

**OFFICE OF THE SUPERINTENDENT
SILCHAR MEDICAL COLLEGE & HOSPITAL
SILCHAR-14, ASSAM**

No. SMCH/ 5549

SILCHAR, DATED 08/05/23

NOTICE INVITING RE- TENDER

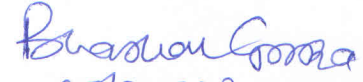
Sealed Tenders in prescribed tender document affixing non-refundable court fee stamp of Rs. 8.25 (Rupees Eight and paisa twenty-five only) are invited on behalf of Office of Superintendent, Silchar Medical College and Hospital, Silchar for Laundry Services required at Silchar Medical College and Hospital, Silchar as per terms and conditions mentioned below. The filled quotations along with all required documents must reach in the office of the undersigned on or before 05-06-2023 at 11:00 AM. The Envelope containing the tender documents must be sealed and super scribed as under:

"Re-Tender for Laundry Services at Silchar Medical College and Hospital, Silchar"

The Terms and Conditions and other related aspects are outlined in the Tender Document. Tender document can be obtained from Office of the Principal cum-Chief Superintendent, SMCH, during office hours or from the official website of SMCH, Silchar <https://www.smcassam.org>.

Date and Time of availability of tender document	11/05/2023 at 11:00 AM
Date and Time of Start of Bid Submission	12/05/2023 at 11:00 AM
Date and Time of Pre-Bid Meeting	17/05/2023 at 11:30 AM
Date and Time of End of Bid Submission	05/06/2023 at 11:00 AM
Date and Time of Opening of Technical Bid	05/06/2023 at 11:30 AM
EMD	Rs.10,000/- (Ten Thousand only)

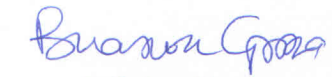
The sealed envelope should be dropped in the tender box kept in the office of the Principal cum Chief Superintendent, SMCH, Silchar. ENVELOPE CONTAINING THE BIDDING DOCUMENT MUST BE LABELED WITH TENDER NAME AND BIDDER NAME.


08/05/23
Superintendent,
SMCH, Silchar, Assam

Memo No. SMCH/5550-55 Dated, Silchar 08/05/23

Copy To:

1. Director of Medical Education, Govt. of Assam, Six mile, Guwahati, Assam
2. Principal cum- chief Superintendent, SMCH, Silchar
3. Chairman, Tender & Purchase Committee, SMCH
4. DIPR for wide publicity
5. Office Notice Board
6. Office copy


08/05/23
Superintendent
SMCH, Silchar, Assam

**RE-TENDER (3rd TIME) DOCUMENT FOR “LAUNDRY SERVICES”
TO THE ESTABLISHMENT OF THE SUPERINTENDENT, SILCHAR
MEDICAL COLLEGE & HOSPITAL, SILCHAR, ASSAM**

TENDER DOCUMENT

Date and Time of availability of tender document	11/05/2023 at 11:00 AM
Date and Time of Start of Bid Submission	12/05/2023 at 11:00 AM
Date and Time of Pre-Bid Meeting	17/05/2023 at 11:30 AM
Date and Time of End of Bid Submission	05/06/2023 at 11:00 AM
Date and Time of Opening of Technical Bid	05/06/2023 at 11:30 AM
EMD	Rs.10,000/- (Ten Thousand only)

**Tender document can be obtained from the Office of the
Principal cum Chief Superintendent Silchar Medical
College and Hospital, Silchar or from the official website
of SMCH, Silchar <https://www.smcassam.org>**

Email: principalsmc@gmail.com, superintendentsmch@gmail.com

**Bidder should mention the name of Re-tender i.e. “LAUNDRY
SERVICES” along with name/company, address and mobile no., email id
of the bidder over the top of main envelop before dropping in the tender
box.**

Silchar Medical College & Hospital
Ghungoor::Silchar::Assam::PIN – 788014

TENDER DOCUMENT FOR LAUNDRY SERVICES FOR SILCHAR MEDICAL COLLEGE AND HOSPITAL, SILCHAR, ASSAM.

