

NIT No. MED/ CLEANING OF HOSPITAL LINEN WORK /M-05

Sealed tenders in two bid system (Part I- Techno commercial Bid and Part II- Price Bid) are invited from the laundries authorized by M.P. Pollution Control Board under Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 for out-sourcing the work of hospital linen cleaning of Kasturba Hospital, BHEL, Bhopal.

SCOPE OF THE WORK:

The work of Hospital Linen washing are divided under two categories as mentioned below :-

Category – A

The supply of cleaned linen will be in the scope of service provider. The materials included in category ‘A’ are bed sheets, pillow covers, blankets and towels.

The specification of above washed/ cleaned Linen which are to be supplied by service providers in Kasturba Hospital are as follows:-

S. no	Name of Material	Size (Inches)	Color	Material	GSM	Monthly requirement
01	Bed Sheets	60 x 100	White	65% Cotton & 35% Terylene	Not less than 125	5400
02	Pillow Covers	17 x 26	White	65% Cotton & 35% Terylene	Not less than 125	1200
03	Towels	12 x 21	White	100% Cotton	Not less than 150	1500
04	Blankets	60 x 90	Dark Color except Z-Black & Red color	70% - 80% Wool	Not less than 450	160

There may be some variation in monthly requirement of above material. The material supplied by supplier in category “A” should be properly marked for identifying separately from the material provided by Kasturba Hospital under Category “B” for its cleaning.

The material supplied in category “A” shall also be marked with different color codes for its supply to different wards of Kasturba Hospital. The color codes shall be clearly visible and easy to identify the material to be used in particular wards.

Category – B

The dirty / used linen for washing will be provided by Kasturba Hospital. Washing of dirty linen will be done by service provider. The list of linen with their quantum of work (washing) is mentioned in Price Bid.

There may be variation in monthly quantity of material provided by Kasturba Hospital.

GENERAL TERMS AND CONDITIONS

- i. Daily collection of dirty/soiled clothes from various wards, OT/ICU, OPDs, Casualty, Pathology, Minor OT, male wing, female wing, isolation and other wards of the hospital, Health clinics as and when directed by I/c Matron of Kasturba Hospital.
- ii. Linens must be thoroughly washed with suitable detergents and mechanized washing. Details of machines viz. heavy duty electrical washing machine and heavy duty dryers and Iron boxes / press machines has to be furnished.
- iii. Linens must be washed with clean water and in safe ambience.
- iv. For Woolen clothes / Blankets, cleaning must be with woolen cleaning specific materials / dry cleaning, so as to preserve the warmth of the clothes.
- v. All clothes must be returned spotless, undamaged, un-faded and well ironed **before the third day of taking dirty linen.**
- vi. All the cloths must be returned to respective wards after counting and obtain a “satisfactory work done” certificate by sister in-charge of concerned ward through matron I/c. In case of any missing linen, replacement would be given to concerned wards immediately, otherwise double the cost of Linen would be deducted from the bills.
- vii. The service provider will get the receipt of clothes signed by Sister In-charge of concerned wards.
- viii. Collection, transportation and return of the hospital linen is the responsibility of the service provider.
- ix. Repair of any linen should be done immediately. In case of irreparable damage, replacement will be done by the service provider.

SPECIAL TERMS AND CONDITION

- i. The authorized laundry by M. P. Pollution Control Board under Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 will only be qualified for the work.
- ii. Safe disposal of solid & liquid waste generated during the process of the work will be the responsibility of the contractor on the lines of MP Pollution Control Board, Govt. of Madhya Pradesh.
- iii. Penalty will be imposed for damage of any linens in category B, breakdown of the works, breaking the sequence of cleaning and return of cloth within the defined period. If the work could not be done by the service provider and the Hospital Management accomplishes the work by other means at market rate, their management shall deduct the amount at market rate plus 20% administrative charges from running bill of service provider.
- iv. BHEL Management shall have no liability for the manpower deployed by the party, their health and safety, transportation of hospital linens, materials used for cleaning and ironing the clothes. Kasturba Hospital possess no other liability other than the cost of cleaning.
- v. The laundry services for the Kasturba Hospital, BHEL, Bhopal shall be provided on all days (including Sundays & Holidays) during the contract period. Failure to provide service may attract penalty. The amount of penalty would be decided by MS, Kasturba Hospital BHEL, Bhopal on each occasion and shall be final.
- vi. Wear & tear, if noted during the collection of clothes must be pointed out to that department. Defect if any, found later on will be the responsibility of the contractor, and the contractor is liable to provide the new clothes in place of such defective piece.
- vii. Daily record during collection of dirty linen items/distribution of cleaned / washed and ironed linen items should be maintained in the department-wise registers duly signed by the representative of contractor and department official, who is looking after the day to day transaction of such linen items.
- viii. The bills at the end of the each month with department-wise details must be submitted along with the register mentioned above. The register has to be

