

NOTICE INVITING TENDER
FOR
LAUNDRY SERVICES
AT
MAJEEDIA UNANI HOSPITAL



JAMIA HAMDARD
(DEEMED TO BE UNIVERSITY)
HAMDARD NAGAR, NEW DELHI-110062
Website:jamiahamdard.edu
Phone: 011-26059688(12 Lines)

1.	Estimated Cost/ Value of Tender/Contract	Rs. 3.0 Lakhs per year Approx.
2.	Tender Fee	Rs. 1,000/-
3.	EMD	Rs. 10,000/-
4.	Last Date & Time for submission of Bids	15/04/2021 by 3.00 PM
5.	Opening Date & Time for Technical Bids	15/04/2021 at 3.30 PM
6.	Opening Date & Time for Financial Bids	To be notified to the bidders who qualifies in Technical Bid.

Ref. No. JH/MUH/LS/2021

Total No(s) of Pages:12.

Jamia Hamdard (Deemed to be University), New Delhi invites tenders under two bid systems (Technical & Financial) from experienced and reputed agencies for providing 24X7 integrated laundry services in Majeedia Unani Hospital. The interested Companies /Firms /Agencies who are in similar business/work may submit their bids as per the terms and conditions of the tender document.

Bidders are requested to follow the instructions carefully given in the Notice Inviting Tender (Herein after referred to as NIT).

The agency/bidder may contact Medical Superintendent, Majeedia Unani Hospital, Jamia Hamdard, New Delhi-110062 on Phone No. 011-26059688, Extn-5716/5721, on any working day between 10.00 a.m. to 4.00 p.m. for clarification(s), if any.

Bidders are requested to submit their bids in accordance with forwarding/covering letter as per Annexure-I of Notice Inviting Tender.

Any corrigendum/addendum regarding this tender will be available on the Jamia Hamdard website only.

**REGISTRAR
JAMIA HAMDARD**

ELIGIBILITY AND SELECTION CRITERIA:

The intending bidder should satisfy the following criteria: -

1. Should have minimum annual average turnover of Rs. 50.00 Lakhs during the last preceding three financial years ending 31st March, 2020. Documentary evidence(s) duly certified by a practicing Chartered Accountant (CA) must be attached.

2. Should have executed (03) Three similar works costing not less than Rs. 10.00 Lakhs.

OR

Two similar works costing not less than Rs. 15.00 Lakhs.

OR

One similar work costing not less than Rs. 20.00 Lakhs in Central Govt./State Govt. Department /Hospital/ Hotels etc.

The work order will be taken into consideration during the last three years upto 31st December-2020.

Certificate issued by Clients must be attached indicating the cost of work order and the period including time of completion. (*Annexure-III*). **Copy of work orders and Copy of agreement etc. shall not be attached.**

3. Should have minimum (03) three years of experience in similar work. The work order will be taken into consideration during the last three years upto 31st December-2020.

Certificate issued by client(s) must be attached indicating the period of work. Copy of work orders and Copy of agreement etc. shall not be attached.

4. Should have minimum average strength of 50 staff on rolls of the agency in last three consecutive years i.e. upto 31st December-2020.

Document duly certified by Chartered Accountant to this effect must be attached for the last three consecutive years.

Copy of Monthly Contribution Challan of EPF shall also be attached in the support.

5. The Bidder should have their Office(s)/workshop(s) in Delhi/NCR only.

The bids do not meet the above specified eligibility criteria and documents not submitted in conformity to the above shall be summarily rejected.