1. The documents contain 14 pages.
2. Last date and time of receiving the fully filled in Tender document (both Part – 1 & Part - 2) with all required enclosures is up to 05/06/2023 at 11 AM
3. The tender document will be opened by the tender and Purchase committee in presence of the bidder or their authorized representative in the Administrative Block, Silchar Medical College and Hospital, Silchar.
4. Bidders are required to ensure their presence at the time of opening of the tender document.
5. The entire documents should be duly filled in and submitted in original.
6. All pages should be signed by the applicant with date. No pages should be removed from the tender document.
7. All information to be written legibly. Where figures are furnished, these are to be written in words also, within brackets.
8. Attach separate sheets wherever necessary putting proper annexure no. serially.
9. Laundry Services will remain valid for the period of 24 months from the date of agreement.

I. KEY TERMS

Following words and terms used in this document shall, unless the context requires otherwise, have the following meaning:

- a. "Tender" or "Bid" means the formal offer to supply items.
- b. "SMCH" means Silchar Medical College and Hospital.
- c. "EMD" means Earnest Money Deposit.
- d. "Applicant" or "Tenderer" or "Bidder" means the person submitting the tender pursuant to the Notice Inviting Tender.
- e. "Committee" means Tender and Purchase Committee.
- f. "Chairman" is the Chairman of the Tender & Purchase Committee, SMCH, Silchar
- g. "Term" means the term commencing from the commencement date, until the termination of the contract awarded to the successful bidder for Laundry Services for Hospital at Silchar Medical College and Hospital, Silchar, Assam.

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**TERMS AND CONDITIONS FOR THE OUTSOURCING OF LAUNDRY SERVICES ON
CONTRACT BASIS AT SILCHAR MEDICAL COLLEGE & HOSPITAL, SILCHAR-14,
ASSAM**

Vendors are requested to sign the Terms & Conditions and special directions to the vendors and submit along with the tender.

a) Tenders for the Outsourcing of Laundry services on contract basis at Silchar Medical College & Hospital, Silchar should be submitted in two parts, in two sealed envelopes duly super-scribed as "Tender for Outsourcing of Laundry, Due Date and E.M.D. details on both Part-I/ Part II.

- Part-I: containing Technical Bids complete details, requisite & other relevant documents and original E.M.D.
- Part-II: containing Price Bid.

Both Part-I and Part-II tender addressed to Superintendent, Silchar Medical College and Hospital should submit on or **before 05/06/2023 up to 11AM**. Tenders those which are received late will not be considered. The offer submitted by Fax / Email/by post shall not be considered and no correspondence will be entertained in this matter.

b) ELIGIBILITY AND QUALIFICATIONS

1. Any registered vendor having valid trade license (Copy to be attached) of the bid trade.
2. GST registration and proof of filing GST return for any month of the year 2022. Proof of return filled before 2021 shall not be accepted (proof to be attached with annexure - 1)
3. PAN of the Vendor (Copy to be attached)
4. Not blacklisted by any Government Departments for any type of contract, be it laundry or others.

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5. The contractor should have experience of at least 1 year in handling laundry contract of a Govt /PSU Hospital/Private Hospitals having 50 beds.

c) MANDATORY REQUIREMENTS ON THE PART OF BIDDER

1. Form 16 or ITR Acknowledgement or Form 26AS of Income Tax Department of India of financial year 2020-21 and 2021-22.
2. Declaration on Non-judicial stamp paper of Rs. 50/- duly attested by Notary Public to the effect that the Applicant is not barred or black-listed on any Government Department or Public Sector Undertaking – Original Copy to be attached. Submission of photocopy will disqualify the tender.
3. Detailed statement of Bank Account showing balance of January 2023, February 2023, March 2023 to be attached failing which the submitted tender will be summarily rejected.
4. A self-certified Certificate of furnishing correct information is to be submitted by the bidder to the effect that correct information have been furnished in the tender and The applicant shall be solely responsible for furnishing misleading, wrong or false information. Furnishing of misleading, wrong or false information if detected by the committee will lead to the rejection of the submitted tender document.

5. **Earnest Money Deposit**

Tenderer shall furnish along with their tender an Earnest Money Deposit of Rs.10,000/- (Ten Thousand only) **only** in the form of Demand Draft (no other form of payment will be accepted) in favour of “**Hospital Management Society, Silchar Medical College & Hospital, Silchar**” payable at Silchar.

