



**OFFICE OF THE DEAN & PRINCIPAL,
MAHARAJA KRISHNA CHANDRA GAJAPATI MEDICAL COLLEGE,
BRAHMAPUR.760 004, GANJAM, ORISSA.**

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No 3217 /MCB.2019/Welfare./Dated, Brahmapur the 22nd May ,2019.

**TENDER NOTICE
FOR AWARD OF CONTRACT FOR PROVIDING OF
MECHANISED LAUNDRY SERVICE**

Sealed Tender are invited from reputed manpower agencies/service providers to provide mechanized laundry Service for MKCG Medical College & Hospital establishment for a period of one year which is extendable up to maximum period of 3 (three) years subject to periodic review of performance.

The detailed information for outsourcing of aforesaid service is available in the Tender document which may either be downloaded from the website www.mkcgmch.org or procure in person from the office of the Dean & Principal, MKCG medical College on any working day between 11 A.M to 4 P.M on payment of Rs.2000/- (Rupees two thousand) only. The last date of submission of Tender document is from 21 days from the date of publication of this advertisement in the News paper through Speed post/ Regd post only.

The undersigned reserves the right to cancel the Tender in full or part at any time without assigning any reason thereof.


**Dean & Principal,
M.K.C.G. Medical College,
Berhampur.**

**TENDER DOCUMENT FOR OUT SOURCING OF LAUNDRY SERVICES
OF THE M.K.C.G MEDICAL COLLEGE & HOSPITAL, BRAHMAPUR**

**OFFICE OF THE DEAN & PRINCIPAL, MKCG MEDICAL COLLEGE,
BRAHMAPUR, ODISHA**

Tel: (0680)-2292746, Fax No.2292809

E-mail: mkgmc.bam@gmail.com

Price: Rs.2000.00

(Those who download the tender document from Website
www.ganjam.nic.in should enclose a DD for Rs. 2000.00 towards
cost of tender paper)

Last Date for submission of tender is 25/06/19 BY
SPEEDPOST/REGD POST ONLY

TENDER PAPER

(LAUNDRY SERVICE OF MKCG MEDICAL COLLEGE & HOSPITAL, BERHAMPUR)

Terms & Condition

"The tender has been invited under **two bid system i.e. Technical Bid and Financial Bid**. The interested Service Provider are advised to submit two separate sealed envelopes super scribing "**Technical Bid for Providing Laundry Services to MKCG Medical College, Hospital, Berhampur**" and "**Financial Bid for Providing Laundry Services to MKCG Medical College, Hospital, Berhampur**". Both sealed envelopes should be kept in a separate third sealed envelope super scribing "**Tender for Providing Laundry Services to MKCG Medical College, Hospital Berhampur**".

SI No	Information with Documents	Particulars
1	Tender document Fee Rs.2000/-	
2	Earnest Money Deposit for Rs.50000/-	
3	Valid labour license by concerned District labour officer	
4	Registration Certificate of the Organisation	
5	Copy of EPF Registration certificate issued by competent authority	
6	Copy of ESI Registration certificate issued by competent authority	
7	Copy of PANCard	
8	Proof regarding financial stability (bank statement 2016-17 to 2018-19)	
9	By Law of the organization	
10	GST Registration Certificate	
11	Experience certificate on providing laundry services to the Government Hospitals.	
12	VAT Clearance certificate	
13	Copy of IT Return filed for last three F.Y	
14	GST Clearance	
15	An affidavit sworn before the Executive Magistrate to the effect that neither the owner/proprietor of service provider have been blacklisted by any organization or are defaulters of any tax liability	

For Outsourcing Agents for Landry Services in MKCG Medical College & Hospital of Berhampur, Odisha.

