

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI -29.**

Ref. No.14-88/2016/Hostel

Dated: 19.4.16

Notice Inviting Tender For Laundry Services at AIIMS Hostels

Sealed tenders are invited from experienced individuals / firms for award of license to run Laundry Services at various Hostels of All India Institute of Medical Sciences, New Delhi for a period of 11 months further extendable up to two years with mutual consent of both the parties subject to satisfactory performance and fulfilling of terms and condition of the agreement or can be terminated earlier as defined in the agreement.

The tender documents are available on the website www.aiims.edu. The bidders may download the tender documents directly from the website and submit the tender cost of Rs. 200/- by way of separate demand draft drawn in favour of `Director AIIMS', New Delhi.

Establishment	Hostel/ Locations	EMD	Security Amount [for the bidder selected]
Laundry shop	1.Gents hostel no. 2 2. Ladies hostel 3.MMRDH	2000/-	25,000/-

Note: **The shops /establishments in the hostels of the AIIMS are facilities only for hostellers who are medical students, residents doctors, trainees from India and abroad. The sole purpose of these establishments is to facilitate the stay of the hostellers. The intending tenderers may visit the site and submit the bid after due diligence.**

DOCUMENT STATING TERMS & CONDITIONS **FOR OUTSOURCING OF LAUNDRY SERVICES** **AT HOSTELS, AIIMS NEW DELHI**

INTRODUCTION

All India Institute of Medical Sciences [AIIMS] is an apex tertiary care super- specialty hospital. It has presently 20 hostels for its undergraduate and postgraduate students, PhD scholars and resident doctors/trainees. The main objective of the laundry service is to provide hygienic laundry services at a reasonable cost to the hostellers.

The selected firm/individual shall be allotted space in various hostels to perform the task of the laundry services hostels for specified period of contract as detailed under:-

1. Gents hostel no. II [Space for washing + Ironing] [26.52 Sqm + 9.67 Sqm]
2. Masjid Moth Dr.s Hostel [Space for washing + Ironing] [19.40 Sqm]
3. Ladies Hostel no. 9 [Presently space for ironing] 3.3 Sqm+ 28.16 Sqm[Shaded area.]

The electricity and water connections/supply are also provided by the Institute on payment basis.

Workload:-The work involves washing and ironing of clothes of hostellers. The services to be provided at present are for approximately 1800 hostellers residing at various AIIMS hostels. This number is likely to increase in near future upto approx.2500 hostellers with the addition of new hostels.

Responsibility of the vendor:-

The installation of washing machines/ other infrastructure required for performing the task/processes of the laundry services, deployment of adequate manpower, for collection/delivery and ironing shall be arranged by the contractor. The other necessary appliances required for completing the job, store facilities like almirah, rack etc. shall also be arranged by the contractor.

The contractor shall ensure that the quality of washing & ironing is to the satisfaction of the hostellers and thus liable to make good any loss caused to the hostellers with mutual consent. The hostel authorities will not in any way be responsible for this.

Cost of tender form: Rs. 200/-

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
HOSTEL SECTION

TENDER FORM FOR LAUNDRY SERVICES AT HOSTELS [AIIMS], NEW DELHI.

Reference No. 14-88/2016/Hostel

Earnest money deposit : Rs. 2,000/-

Tender Submission on or before 20.5.16 [upto 12.30p.m.]

Opening of Technical bid on 20.5.16 at 3.00 p.m...

(To be filled by issuing office)

S.No. of Tender.....

Contains Pages i.e. from Sl.No 1 to 7.

Name of the party in whose favour :
the tender form has been issued.