- d) The work shall be executed as per direction of the nominated person. The Vendor is entirely responsible for executing the composite work of laundry services.
- e) The 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 cloth. The linen must be washed and ironed properly to the

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satisfaction of the authorities. The vendor shall use washing material of branded /standard quality. If the washed clothes received are not found satisfactory the same will be returned for washing without any additional expenditure.

- f) The Vendor will use its own washing machine and other laundry equipment for general wash. The Vendor shall use only ISI marked detergent/washing material as specified in the contract agreement.
- g) The work should not be sublet to others at any circumstances.
- h) In case it becomes necessary to use any material other than the approved, prior permission shall be obtained from the controlling authority.
- i) Dirty / soiled linen and used clothes will have to be collected and handed over to the various Departments after proper washing and ironing strictly on daily basis, failing which the penalty as decided by competent authority will be levied on each occasion. Continuous default may lead to cancellation of contract.
- j) The Soiled Linen shall be collected by the Vendor at the prescribed time from all the concerned department under proper acknowledgment in duplicate (One copy for the concerned department and the other copy for the Vendor). The washed & pressed linen as detailed above shall be delivered by the personnel of Vendor to the concerned department at the prescribed time under proper acknowledgment. SMCH, Silchar will not provide any space or personnel or transportation or material or any other support or infrastructure to the Vendor to execute his work.
- k) The Vendor is solely responsible for any loss, damage, discoloration, bleeding of colour, fading of prints, wear & tear, etc., to the linen and the cost of the same will be recovered from the payment due to him .
- l) The Vendor should have separate facility to wash linen items of patients admitted in COVID ward so that it should not get mixed with general laundry items and it will be binding to the vendor to continue the services in COVID situation or COVID like situations in the near future, if arises.

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- m) Blood-Stained linen will have to be washed separately from other normally stained linen and should not be mixed with each other.
- n) If the Vendor fails to wash and clean the clothes in time the same will be arranged from outside and all expenses on this account will be recovered from the dues payable to the contractor.
- o) The timing of collection and distribution of the cleaned and ironed linen will be regularly in the morning of the day (9 AM to 12 noon) or as per the need of the Silchar Medical College and Hospital.
- p) The laundry services for the Silchar Medical College and Hospital shall be provided on all days (including Sundays & Holidays) during the contract period. Failure to provide service shall attract penalty. The amount of penalty should be Rs. 500/- (Rupees One Thousand) on each occasion.
- q) Wear & tear if noted during the collection of cloths must be pointed out to concern department. Defect if any found later on will be the responsibility of the Vendor, and Vendor is liable to provide the new cloth in place of such defective piece.
- r) 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 Vendor and Department official, who is looking after the day-to-day transaction of such linen items.
- s) **Payment clause:** The bill in triplicate may be sent to this office for settlement after satisfactorily completion of work. The bill should have full particulars of the items(s) and submitted on monthly basis but the payment will be made quarterly. No payment shall be made in advance nor shall the loan from any bank or financial institutions be recommended on the basis of the order of award of work. The vendor shall submit the bill only after successfully completion of work to the satisfaction of the office of Superintendent, Silchar Medical College and Hospital, Silchar.
- t) Rates must be quoted in Indian rupees in words and figures.

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u) Rates must be inclusive of all charges (including Freight charges, all taxes etc.).

v) Bills for the services rendered must be submitted to the Accounts Department along with the following documents:

i. Invoice for the services rendered.

ii. Certification from the Officer-in-charge, SMCH, Silchar stating that the work has been carried out satisfactorily during the month and that there are no item so linen missing.

w) **Performance Security:** The Successful bidder will be required to furnish an amount of Rs.50,000/- (fifty thousand only) as a performance security in the form of demand draft in favour of "Hospital Management Society, Silchar Medical College & Hospital, Silchar" payable at Silchar. Security Deposit shall be kept valid for a period of 90 days beyond completion of all the contractual obligations. The security deposit can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non - observance of any condition of the contract or if in case firm stop the work for any reason. Performance Security will be discharged after 60 days from the completion of contractor's performance obligations under the contract. EMD deposited at the time of submission of proposal will be refunded on receipt of Performance Guarantee. Amount kept under Performance Guarantee shall not bear any interest and same shall be returned to the Vendor after satisfactory completion of the work.

x) No overwriting or cutting is permitted in the rate. If found, the quotation shall be summarily rejected.

y) The agency has to start the work within 05 days of issue of the work order otherwise the entire amount of security deposit shall be forfeited by the

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office of Superintendent, Silchar Medical College and Hospital, Silchar without any notice.

z) Price Schedule

Tenderers should quote rate of item without fail. If the rate of particular item is not filled up, the tender document shall not be considered for comparative evaluation. The rates should be quoted as conditions mentioned below inclusive of all current taxations.