1. The contractor shall have to set up his own mechanized plant inside the Medical College campus at the place assigned/provided by the Hospital Authority.
2. Collection and transport of dirty linen: the contractor will be responsible for collection of dirty and soiled linen from the different users areas and transport the same to the laundry complex at his cost and own sources.
3. Sorting, processing of used linen with standard laundering process including repairing (if needed), finishing & packing, Transportation & delivery of washed clothes in a covered trolley to the user area daily.
4. The Agency has to make available all the clean clothes and Linen to various sections from where collected by 8 AM every day positively.
5. The contractor will be responsible for safe disposal of left out/out lot of chemicals & other washing materials and other garbage produced in the laundry.
6. Separate carts to transport and storage of dirty and washed linen will be used. The hampers of carts for transport soiled textiles should be appropriately cleaned after every use and should be kept away from those to be used in transporting clean textiles.
7. The contractor will process linen as per approved washing procedure and approved washing formulae (Annexure-A). All the washed linen should be absolutely bacteria free. The Hospital authority shall test the bacteria count of any selective bed sheet and /Linen randomly at the designated Centre.
8. Standard universal precautions to be followed while collecting and handing infected/soiled linen.
9. Bio-Medical Waste (Handling and Management) Rules, wherever applicable will be followed by the contractor.

COMMITMENT BY THE HOSPITAL:

(i) Space and accommodation requirement:

Place and accommodation for the laundry will be provided by the Hospital to the contractor for a specified period of contract. At the time of termination of the contract, the contractor will have the liberty to either, remove all his materials, or to, hand over to the next contractor. On the expiry or earlier termination of this Agreement, the said laundry shall be vacated peacefully by the contractor and handed over to the Hospital in the condition they had received. In case during the period of contract, the contractor decides to terminate the contract, a notice for a period of not less than four months must be given to the Hospital Authorities.

(ii) Electricity, Steam and water supply:

These will be provided by the institute for operation of laundry machines, general lighting & ventilation in the premises. The firm will however use these facilities judiciously and will ensure that there is no wastage. If this is observed than punitive action will be initiated against the service provider.

(iii) Condemnation & Replacement of torn linen :

The Service Provider will have to take care to prevent damage to the Linen and clothes during cleaning causing damage to the Linen and clothes to numbers beyond acceptable limit will attract penalty. Any item if lost by the agency has to be replaced by it.

TERMS OF PAYMENT

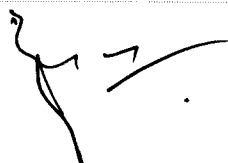
The monthly bills will be raised by the contactor, based on actual cleaning work done during the said month after satisfactory verification by the designated officials and same shall be payable by the concerned Hospital Authority.

SUPERVISION & QUALITY CONTROL


- A. The Hospital Management/Institution shall have the right to terminate the contract of the services rendered by the contractor, which are not of the requisite standards.
- B. Management shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
- C. Hospital Authorities will have unfettered right to inspect the premises, process of laundry service, finished product at any time and the contractor will cooperate with the authorities.
- D. Quality detergent such as Surf Excel// Ariel OR similar qualities should be used for washing of Linens etc (Items) after approved in financial bid.**
- E. Designated officials of the Hospital will have unfettered right to enter the laundry premises at any time in order to inspect and execute, any Structural additions and alterations or repairs to the said laundry premises, repairs to electric, water and sanitary installations, which may be found necessary from time to time. The time and date for his purpose will be fixed with the mutual convenience of both the parties, as far as possible. However if this is not possible in any exigency, the Hospital Authorities may allow entry of other designated officials for the above purpose.

GENERAL TERMS & CONDITIONS

- 1) The First Party (Institution) reserves the right to cancel the contract agreement or to withhold the payment in the event of non-commencement or unsatisfactory performance of the work contract. In such eventuality First Party further reserves to get the work done from open market or through other agencies. Second Party (Contractor) will also be black listed in the institute for a period of 2 years from participating in such type of tender and his earnest money/security deposit may also be forfeited.
- 2) Any person who is in Govt. Service anywhere or an employee of the institute should not be made a partner to the contract by the Second Party directly in any manner whatsoever.
- 3) The contractor shall indemnify the First Party (Institute) against all other damages/charges and expenses for which the institute may be held liable or pay on account of the negligence of the Second Party or his servants or any person under his control whether in respect of accident, injury to the person or damaged to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof.