Note:

- The Jamia Hamdard reserves the right to restrict the number of firms for opening of financial bids, i.e. it may decide to open the financial bids of lesser than eligible bidder(s).
- **Similar work means, specific work of Laundry Services.**

GENERAL TERMS & CONDITIONS OF THE TENDER:

1. Sealed Tenders in prescribed form Proforma(s) duly filled must be submitted along with Bank Draft in favor of "Jamia Hamdard" amounting Rs.10,000/- as an Earnest Money and Rs.1000/- as Tender Fee, respectively.
2. The tender committee will open the tender on **15.04.2021 at 3.30 P.M** in presence of interested tenderer/ representatives of bidders.
3. The contract is likely to commence from **01.05.2021** and would continue for a period of one year. The period of the contract may be further extended on mutually agreeable terms and conditions after the completion of contract, provided the requirement of the Majeedia Unani Hospital, Jamia Hamdard persists that time or may be curtailed/ terminated before the contract period owing to deficiency in service or substandard quality of laundry provided by the selected tenderer/agency or cessation of the requirement of work or due to any change in government policy/rules. The Jamia Hamdard, however, reserves the right to terminate this initial contract at any time after giving one month notice to the selected tenderer/agency.
4. Tenders not confirming the prescribed requirements and non-submission of required documents/ copies may be rejected and no correspondence thereof shall be entertained whatsoever.
5. The tender form should be clearly filled legibly or typed. The tenderer should quote the rates & amount tendered by him/them in figure & as well as in words. Alterations unless legibly attested by tenderer, shall disqualify the tender. The tender form should be signed by the tenderer himself. **Self-Attested copies of the Registration Number of the firm, license no. under Contract Labours Act, Provident Fund Account no. (Allotted by Provident Fund Commissioner), ESI No. (allotted by the E. S. I. Department), GST No. and PAN CARD copy of the Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agency/Organizations.**
6. No joint venture / consortium is allowed to participate in the Tender Process. Tenderer should submit an undertaking on firm's letter head in this regard.
7. No escalation of rates quoted will be allowed during the period of the contract.
8. The tenderer with seal of agency/firm should sign every paper of the tender as a confirmation of acceptance of the terms & conditions mentioned on the each paper. No column that is essentially required to be filled by the contractor, should be left blank, which would otherwise make the tender liable for rejection.
9. The preference can be given to those contractors who have related experience of providing laundry service to Hospitals.
10. The earnest money will liable to be forfeited, if the tenderer withdraws or amends & derogates from the tender in any respect within the period of validity of the tender.
11. Every amount paid to the contractor shall be subject to the deduction of Tax at source and other taxes as applicable from time to time by Govt. of India.
12. The tenderer/contractor shall deposit a Performance Security in favour of Jamia Hamdard for an amount of Rs. 30,000/- minimum or any higher amount as may be decided by the competent authority of Jamia Hamdard, either by Bank Guarantee or in the form of FDR for the due performance of the contract, within 15 days from the date of the contract. In the event of breach/ violation or contravention of any terms and conditions herein by the contractor, the said security deposit shall be forfeited by the Jamia Hamdard, in addition of any amount of penalty as decided by the Jamia Hamdard, shall be recoverable from

security amount if not paid by the tenderer. The earnest money can be adjusted against security money. No Interest at all shall be paid on the earnest and security money deposited by the tenderer.

13. Tenderer while submitting a tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
14. Any Act on the part of the tenderer to influence anybody in Jamia Hamdard is liable to rejection of his tender.
15. The contractor shall also require to obtain police verification of all their personnels/staffs/employees deployed at Majeedia Unani Hospital, Jamia Hamdard.
16. The tenderer should have adequate facilities (infrastructure, qualified and expert manpower) for laundry service.
17. That the agency/contractor staff shall work under supervision, direction and overall administrative control of the Medical Superintendent or HOD concerned or any person deputed by Medical Superintendent.
18. The Tenderer should not have defaulted in any payment of statutory dues like GST / EPF/ESI/Income Tax etc.
19. That the contractor shall have to produce documentary proofs i.e. Voter Card, Aadhar Card etc., in support of identity of the person deployed at Majeedia Unani Hospital.
20. That Majeedia Unani Hospital, Jamia Hamdard shall have the right to ask the contractor to remove any such person who is found undisciplined / mischievous / not competent in discharge of assign work.
21. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to immediately replace such person with a suitable substitute at the direction of the competent authority.
22. The institute shall not provide any sort of accommodation to the personnels/employees deployed by the contractor and no cooking/lodging at all shall be allowed in the premises of the institute at any time.
23. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the institute authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall himself/herself be solely 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 other working there as well as to the general public in the institute premises and near to it.
25. The person deployed by the contractor to perform duty shall wear proper Uniforms as prescribed and desired by Majeedia Unani Hospital, Jamia Hamdard, in clean & tidy conditions, and Identity card for which Jamia Hamdard shall not pay any extra amount to the contractor.
26. That the agency shall not engage any sub-contractor or transfer the contract to any other person etc., in any manner whatsoever. If found subletting the contract can be terminated immediately including penal actions as deemed fit by Jamia Hamdard.
27. That the contractor shall at their own costs, employ/deploy staffs to render aforesaid support services to Majeedia Unani Hospital and the contractor shall be solely responsible for timely payment of their wages/salaries, remuneration and