- aa) The total cost/amount per piece of cloth will be taken in consideration for L1. Becoming L1 will not be the criteria for awarding of purchase order unless the rates are reasonable & justified.
- bb) The committee, if desires may take suggestion from competent authority in deciding the successful bidder but the suggestion given by those authorities shall not be binding on the committee. The decision taken by the committee in selecting the successful bidder will be final and the same will be recommended to the Superintendent for award of contract. However, the recommendation made by the committee shall not be binding on the Superintendent, SMCH. The Superintendent may accept or summarily reject the recommendation made by the committee and take steps as he may deem fit as per rules.
- cc) The committee reserves the right to decide whether to take any suggestion from any other competent authority.
- dd) In case of acceptance of the Tender, the charges quoted therein must be valid for 2years from date of issue of order. Under no circumstances will the charges be revised, up wards after opening of the tender and during the currency of the contract.
- ee) No tender will be accepted unless the full amount of tender Earnest Money deposit of **Rs. 10,000/- (Rs. Ten thousand only)** is paid. The Earnest money deposit must be paid in the form of Bank draft drawn in **favour of "Hospital Management Society, Silchar Medical College & Hospital, Silchar" payable at Silchar.** The EMD should be put inside the envelope meant for "Part-1: Technical Bid". Earnest money in any other

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form of cash or Cheque or fixed deposit shall not be accepted.

ff) **Tender not accompanied by the EMD shall be summarily rejected on the day of opening the tender document itself.** Earnest Money deposit of unsuccessful bidders shall be returned on written application mentioning the Draft/ without interest after finalization of the tender. Bidders are advised to keep photocopy of the EMD Draft with them.

gg) **Renewal of Contract:** The contract shall be renewable at the end of the current term for a successive **two year's** term unless either party gives written notice of its intention not to renew **two months** before expiration of the current term. In case of acceptance of the Tender, the charges quoted therein must be valid for 2 years from date of issue of order. Under no circumstances will the charges be revised, upwards after opening of the tender and during the currency of the contract.

gg) The firm / agency may satisfy the following conditions and attach self-attested copy of the same with the quotation:

- The firm shall have valid GST & PAN .
- Registration of firm.
- The firm should not be black listed by any Government agency/Department.

hh) Quotations qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc will be treated as vague offers and it will be rejected accordingly. Any conditional quotation shall be rejected summarily.

hh) **Arbitration:** In the event of any dispute or disagreement arising between the contractors and any other department of Silchar Medical College and Hospital, Silchar with regards to the interpretation of "Terms & Conditions" of this inquiry or out of the transaction in any manner that shall be resolved by the sole arbitrator to be appointed by the Hospital Management Society, Silchar Medical College and Hospital, Silchar and the vendor undertakes that he shall accept such appointment even if the sole arbitrator shall be an employee of Silchar Medical College and

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Hospital, Silchar. In case of such person is not acceptable to the Vendor, Superintendent shall be the final and sole arbitrator and award given by him will be final and binding on the parties.

ii) Superintendent, Silchar Medical College and Hospital, Silchar reserve the right to accept or reject any tender or the whole tendering process and reject any or all tenders at any time prior to award of the contract, without thereby incurring any liability to the affected bidders or any obligations to inform the affected bidders of the grounds for the committee's decision assigning any reason there of and also does not bind itself to accept the lowest quotation.

jj) No quotation will be accepted if received after due date. The envelope containing quotation should be sealed with WAX/TAPE on both sides.

All legal disputes shall be subject to jurisdiction of Silchar Court.