[NON -transferable]

**Supdt. of Hostels
On behalf of Director,
All India Institute of Medical Sciences
Ansari Nagar, New Delhi-110 029**

{TO BE FILLED BY THE TENDERER}

1. I/We have deposited earnest money of Rs. 2,000/-- in favour of Director, AIIMS, New Delhi Bank Draft/Banker's Cheque No. _____ dated _____ through the Hostel Section.
2. The rates of license fee as quoted in the attached schedule are inclusive of all charges/expenses required for installation and running of the shop. I/We also undertake to be responsible for payment of all taxes/surcharges/fee etc., if required to be paid to local municipal or other government agency.
3. Expenses for site preparation work and other expenses maintaining cleanliness of the surrounding area shall be borne by me/us and shall be arranged by me/us after obtaining necessary permission in writing from the Executing Officer of the license.
4. I/We also agree to all terms and conditions of the AIIMS as stipulated in the tender form or as issued from time to time.
5. I/We also agree to sign the License Deed within 10 days from the date of issue of letter of acceptance/award, failing which the earnest money deposited by me shall be liable to forfeiture by the AIIMS.
6. There is no criminal case pending against me/ us, nor have I / we been convicted for any criminal offence earlier.
7. **I understand that in the event of any of the declarations and annexure being false or untrue the contract is liable to be terminated.**

Signature _____

Name & full address _____

Telephone No. _____

N.B.: Incase of thumb impression it should be witnessed by two persons other than those who are quoting for this work.

General Terms and Condition

1. Tender in sealed cover may be submitted under TWO BID SYSTEM containing two parts as detailed below:-

Part – I: - Technical Bid in one sealed envelope with **E.M.D and Rate list [annexure II]**, with “**Technical Bid**” written on envelope.

Part- II:- Financial Bid [**Annexure I**] in second sealed envelope with “**Financial Bid**” written on envelope. The license fee quoted by the bidder should not be less than the **minimum license fee of Rs. 5,000/--**.

In case financial bid/price bid [Annexure I] is found in open or in unsealed envelop, the tender shall be rejected.

Both the sealed envelopes containing technical bid and financial bid should be put in another large envelope indicating thereon:-

Reference No. of Tender notice and date _____
Tender submitted for Shop with hostel detail _____
Last date for submission of the tender: _____
Date of opening of the tender _____
Name of the firm/Individual _____

Please note that financial bid should not be included in the Technical Bid. In case prices are quoted in technical bid, the tender shall be rejected. The Pre-qualification documents including EMD/Bid security as required in the tender document should invariably be accompanied with the Technical Bid. Any EMD previously deposited with the Institute shall not be considered for this tender. No interest is payable on EMD/Bid security. Earnest money is required to protect the AIIMS against the risk of the bidder’s conduct, which would warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other right of the AIIMS. The successful bidder’s earnest money will be forfeited without prejudice to other right of AIIMS if it fails to furnish the required performance security within the specified period.

2. The tender may be deposited at the tender box in the office of Hostel Section. In case the tender is sent by courier/post it would be the responsibility of the bidder that it reaches the Institute by the due date/time. The offers submitted through fax/email or any manner other than specified above will not be considered.

3. Tenders submitted without following Two Bid system, as mentioned above will be summarily rejected.

4. The financial bid will be opened only in respect of those individuals/firms who qualify in technical bid. Date of opening of financial bid will be intimated separately.

5. EMD will be released by Hostel Section after the order is placed to the successful bidder. Representative who will collect the EMD will be required to bring a photo ID and authority letter of bidder.

6. The bidder should enclose the following documents/information duly self attested along with the tender documents. In case of non-submission of any of these documents, tender application will be summarily rejected and no further communication will be entertained in this regard:

a.) Tendering firm/individual must have at least one year experience of running of laundry shop in Central Govt./State Govt./ Public Sector Undertaking/ Autonomous Bodies and Educational Institutions/ hospitals/Private companies of repute. **OR** the tenderer should have been in business of providing laundry services in at least one hotel/guest room with 25 or more rooms/ should be owner of business providing laundry services for a period of at least one year. The required experience should be within last three years from the date of submission of documents. **The bidder must submit the documentary proof for running the establishment for one year from the concerned person/authority.**

b) Affidavit to the effect that the tenderer has never been black listed by any organization and has not been debarred from participating in the tendering process of the AIIMS, New Delhi.

c) Copy of I.D. proof/ PAN card and ITR or Bank statement for the preceding year.

d) An undertaking from the bidder that the payment of Sales tax/Service tax/VAT to the concerned department will be ensured by the licensee in the event of award of license to them.