other obligatory dues/benefits under any law for the time being in force, or which may come enforce, during currency of contract. The contractor shall comply with all the provisions of applicable labor laws and/or any other acts for which such personnels are subjected to and shall keep Jamia Hamdard indemnified from all such acts, omissions, faults, breaches and / any claims, payments, losses, demands, injuries, and expenses etc. in connection with such personnel deployed by the contractor. Jamia Hamdard will not be responsible for such acts, omissions, faults, breaches and/any claims, payments, loss, demands, injuries, and expenses etc.

28. In case of unsatisfactory services, the contract can be terminated by Jamia Hamdard by giving one month notice. The contractor if so desire to terminate the contract will be required to give one month notice or till institute is able to make alternative arrangements, whichever is later.

29. In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
30. The contractor shall not engage any personnel below the age of 18 years and this shall be the sole responsibility of the contractor only. All the personnel deployed by the agency shall be medically fit and their antecedents be verified prior to the deployment in the Institute. The age of Outsource Staff shall be preferably upto 45 years.
31. Any liability arising out of any litigation (including those in consumer courts) clue to any act of contractor's personnel, the same shall be directly borne by the contractor including all the compensations/damages/expenses/fines etc. The concerned contractor personnel shall attend the court as and when required.
32. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the 'Institute' from contractor.
33. The contractor shall be solely responsible for all acts of omission/commission in the institute by their employees during the course of discharge of their duties at the institute. Majeedia Unani Hospital, Jamia Hamdard will not be responsible for any mishap while dealing with the laundry work during the described scope of work because of such acts of omission/commission.
34. Persons suffering from contagious or infectious diseases shall not be employed or permitted to work in Majeedia Unani Hospital, Jamia Hamdard. The Jamia Hamdard authorities reserve its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the Hospital on medical examination of such employees, shall be borne and paid by the bidder/vendor.
35. The contractor will be solely responsible for the compliance of all statutory regulations applicable to the contractor/labour as also other Central & State Government statutory regulations associated with such work. If on account of non-compliance with the provisions of any such laws, Jamia Hamdard is called upon to make any payment to or in respect of his employees, the contractor shall fully reimburse and indemnify to the Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the contractor shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Institute to the contractor. The contractor will sign an Indemnity Bond in favor of Jamia Hamdard, to this effect. No liability whatsoever shall attach to the Jamia Hamdard on account for any failure on the

part of the contractor to observe these regulations.

36. The personnel deployed shall be employees of the contractor and all statutory liabilities such as ESI, EPF, Workmen's compensation as per relevant statutory Act, etc. shall be paid by the contractor. List of personnel deployed shall be provided by the contractor well in advance.
37. The bid submitted by the bidder and all subsequent correspondence and documents relating to the bid exchanged between the bidder and the purchaser, shall be written in the English language.
38. The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its bid including preparation, uploading of its bid and for subsequent processing the same. The purchaser will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the Tender process.
39. Subject to the above, the Contract will be awarded to the lowest evaluated responsive bidder.
40. The resultant contract will be interpreted under Indian Laws. In the event of any dispute arising out of this tender/contract/agreement or in connection with the interpretation of any clause in the terms and condition of the tender/agreement/contract or otherwise, the matter shall be referred to the arbitrator appointed by the Vice-Chancellor of Jamia Hamdard with the mutual consent of the contractor and the seat and venue of the arbitration proceedings shall be New Delhi/Delhi only.
41. Courts at Delhi/New Delhi shall have both the pecuniary and territorial jurisdiction in connection with any disputes/litigations etc., arising between the parties concerned to the given Contract/Agreement.