Warning

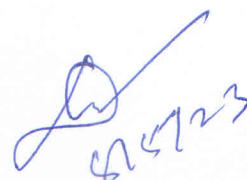
Canvassing in any form either verbal, written, telephonic call or third-party approach to Chairman, Member Secretary or any of the members of the Tender & Purchase Committee will be a disqualification. **The committee will not receive any recommendation letter or any forwarding or any personal letter of any Govt. or Non-Govt. authority or Individual in any stage of the tendering process till award of the final contract. In Case, a bidder is found to be submitting such recommendation document either directly to the committee or through the College or Hospital Authority of Silchar Medical College, Silchar or any other authority at any stage of the tendering process, the committee will summarily reject his tender document**

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ENCLOSURE CHECK-LIST

The bidders are required to furnish enclosures as detailed in the following checklist giving proper enclosure number as per the list. Failure to provide any of the below prescribed enclosures will summarily disqualify the tender document.

This is in addition to the duly signed tender document in all pages along with Annexure.

No extra documents to be submitted other than what is asked to be submitted. Extra documents if submitted will not carry any extra points for consideration.

SI No.	Type of Enclosure	Category
1	Valid Trade License	Photocopy
2	The contractor should have experience of at least 1 year in handling laundry contract of a Govt/PSU Hospital/Private Hospital having 50 beds.	Photocopy
3	GST Registration	Printing from Online Screenshot / Website Or Photocopy
4	GST Return	Photocopy
5	PAN	Photocopy
6	Declaration of not being black listed	Original
7	Form 16 or ITR Acknowledgement or Form 26AS Financial year 2020-21, 2021-22	Photocopy
8	Detailed Statement of Bank account, Jan/23, Feb/23 & March/2023	Photocopy
9	Certificate of Furnishing correct information	Photocopy
10	Demand Draft of EMD	Original
11	Valid Address proof of the Authorized Signatory	Photocopy
All enclosed documents must be Signed & Seal with date. Each page of the tender document should also be signed with date by the bidder.		

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VENDOR CAPABILITY PROFORMA

A. Basic Information

Vendor Name:	
Address:	
Latest Telephone No:	Fax No:
Email:	
Contact Person Name: Designation: Telephone No:	Mobile No:
Name and address of Bankers & Account No.:	
PAN No:	
Trade license No.	

ABC

B. Commercial Information

Are you on Laundry Contract with any other Hospital / Organization at present if yes please give detailed information as mentioned below:

Name and address where services are provided	Period of service rendered		Charges per year Rs.

Vendor signature:

Vendor seal:

Place & Date:

Date:

Signature and Stamp of the Vendor



NON BLACKLISTING CERTIFICATE

[To be submitted on letter head]

I/We here by certify that he[Name of the company/firm]has not been ever blacklisted/debarred by any Central/ State Government/Public Undertaking/ Institute on any account.

I/We also certify that firm will perform the laundry services as per the specifications given by Silchar Medical College and Hospital and also abide all the terms and conditions stipulated.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation maybe summarily terminated at any stage, the firm will be blacklisted and Silchar Medical College and Hospital may impose any action as per tender rules.

Date :
Place :

Name :
Business Address :
Signature of Bidder :
Seal of the Bidder :

S/B

[Letter head of Firm]
PRICE BID FORM

To,
The Superintendent,
Silchar Medical College and Hospital, Silchar.

Dear Sir,

I/we am/are submitting the quotation for reference "Quotation for Laundry services for Hospital at Silchar Medical College and Hospital, Silchar" due on atPM for Silchar Medical College and Hospital.

1. I/We have thoroughly examined, understood and accepted terms & conditions given in the enquiry document, failing which my quotation will be rejected out rightly.
2. I/We hereby offer to work at the following rates:

S. no.	Name of the items	Rate/piece of cloth (Rs.) (including of all taxes)	Rate/piece of cloth (Rs.) (including of all taxes) in words
1.	Bed sheet		
2.	Pillow cover		
3.	Small Surgical Drapes		
4.	Big Surgical Drapes		
5.	OT changing dress for all		
6.	Patient dress		
7.	Small towel		
8.	Cap/Mask		
9.	Curtains		
10.	Surgical Gown		
11.	Blanket		
12.	Miscellaneous		

- The bidder must quote their quotation only in above said format on the letter of firm otherwise quotation will be REJECTED.
- Attached all the relevant documents asked.

Date:

(Name):

Place:

Name of Firm/Company/Agency:

GSTIN No.:

Phone No:

Email:

(Signature of Authorized Person) _____

Seal: _____

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