- presented as and when required by Finance Deptt. or during the scrutiny of bill of the contractor for necessary verification.
- ix. If the services provided by laundry are not found satisfactory by the authorities, the payment in part proportion or full may be deducted and the contract for the remaining period may be terminated.
 - x. The contractor will comply with all legal / statutory requirements for carrying out such contract, including provisions of Contract Labour (Regulation & Abolition) Act, 1970 as applicable. Kasturba Hospital BHEL, Bhopal shall not be responsible in any way for any breach by the contractor of the rules and the regulations governing the running of such establishment.
 - xi. The Tenderer must have at least one year experience of washing of linen in Hospitals (PSUs/ Private/ Govt. Hospitals), hospitality sector/ education sector etc. Performance Certificate issued by the organization where such types of works/ jobs have been performed should be attached.

PERIOD OF WORK:

1. The contract shall initially be valid for a period of two years. The rates offered by the successful Agency shall remain fixed during the contract period.
2. The rates should be inclusive of collection of used Clothes from various departments of Kasturba Hospital BHEL, Bhopal premises, transportation at the Laundry site for its washing and ironing of clothes. The washed and ironed clothes shall also be returned back to the same Deptt. of Kasturba Hospital BHEL, Bhopal by the vender.
3. On award of contract, the contracting firm will be required to enter into an agreement/contract on stamp paper of value as applicable in the Contract Agreement Form approved by the Kasturba Hospital, BHEL, Bhopal.
4. The outsourcing of Hospital linen washing of Kasturba Hospital, BHEL, Bhopal will be outsourced totally. No facilities i.e. machine/water/space will be provided by Kasturba Hospital, BHEL, Bhopal and the laundry work will be carried out by the contractor at his own premises. The contractor has to furnish full details and address of the site of Laundry (washing site). The hospital authority reserves the right to inspect the washing site office, as & when required.
5. The dirty linen has to be collected, washed /cleaned properly and stains of any type have to be removed without any blot and any loss to the material of the

clothes. The linen must be washed and ironed properly to the satisfaction of the authorities. The tenderer shall use washing material of branded / standard quality. If the washed clothes received are not found satisfactory, the same will be returned for washing again without any additional expenditure.

6. In case more than one firm quotes the same rates, preference shall be given to the contractor having more experience in field of Hospital's Linen Laundry Services. The decision of the Tender Committee & CMS, Kasturba Hospital BHEL, Bhopal shall be final & binding on all the concerned parties.
7. In case of any dispute or differences, the decision of CMS, Kasturba Hospital, BHEL, Bhopal shall be the Final Authority.
8. Any dispute in the matter will be heard under the jurisdiction of Civil Court of Bhopal.
9. L-1 will be decided on total value quoted by the party for both the categories (A & B).
10. The tender is to be submitted essentially with earnest money deposit (EMD). The amount of fresh EMD will be Rs 44940/-. One time EMD in a unit (for exemption from payment of EMD with each such tender in that unit) will be Rs five lakhs.
11. EMD amount may be submitted in the digital mode/ through EFT in BHEL account. Tender without EMD shall be rejected. The EMD will be refunded to non-selected vendors. No interest will be payable on EMD amount. The offer may please be sent in name of DGM (Hospital Administration) to the following address:

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**Tender Room,
Ground Floor,
Administrative Building, BHEL,
Piplani, Bhopal- 462022**

latest by 22/04/2019 at 11:00 AM and the technical bid will be opened on the same day at 2:00 PM for which the tender should be dropped in **Tender Box for Works Contract** placed in Tender Room, Ground Floor, Administrative Building, BHEL Bhopal.

TENDER COST: Rs. 1000/- + GST extra (non –refundable) payable online at E-Payment (NEFT/RTGS/NETBANKING/SB COLLECT etc) link (details mentioned in Annexure-X) on www.bhelbpl.co.in and attach proof of the payment. For SB Collect/ Net Banking payment refer following link: <http://www.bhelbpl.co.in/qcins/iccs.htm>.

12. **Techno-commercial Bid in Annexure – II & price bid in Annexure – III should be submitted in 2 separate sealed envelopes clearly mentioning on the top of the envelopes as “II – Techno commercial Bid” & “III – Price Bid”**
13. The EMD of the unsuccessful bidder will be refunded soon after award of tender and after completing due formalities as per BHEL norms. EMD of successful bidder shall be adjusted against the security deposit.
14. The total amount of Security Deposit, 5% of the contract value, will be submitted by the successful bidder.

At least 50% of the required Security Deposit, including EMD, shall be collected before start of the work. Balance of the Security Deposit can be collected by deducting 10% of the gross amount progressively from each of the running bills of the Contractor till the total amount of the required Security Deposit is collected.

