Hospital Clothes (with ironing).

Ref: Tender Enq #.....

Sir,

I/We enclose the necessary documents duly signed, as shown in Annexure 'B' (in order in which they are mentioned). I/We have carefully read and understood the terms and conditions stated in the tenders from and I/We shall abide by all these conditions. I/We further endorse that in particular, the terms and conditions of Delivery Period, Payment Terms, Place of Delivery etc are acceptable to me/us and no representation will be made by me/us afterwards for altering the same.

I/We verify the copies of the certificates/documents enclosed herewith are authentic true copies of the original certificates/documents for verification on demand. I/We undertake to upload the attested copies of certificates/documents required on the website.

I/We will be cautious to see that the uploaded scan documents are legible and I/we understand that if the documents are not legible, my/our tender will be rejected.

I/We verify that I/We are in possession of the requisite licenses/permits required for the manufacture /supply /sale /distribution of the items and further verify that the

said licenses/permits have not been revoked/ cancelled by the issuing authorities and are valid as on date. I/We also verify that I/We have not been declared defaulter, blacklisted or debarred by any State or Central Government or Constitutional authority or Financial Institution or Judicial Court or any Government undertakings.

I/We also take cognizance of the fact that providing misleading or questionable information or failure to furnish correct or true information to you or any other Officer or failure to comply with any contractual requirement laid down by you will be considered as a serious breach of the terms and conditions of the tender and will invite disqualification and other penal action as deemed fit by the UT Administration.

Thanking You,

Yours faithfully,

Sign & Stamp of Tenderer.

ANNEXURE - B

SCHEDULE OF DOCUMENTS ATTACHED

Sr. No.	Document/Certificate	Uploaded & Enclosed
01.	PAN No.	Yes / No
02.	GST Registration.	Yes / No
03.	Partnership Deed/ Memorandum/ Registration of Firm, etc.	Yes / No
04.	The bidder must have their representative office in the U.T. of D&NH and DD and submit the complete address proof of the same	Yes / No
05.	List of works completed during last two 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
06.	An Undertaking duly signed by a responsible person of the firm that the firm is not black listed anywhere	Yes / No
07.	Verification, Undertaking, Checklist and Documents as per Annexure-A.	Yes / No
08.	copy of Terms and Conditions of the tender documents duly Stamped and Signed on each page.	Yes / No
09.	Fresh Affidavit on Stamp Paper for this Tender - As per clause mentioned at Terms & Conditions of Contract - Acceptance of Tender at point - (k)	Yes / No
10.	copy of Annexure - B of the Tender Documents duly Stamped and Signed.	Yes / No

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.

ANNEXURE - C

Schedule of Requirement, Specifications and Allied Technical Details:

Rate Contract of Washing Hospital Clothes (with Ironing) for CHC, Moti Daman for Department of Health and Family Welfare, DNH&DD

Sr No	Particulars	Unit	Unit Rate
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.	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.	

Signature of Supplier
With Rubber Stamp

Sd/-
In-charge,
Central Procurement Branch
Email ID: cpbdnhdd@gmail.com