- 4) If any information furnished by Second Party is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the Principal Employer/Authority/Institution.
- 5) The individual signing the Tender Paper form or any document forming part of the contract on behalf of Second Party, shall be responsible to produce a proper power of attorney duly executed in his favour stating that he has authority to bind other such persons of the firm as the case may be, in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the institute may, without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable to all costs and damages. In case of registered or undersigned partnership firm, all the partners should sign the Tender documents. In case of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority/resolution passed by the company empowering him/her to sign the agreement on behalf of the company or firm.
- 6) The workers whose service are provided by the Second Party, shall at least all times and for all purposes be the employees of the Second Party and on no account personnel so appointed and recruited by the Second Part will have any claim for appointment, continuous requirement or regularization etc, against this Institute (First Party).
- 7) The Second Party shall comply with the labour laws applicable and this Institute shall not be responsible for any litigation/default from agency side.
- 8) Any case in which by virtue of the workmen's Compensation Act, the Government of Odisha/Institute if obliged to pay compensation to such person employed by the Second Party in during execution of the work, the Government of the Odisha/Institute will be entitled to recover from the contractor the amount of compensation so paid.
- 9) The firm will verify the antecedents of all employees working, under him/them through police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personal appointed by the Agency shall be made available to the Institution/Authorities with their bio-data within 15 days from the date of deployment.
- 10) The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 and also submit a copy of such license dully attested to the institute prior to furnishing the tender/contract. No payments would be released till the contract license is submitted to the institute. Moreover, he shall abide by all necessary provisions of various other Labour Laws/Acts viz. ESI/PF/Bouns, Workmen's Compensation and any other laws and rules applicable in this regard.
- 11) The contractor, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the above provisions.



- 12) In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent Authority/Institution.
- 13) The institute shall not provide any sort of accommodation to the staff or persons deployed by the contractor and no cooking/loading will be allowed in the premises of the institute at any time except for laundry services.
- 14) The laundry service shall be meant for the whole institute (Main Hospital & Centers including IPD, OPD, different Diagnostic Blocks, Emergency Services, Maternity Services, Minor & Major OT's Administrative Block etc.) or as per the directions of institute authorities from time to time.
- 15) The provision of appropriate manpower, material supplies, required for performing the tasks processes of the laundry service, shall be borne by the contractor at his own cost/resources.
- 16) The complete job of collecting of dirty lines from earmarked place/places to supply of cleaned linens to earmarked place/places of the Hospitals shall be carried out by the contractor. (i.e. sluicing, washing, Hydro-extraction, drying repairing of the linens, ironing /calendarizing, storing and issue or distribution of cleaned linen at the designated places.
- 17) The tenderer will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly up to the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed on the service provider.
- 18) Institute will decide the timing of collection of linen, to be followed by the vendor.
- 19) Collection, distribution of clothes should be carried out within the period as specified by Institute Authorities.
- 20) As and when any situation arise out, in violation/breach of any terms and conditions of the contract executed between the parties to terminate or cancel or at the time of expiry of the contract.
- 21) Every worker engaged in laundry services shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, the name and designation of the worker so provided by the contractor at his own cost.
- 22) The contractor shall not engaged the laundry staff below the age of 18 years.
- 23) If any complaint of misbehavior and misconduct comes into the knowledge of the Institute Authorities then all such responsibility shall be of the contractor and any loss owing to negligence or mishandling by the laundry staff, the contractor shall himself be responsible to make good for the losses so suffered by the Institute.
- 24) The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of institute or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the institute premises and near to it.
- 25) No escalation of rates quoted will be allowed during the period of contract. The agency will honour the Fall Clause in case it also gets business in any other establishment.