Place New Delhi

Bidder's Signature & Seal

OTHER TERMS & CONDITIONS:-

1. The tender shall be submitted in (02) two bid systems.

A. Technical Bid.

B. Financial Bid.

1. The bidder should submit the Technical Bid (Annexure II) & Financial Bid (Annexure –IV) as per format attached herewith along with tender document and tender cost & Earnest Money Deposit. The demand draft of Rs.1000/- only as Tender Fee (non refundable) and EMD for Rs.10,000/- only along with the Technical Bid in Separate sealed envelopes super-scribing "**Technical Bid**" and "**Financial Bid**" respectively. These two envelopes shall be sealed properly and superscribed "**TENDER FOR LAUNDRY SERVICE AT MAJEEDIA UNANI HOSPITAL, JAMIA HAMDARD**".
2. The tender shall be deposited/dropped on or before i.e. **15/04/ 2021 up to 03.00 P.M** in the tender box placed in Purchase Section, Jamia Hamdard, Hamdard Nagar, New Delhi-110062.
3. Technical Bids will be opened on the same day i.e. **15/04/ 2021 at 03:30 P.M** in presence of the interested bidder or authorized representative of the agency.
4. The competent authority of Jamia Hamdard may send a committee for visit of the Establishment/Workshop of the Bidder to assess their suitability, as part of the Technical Bid. The Commercial/Financial bids of only those tenderers will be opened, who are found suitable by the committee appointed for the purpose.
5. Preference may be given to those agencies who have experience of providing laundry service in Hospitals.
6. The documents should be serially numbered and duly signed by the bidder(s).
7. Jamia Hamdard shall reserve the right to bi-furcate the whole work, allot to more than one contractor or reject any/all the tenders without assigning any reason, whatsoever.
8. Tenders should be addressed to the Registrar, Jamia Hamdard, Hamdard Nagar, New Delhi-110062.

Place: New Delhi

Bidder's Signature & Seal

(On the letterhead of Service Provider Agency)

The
Registrar
Jamia Hamdard
Hamdard Nagar
New Delhi-110062

Dear Sir,

Sub: Ref. your NIT for provision of Laundry Services in Majeedia Unanai Hospital, Jamia Hamdard.

With reference to the above Notice Inviting Tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the provision of Laundry Services and other related activities in the Jamia Hamdard as per details in your above referred tender.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred tender and enclosures.

We also understand that the Jamia Hamdard is not bound to accept the offer either in part or in full and that the Jamia Hamdard has a right to reject the offer in full or in part without assigning any reasons whatsoever.

I/We hereby declare that the firm / agency has not been blacklisted or debarred in the past by Central/ State Government or any other organization from taking part in the tenders and does not have any litigation in any of the court(s).

We enclose the requisite Earnest Money Deposit of Rs. 10,000/- and Tender Fee of Rs.1000/- respectively in the form of A/c Payee Demand Draft in Favour of " Jamia Hamdard" drawn on Bank _____ Dated. _____ DD.No(s) _____.