Special Terms and Condition

- 1 The shops and establishments in the hostels of the AIIMS are facilities for only Hostellers, who are medical students, resident doctors, trainees from India and abroad. The sole purpose of these establishments is to facilitate the stay of the hostellers with amenity of standards at the lowest possible rates. Hence tenderers are advised to first visit the location and assess the sale on these rates provided before bidding.
- 2 Tender forms duly complete in all respect along with demand draft in favour of Director, AIIMS payable at New Delhi as **earnest money Rs. 2,000/---** should be submitted in the office of the Hostel Section, All India Institute of Medical Sciences, New Delhi in a sealed cover, failing which the tender shall be rejected. The whole tender form including the notice shall be submitted while quoting rates. No paper/note should be detached.
- 3 Tender form duly completed in all respect along with demand draft and annexure I and II should be submitted in the office of Supdt. of Hostels, Hostel Section (Gents Hostel No.VII), All India Institute of Medical Sciences, Ansari Nagar, New Delhi-110029 in a sealed envelope indicating on the envelope reference number, Name and location of the establishment.
- 4 No figures or words should be over written or corrected in any form. In case the quoted amount as written in words and as in figures do not tally, the rates written in words shall be treated as quoted rates. The tenderer shall take care to write the rates and amount as quoted in a manner that interpolation is not possible.
- 5 The tender should be signed by the tenderer herself/ himself/themselves of her/ his/their-authorized agent/representative. (The authorization to be enclosed wherever applicable). The validity for the quoted rates shall be 180 days [six months] from the date of tenders are opened. Any firm/individual who restricts the validity of the quoted rates for the period less than six months shall make their tender liable to rejection.
- 6 Alteration in quoted rates or in any term and condition or in validity period after submission of tenders is not permissible and if done, earnest money of the tenderer shall be liable to be forfeited and tender is liable to be rejected.
- 7 The successful bidder will be allowed to provide the services listed in Annexure-II as per rates given against each.
- 8 **Besides the license fee the applicant should pay security deposit of Rs. 25,000/- (refundable). Electricity charges on actual consumption basis and Water charges @ Rs. 200/- per month should be paid for each location.**
9. The license shall be for a period 11 months from the date of signing of the license Deed further extendable up to two years with mutual consent of both the parties subject to satisfactory performance and fulfilling of terms and condition of the agreement or earlier termination as defined herein after.

- 9 The bidder should deposit security money as per detail given in the Notice before signing the agreement. Also if the licensee fails to vacate the premises on expiry of license deed, is liable to pay damage charges twice the amount of license fee or Rs. 10,000/-[Ten thousand only] per month whichever is higher.
- 10 The security money will be refunded after successful completion of the license period and getting a No Demand Certificate from the appropriate authorities i.e. Engineering Services Department/Hostel and any other authorities communicated time to time that licensee have cleared all dues in respect of Electricity Bills and handed over the premises without any damage.
- 11 If, in the opinion of the Institute, there is any defect or deficiency in the performance of this contract, the Superintendent of Hostels may terminate the license or impose fine of up to Rs. 1000/- (Rupees One thousand only) on the licensee on each occasion.
- 12 On acceptance of the offer/contract the agreement of License deed is to be signed by the firm within 10 days of issue of letter of acceptance to the firm.
- 13 After acceptance of contract /offer or after signing of agreement if the firm/individual fails to take over the shop or fail to operate the shop within ten days, the earnest money/security money shall be forfeited.
- 14 Approved rate list (with signatures of hostel authority) to be on display at all times prominently. In addition to this, the approved rate-list be displayed in white paint on black painted wall in front of shop.
- 15 Contractors should maintain the hygiene / cleanliness of the premises at all times and according to the Health/Hygienic bye-laws of the Civic Bodies/NDMC.
- 16 The conduct/behavior, cleanliness and wages of shop attendants/person deployed by the contractor will be the responsibility of the contractors. The contractors should obtain the necessary police verification of all employees. He/she shall not employ any child labour. **The contractor shall follow all the rules as applicable for running of such establishment as laid down by the concerned authority.**
- 17 The contractor shall provide complete information about the person deployed by him regularly. The identity cards to the employees should be issued and they shall be duly bound to display the identity cards at the time of duty.
- 18 All employees should be provided with two sets of uniforms as decided by the Superintendent of Hostels
- 19 All employees of shop should maintain personal hygiene and undergo regular medical check-up as decided by the Superintendent of Hostels.
- 20 The contractor shall ensure that the quality of washing & ironing is to the satisfaction of the hostellers. He shall use only ISI marked detergent/washing material and thus liable to make good any loss caused to the hostellers with mutual consent, the hostel authorities will not in any way be responsible for this.