- 26)The contractor shall not engage any sub-contractor or sublet/transfer the contract to any other Agency/Persons in any manner.
- 27)The contractor shall, for providing proper and hygienically laundry services, ensure the following:-
- i. That a daily report of its staff on duty and about their performance is furnished & maintained.
 - ii. That its staff does not smoke at the place of work.
 - iii. That any specific laundry work assigned to it by the Principal Employer/Institution or any officer authorized by him is carried out by him diligently and well in time.
 - iv. That before using any equipment/appliances or material and products of laundry, it is having the approval of the Principal Employee as no sub standard material being used.
 - v. The Principal Employer may also furnish that the salary/wages shall be distributed in full as per Minimum Wages Act by the contractor to the laundry worker(s) in the presence of a representative of the institute and a certificate to this effect is provided to the Institution in support of payment.
- 28)The Institute will deduct Income Tax at source under section 194-c of the Income Tax Act, 1961 from the contractor @ 2% or appropriate amount as is applicable of such sum as Income Tax comprised there in and a certificate of TDS shall be provided by the Institution.
- 29)In case the agency fails to execute the job after signing the agreement /deed or leave the job before completion of the period of contract at their own accord, the Hospital shall have the right to forfeit the security money deposited by the agency during the execution of the contract.
- 30)The contract can be terminated by the First Party (Authority) by giving one month notice. The Second Party (the contractor) if so desire to terminate the contract will be required to give one month's notice.
- 31)The said contract will be a period for maximum 1(one) years, During this period if at any stage of time, the Hospital Authority finds non-compliance of the assigned work, the said contractor will be served with a notice period of one month and is still non compliance is there, the said contract will be forfeited and new party will be assigned with the task.
- After allotment of the order, the Outsourcing agent has to execute the services within 15 days of the issue of letter.
 - The Outsourcing agent has to sign a Memorandum of Understanding (MOU) with the concerned authority within one month of issue of order.
 - The Outsourcing Agent has to submit a Physical Status Report for the concerned Hospital within one month of issue of Order to the Dean & Principal/DMET (O) as the case may be.



- Besides, the Outsourcing Agent has to submit Monthly Progress Report/Status report duly signed by the Dean & Principal/Superintendent with remarks to the DMET (O) as the case may be without fail. Three consecutive Adverse Remarks may be treated as cancellation of the Contract and the same work may be allotted to another agency.
 - The Outsourcing Agents shall be under the Administrative Control of the Superintendent MCH and their work will be supervised by the Hospital authorities so authorized to do so.
31. The bidder must have to submit the following documents in the Technical Bid otherwise the bid will be out rightly rejected.

1	Tender document Fee Rs.2000/-
2	Earnest Money Deposit for Rs.50000/-
3	Valid labour license by concerned District labour officer
4	Registration Certificate of the Organisation
5	Copy of EPF Registration certificate issued by competent authority
6	Copy of ESI Registration certificate issued by competent authority
7	Copy of PANCard
8	Proof regarding financial stability (bank statement 2016-17 to 2018-19)
9	By Law of the organization
10	GST Registration Certificate
11	Experience certificate on providing laundry services to the Government Hospitals.
12	VAT Clearance certificate
13	Copy of IT Return filed for last three F.Y
14	GST Clearance
15	An affidavit sworn before the Executive Magistrate to the effect that neither the owner/proprietor of service provider have been blacklisted by any organization or are defaulters of any tax liability

32. The cleaning charges of the items are to be quote in separate cover in Financial Bid by the service provider super scribed as Financial Bid.

PENALTY

33. In case of deficiencies in providing quality service, the authority will have the right to impose penalty as per decision of the Committee which shall be deducted from the monthly bill.

FINANCIAL

- 34.** The Technical Bid should be accompanied with an Earnest Money deposit (EMD), refundable without interest, of **Rs.50000/- (Rupees fifty thousand)** only in the form of Demand Draft / Pay Order drawn in favour of Dean & Principal, M.K.C.G. Medical College, Berhampur(Gm), Orissa - 760 004 **failing which the tender shall be rejected out rightly**
- 35.** The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. In case of successful tenderer if the agency fails to deploy the required manpower against the initial requirement within 30 days from date of placing the order the EMD shall stand forfeited without giving any further notice.
- 36.** The successful tenderer will have to deposit a **Security amount of Rs.2,50,000/- (Rupees two lakhs fifty thousand) only** in the form of Fixed Deposit Receipt (FDR) made in the name of the agency but hypothecated to the Dean & Principal, M.K.C.G. Medical College, Berhampur(Gm), Orissa - 760 004, covering the period of contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed by the successful tenderer.