SD may be deposited in electronic mode as per BHEL norms or in the form of Bank Guarantee/Fixed Deposit/ Securities pledged in favour of BHEL.

(Suresh Kumar Markam)
DGM (Hospital Administration)

GST

1. Wherever bidders are required to supply services at project site Party has to submit GST registration no. of the State in which project site is located along with copy of registration certificate at the time of submission of Bid. In case the same is not available at the time of submission of bid, the contractor has to give an undertaking that the same will be arranged before award of work order.
 2. HSN Code/SAC, rate of tax under GST and applicable GST (IGST, CGST/SGST/UGST) and GSTIN shall be clearly mentioned by the Bidder.
 3. **GST portion of the invoice shall be released only upon :-**
 - 2.2.1 All invoices raised by contractors/vendors must be GST complaint Tax invoices as per GST invoice rules.
 - 2.2.2 Contractor declaring such invoice in his GSTR-1 or any modified return as notified by government.
 - 2.2.3 Receipt of good/services and Tax Invoice by BHEL and
 - 2.2.4 Confirmation of payment of GST thereon by contractor on GSTN portal
 - 2.2.5 Alternatively, Contractor has to submit BG of appropriate value which shall be valid at least one month after the confirmation of date of payment of GST by contractor on GSTN portal and receipt of Tax invoice and receipt of services, whichever is later. Contractor has to give an undertaking in this regard.
 - 2.2.6 Contractor has to give an undertaking to BHEL that they have declared invoice in his return and paying GST within timeline prescribed for availing ITC by BHEL.
- Payment to Contractor for GST portion will be released only after completion of above activity and on availment of ITC by BHEL.
4. In case GST credit is delayed/denied to BHEL due to non/delayed receipt of services/goods and / or tax invoice or expiry of the timeline prescribed in GST Law for availing such ITC, or any other reasons not attributable to BHEL, GST amount shall be recoverable from the contractor along with interest levied/ leviable on BHEL.

5. Reverse Charge under GST

5A. In respect of services, reverse charge liability shall arise at the earliest of date of payment to services provider or 60 days from the date of issue of invoice by service provider. Contractor has to submit bill for payment within 30 days from the date of invoice. Any interest or penalty implications attributable to the contractor shall be recovered from them.

5B. Any GST liability arising on BHEL under reverse charge before actual receipt of goods and/or invoice thereof would be subject to recovery of interest leviable for the period between the date of such liability and actual date of eligibility of ITC based on receipt of goods, receipt of invoices and other condition specified in GST Law.

Liquidated Damage/Penalty

6. Liquidated damage (LD) or Penalty if chargeable from suppliers/contractors as per NIT, applicable GST will be charged in addition to the same.

Tax Deduction at source

7. TDS as per extent provisions of the GST Law shall be deducted from supplier/contractor bill.

COMPENSATION:

“BHEL shall recover the amount of compensation paid to victim (s) by BHEL towards loss of life / permanent disability due to an accident which is attributable to the negligence of contractor, agency or firm or any of its employees as detailed below.

a) Victim: Any person who suffers permanent disablement or dies in an accident as defined below.

b) Accident : Any death or permanent disability resulting solely and directly from any unintended and unforeseen injurious occurrence caused during the manufacturing / operation and works incidental thereto at BHEL factories / offices and precincts thereof, project execution, erection and commissioning, services, repairs and maintenance trouble shooting, serving, overhaul renovation and retrofitting, trial operation, performance guarantee testing undertaken by the company or during any works / during working at BHEL Units / Offices / townships and premises / Project Sites.

Compensation in respect of each of the victims:

1. In the event of death or permanent disability resulting from Loss of both limbs – Rs.10, 00,000/- (Rs. Ten Lakh).
2. In the event of other permanent disability – Rs.7, 00,000/- (Rs. Seven Lakh).

Permanent Disablement: A disablement that is classified as a permanent total disablement under the provision to Section 2 (I) of the Employee’s Compensation Act, 1923.

DECLARATION SHEET

I / We,
hereby certify that, all the information and data furnished by me / us with regard to this
Tender Specification
are true and complete to the best of my / our knowledge. I/ We have gone through the
specifications, conditions and stipulations in detail and agree to comply with the
requirements and intent of specification.

I/We, further certify that I/we am/are the duly authorized representative(s) of the under
mentioned tender.

I/We, hereby declare that I/ we shall treat the tender documents, specifications and other
records connected with the work as secret / confidential and shall not communicate any
information derived there from to any person other than a person to whom I/we am/are
authorized to communicate the same or use the information in any manner prejudicial to
the safety of the same.