- 21 Complaint books are to be maintained and submitted to the Hostel Office for scrutiny every month. If complaint books are not submitted on the first working day of every month for scrutiny, a fine of Rs.500/- will be imposed and further action as deemed fit will be taken.
- 22 Sudden closure of the premises and stoppage of work without prior permission from the Superintendent of Hostels may result in cancellation of the license / contract and forfeiture of the security deposit.
- 23 The licensee shall not make any additions or alteration in the premises without permission of the Hostel authorities.
- 24 The successful bidder is deemed to abide by terms and conditions as given in tender document and as stipulated in agreement.
- 25 The Schedule as attached at Annexure-I is to be filled by the tenderer and Annexure I and Annexure II [rate-list] should be signed on every page while submitting the tender form.
- 26 The rates once decided should be strictly adhered to and cannot be changed in any circumstances without prior approval of the Supdt. of Hostels.
- 27 Every page is to be signed by the bidder.
- 28 Any form of canvassing or influencing the decisions of the authorities will result in disqualification of the bid.
31. In case of three complaints, hostel authorities reserves the right to cancel the contract at one month notice.
32. Hostel authority reserves the right to terminate as well as forfeit the security, in case of violation of any of terms and conditions of the contract agreement.

(Signature)

Name (in full): _____

Address (in full with PIN code)

Telephone Number :

- Note: 1. In case of thumb impression it should be witnessed by two person other than those who are quoting for this work.
2. In case of a partnership both partners have to sign the undertaking. The managing partner or the person with whom the responsibility of the contract shall lie, should be mentioned
3. Authorized signatories of firms / organizations must provide letter of authorization

ANNEXURE-I [FINANCIAL BID]

Name and full Address of the quoting firm :

Telephone/Mobile No.& :

E.mail address(if any)

Name of the Shop : Laundry Shop at Various Hostels of AIIMS, New Delhi.

Cost of Services : As per Annexure-II

Time for which it can be operated every day : As decided by the hostel committee
Including Sundays/Holidays

Minimum license fee [**consolidated amount for all three locations**] : **Rs. 5000/- per month**

Amount which the firm/individual offers to Pay as License Fee **per month** : Rs. _____ (in figures)

[**consolidated amount for all three locations**]

Rs. _____
_____ (in words.)

Catalogues etc. to be enclosed if available separate sheet be attached if required a reference to No. of separate sheet attached be mentioned herein this column.

Signature_____

Name & full address_____

Telephone No._____

N.B.: Incase of thumb impression it should be witnessed by two persons other than those who are quoting for this work.

Note: All bidders are requested to provide this annexure-I [financial bid] in separate sealed envelope.

RATE LIST: LAUNDRY SHOP

S.NO.	ITEM [Washing + Iron]	RATES
1	Pant	6.00
2	Shirt	6.00
3	Kurta	6.00
4	Pajama	6.00
5	Dr.Coat	8.00
6	Vest	6.00
7	Buniyan	6.00
8	Salwar	6.00
9	Ladies Kurta	6.00
10	Saree Cotton	14.00
11	Blouce	6.00
12	Paticcoat	6.00
13	Maxy	6.00
14	Towel	6.00
15	Pillow Cover	6.00
16	Bed Sheet	8.00
17	Bed Sheet (Double)	14.00
18	Jean	8.00
19	Chuni	6.00
20	Saree Silk	14.00
21	Curtain	14.00
22	Quilt Cover	14.00
PRESS RATES PER PIECE		
1	Jean Paint	Rs.3.00
2	Saree	Rs.5.00
3	All Clothes Accept above	Rs.3.00
4.	Suit and pant	Rs. 40.00

Signature_____

Name & full address_____