FINANCIAL BID

COST OF CLEANING CHARGES OF EACH ITEM

Sl. No.	Name of the Items	Rate per unit
1.	Bed Sheets,	
2.	Draw sheet	
3.	Blanket,	
4.	Pillow Cover	
5.	Doctors Apron	
6.	O.T Linen	
7.	Patient Drape with slit	
8.	Tetra	
9.	O.T Towel	
10.	Curtain	
11.	Mosquito net	
12.	Table clothes	

The intending bidder may personally see the items in MKCG MC Hospital.

NB:- Zero or free or less than One Rupees quoted for cleaning charges of each item in the Financial Bid will not be accepted and out rightly rejected.

APPROVED WASHING PROCEDURE & FORMULA

- Segregation and Collection of soiled linen
- All linen after use will be collected in each department / ward and segregated into potentially infective and not potentially infected. The former will include all linen which has been soiled with body fluids and will be kept separately.
- Personnel working in the receiving and sorting area are required to wear a long gown, mask and gloves. He should keep his hands away from his or her mouth and eyes and thoroughly wash his or her hands when leaving the receiving and sorting area. No eating and drinking is allowed in this area.
- Sluicing / Treatment of soiled / infected linen
 - All infected linen / linen soiled with body fluids will be soaked in 0.5% bleaching solution for 30 mins then washed with water & detergent to remove bleach before handing over for washing.
 - Handing taking over of linen with the laundry staff. The soiled linen is tied into bundles and an entry made. The infected linen is accounted and handed over separately. If possible all linen is inspected for tears and damage at this point to avoid dispute.
- The linen is washed, dried and ironed by the laundry staff. Infected linen is washed separately. The linen is returned to the health facility where it is properly taken over and a record made of the same.
- Blankets can be dry cleaned or hand washed. Hand-washing can be done by first soaking for 15 minutes in lukewarm water. The soap suds are squeezed through the blanket and then rinsed in cold water at least twice. The blanket should not be twisted or wrung. It should be dried by spreading it on a clean surface.
- Pillows and mattresses can be washed with soap and water and left to dry in the sun.
- Blankets pillows and mattresses can be fumigated if required by keeping them in a closed room and the room is then fumigated.
- Linen soiled with faeces pus and blood should be sluiced in 0.5% Bleaching solution in the ward or central storage area for 30 mins followed by washing with clean water & detergent before handing in the laundry it should be washed separately then subjected to boiling with frequent stirring. The addition of 0.3% Washing soda enhances the effect of boiling.


**Dean & Principal
MKCG Medical College,
Berhampur**

**TENDER PROVIDING MECHANISED LAUNDRY SERVICE TO
MKCG MEDICAL COLLEGE & HOSPITAL BERHAMPUR**
TENDER NOTICE NO. 3217 DT. 22/05/2019
BID PERIOD: 05/06/2019 TO 25/06/2019
LAST DATE FOR SUBMISSION OF BID:- 25/06/2019 BY 5 P.M
DATE OF OPENING OF TECHNICAL BID:- 25/06/2019 AT 4 P.M
NAME OF THE BIDDER M/S. _____

Please put ✓ in the respective box

DOCUMENTS: SUBMITTED OR NOT

(TECHNICAL BID)

	Page	Yes	No
1 Tender document Fee			
2 Earnest Money Deposit for Rs.50000/-	Page	Yes	No
3 Valid labour license by concerned District labour officer			
4 Registration Certificate of the Organisation	Page	Yes	No
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15 An affidavit sworn before the Executive Magistrate to the effect that neither the owner/proprietor of service provider have been blacklisted by any organization or are defaulters of any tax liability	Page	Yes	No

SIGNATURE OF THE BIDDER