Yours faithfully,

Authorized Signatories
(Name and Designation, seal of the Firm/Bidder)

PROFORMA FOR TECHNICAL BID

S. No.	Particulars	Details	Page No.(s)
1.	Name of Firm/Contractor /Company		
2.	Name of Owner(s)/Partner(s)		
3.	Regd./Mailing Address		
4.	Telephone and Fax numbers /E-mail IDs		
5.	Registration Certificate of the Firm/ Company (Enclose attested copy of the Registration Certificate)		
6.	Memorandum, in case of Company & Partnership Deed in case of Partnership Firm, to be provided.		
7.	Name and Designation & Contact details of the person authorized to make commitments to the Jamia Hamdard		
8.	Reference cost of Tender form Rs. 1,000/- (Rupees One Thousand only)	DD No _____ Date _____	
9.	Reference of Earnest Money Deposit Rs. 10,000 (Rupees Ten Thousand only)	DD No. _____ Date _____	
10.	PAN No.		
11.	GSTIN No.		
12.	Details of Registration under Shop & Establishment Act. (Enclose attested copy)		
13.	EPF Registration Certificate (Enclose attested copy)		
14.	ESI Registration Certificate (Enclose attested copy)		
15.	Turnover of the last 03 FY (Enclose duly certify copies from CA)	FY-2017-18- Rs. _____ Lakhs. FY-2018-19- Rs. _____ Lakhs. FY-2019-20- Rs. _____ Lakhs.	
16.	Minimum 03 years of experience in similar works of Laundry services		
17.	Should have minimum average strength of 50 staff on rolls of the agency in last three consecutive years i.e. upto 31 st December-2020.		

Declaration by the Bidder:-

This is to certify that I/We before signing this tender have and fully understood all the terms and conditions and instructions contained herein and undertake myself/ ourselves abide by the said terms and conditions.

Bidder's Signature & Seal

PERFORMANCE REPORT OF EACH WORK REFERRED IN ANNEXURE-II

1. Name of Client and address with
Contact details :
2. Agreement No./work order No. :
3. Value of work as per work order/
Award :
4. Total Value of actual work done :
5. Date of start :
6. Date of completion :
7. Nature of Service Provided (Pl specify) :
8. Total No(s). of Persons deployed under
different Category :
Performance Report (Pls. tick one) : Outstanding/Very Good/
Good/ Satisfactory/Poor

(Signature & Stamp of Director/Registrar/Admin. Officer/Ex. Engineer or Equivalent)
with Phone No./ Mob. No. & E-mail address

Dated:

Note:

1. This Annexures should be submitted separately for each work completed by the Bidder and the works indicated in Technical Bids. (**Annexure-II**).
2. This ANNEXURE shall be signed & stamped by the Bidder's Client not below the rank of Manager/Director/Admn. Officer or equivalent.
3. The Name, Address, Contact details (Mobile, Fax, E-mail, and Landline Phones) of Client should be indicated to facilitate confirmation of work.

Dated: Authorized Signatories
(Name and Designation, seal of the Firm/Bidder)

(To be sealed in a separate envelope)**Financial Bid for Laundry Services at Majeedia Unani Hospital, Jamia Hamdard**

I/We _____ proprietor/ partner/ authorized person of M/s _____ understand the work and terms & conditions as entered in the tender document and bound to abide by the rules and regulations of Jamia Hamdard. The charges quoted for laundry services are included all liabilities/expenses.

S.No.	ITEMS NAME	Weight in Kg(s)	Rate per Kg without GST	Rate of GST %	Rate including GST	Total (Rs.)
1.	Bed Sheet White					
2.	Pillow Cover White					
3.	Bath Towel White					
4.	Hand Towel White					
5.	Blanket (Brown)					
6.	Long Sheet (Green)					
7.	Draw Sheet Green (Medium)					
8.	Long Cut Sheet Green					
9.	Medium Cut Sheet Green					
10.	Small Cut Sheet Green					
11.	Wrapper (Green 50X50)					
12.	Surgical Gown Green					
13.	Patient Top/Upper					
14.	Patient Pajama/Lower					
15.	Pediatric Top/Upper					
16.	Pediatric Pajama/Lower					
17.	Dressing Trolley Cover					
18.	Curtain of Various sizes					
19.	Aprons (White/Blue)					
20.	Table Cloth					
21.	Bed Side Screen(03 Folds)					

Place: New Delhi

Bidder's Signature & Seal