Tenderer's Name & Address:

Name & signature of the bidder

TENDER NOTIFICATION

**NIT NO. MED /CLEANING OF HOSPITAL LINEN
WORK/M-05**

FOR

**KASTURBA HOSPITAL
HABIBGANJ
BHEL, BHOPAL**

TECHNO – COMMERCIAL BID



**KASTURBA HOSPITAL
MEDICAL DEPARTMENT**

**BHARAT HEAVY ELECTRICALS LIMITED
(A Government of India Undertaking)
BHOPAL – 462022 (M. P.)**

**TECHNO – COMMERCIAL BID FOR
CLEANING OF HOSPITAL LINEN WORK OF
KASTURBA HOSPITAL, BHEL, BHOPAL**

1.	Name and detail address of the party submitting tender for the above work including Phone No.	
2.	Name & address with telephone No. of the responsible person to be contacted for the above work contract.	
3.	Number of years of experience in doing the Hospital Linen cleaning work (in PSU/ Govt./ Private Hospitals) Hospitality sector / Education sector etc. during last 5 years. (Work experience certificate to be enclosed along with this bid)	
4.	Details of machines: <ul style="list-style-type: none"> • Heavy duty electrical washing machine. • Heavy duty dryers. • Iron boxes / press machines. • Any other machines. 	
5.	Tender cost Rs.1,000/- in the digital mode in favour of BHEL Bhopal, receipt should be enclosed with techno-commercial bid.	
6.	Authorization by MP Pollution Board under Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981.	
7.	Declaration Sheet (Annexure-I)	
8.	EMD cost Rs. 44940/- in the digital mode in BHEL account and receipt must be enclosed with Techno Commercial Bid. (Bank details of BHEL enclosed in Annexure -X)	

Date:

Signature of the Authorized person of the party

(Seal)

TENDER SPECIFICATION

**NIT NO. MED /CLEANING OF HOSPITAL LINEN
WORK/M-05**

FOR

**KASTURBA HOSPITAL
HABIBGANJ
BHEL, BHOPAL**

PRICE BID



**KASTURBA HOSPITAL
MEDICAL DEPARTMENT**

**BHARAT HEAVY ELECTRICALS LIMITED
(A Government of India Undertaking)
BHOPAL – 462022 (M. P.)**

ANNEXURE-III

Price Schedule

NIT NO. MED /CLEANING OF HOSPITAL LINEN WORK/M-05

CATEGORY- A (Supply of Material & its Cleaning)

Sl. No.	Type of cloths	Qty.	Approximate linens to be cleaned in 24 months	Rate (Rs.) per unit of hospital linen supplied & cleaning work	Cost of the total work
			In numbers	In figures	In figures
1	Bed sheets	01	166800		
2	Pillow Cover	01	45600		
3	Towel	01	43200		
4	Blankets	01	3600		



Total Cost of work under Category A : (Rs in figures).

(In words: Rupees)

Signature of the Authorized person of the party

NIT NO. MED /CLEANING OF HOSPITAL LINEN WORK/M-05

Category –B (Cleaning of Hospital Linen supplied by Kasturba Hospital)

SL.NO.	Type of cloths	Approximate Linen to be cleaned in 24 Months	Rate (Rs.) per unit of hospital linen	Cost of the total work in figures at last column
SMALL LINEN		In numbers	In figures	In figures
1	Pillow Cover	138624		
2	Baby Frock			
3	OP Towels			
4	Blouse			
5	Napkin			
6	Draw sheet of Towel			
7	Eye Hole			
8	Duster			
9	Chair Cover			
10	Sand Big Cover			
11	Round Hole Towel			
12	Eye Hole Towel			
13	Hand Towel (Ortho)			
14	Sponges			
15	C-Arm Cover			
16	Hood			
17	Stretcher Cover			
18	Bed Cover			
19	Baby Blanket			
20	Falalin sheet			
21	Shoe Cover (Pair)			
MEDIUM				
1	Towel	82560		
2	Peticoat			
3	Pyjama			
4	Kurta			
5	Window Curtain			
6	Wrappers			
7	Cervical Fraction Cover			
8	Back Gown			
9	Leggings			

10	Trolley Cover with Parachute cloth			
LARGE				
1	Door Curtain	45000		↓
2	Gown			
3	Abdomen Sheet			
4	Perennial Sheet			
5	Trolley Cover			
6	Macintosh Cover			
7	Surgeon's Gown			
8	Printed Bed Sheet			
	GRAND TOTAL (SMALL+MEDIUM+LARGE)	266184		

Total Cost of work under Category B: (Rs in figures).
(In words: Rupees)

Total Cost of work under Category A & B: (Rs in figures).....
(In words: Rupees)

Note: Rate should be quoted inclusive of all taxes and levies etc. (excluding GST, which shall be paid extra as applicable).

Signature of the Authorized person of the party