



INSTITUTE OF HUMAN BEHAVIOUR & ALLIED SCIENCES

(An autonomous institution under the Govt. of NCT of Delhi)

Dilshad Garden, Delhi 110 095 (India)

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F. No. 14/14/PS(G)/IHBAS/2022/16-28

Date:- 26.04.2024

Tender document contains 8 pages. Tender Fee – Rs.500/- and EMD – Rs.22,210/-

To

Subject:- Inviting Quotations for washing of patient linen items under LTE

Sir,

This Institute invites quotations, under Single Bid System, as per terms and conditions given hereunder for washing of patient linen items as per Annexure-B under LTE. If you are interested in carrying out the laundry services, you are requested to send your quotation as per Annexure-B. It may be ensured that services should be of good quality. If the quality of washing is found unsatisfactory, the contract will be rejected.

The sealed envelope containing the price quoted for washing duly superscribed as "Quotations for washing of patient linen items" should be addressed to the Officer-In-charge (Purchase), IHBAS, Delhi and should reach by 11:00 a.m. on 13-05-2024 through registered post. Quotations received after due date shall not be considered at any cost. Cost of Tender Fee is Rs.500/-.

Yours faithfully,

**Officer-in-Charge Purchase
(Non-Medical)**

Terms & Conditions

1. The quotations complete in all respects should reach by 11:00 a.m. on 13-05-2024 by registered post. The quotation will be opened in the Purchase Section on the same date i.e. 13-05-2024 at 02:00 p.m. in the presence of the Tenderers, who may like to be present at the time of opening of the Quotations. In case, the last date for depositing the Quotations is declared as a Closed/Public Holiday, the last date will be deemed to be the next working day.
2. The Tenderer is required to submit the following documents along with the quotation:-
 - a) Tender Form duly signed and stamped along with the tender fee of Rs.500/-.
 - b) Demand Draft/Banker Cheque/FDR/BG of Rs.22,210/- on account of EMD in the favour of Director, IHBAS, Dilshad Garden, Delhi-110095.
 - c) Firm registered with MSME/NSIC are exempted from submission of EMD (subject to the financial limits indicated in the MSME/NISC certificate). Govt. of India/State Government departments/Undertakings are also exempted from EMD.

[Signature]
25/04/2024
Institute of Human Behaviour & Allied Sciences
(Govt. of NCT of Delhi)
Dilshad Garden, Delhi 110095

148/c

However, the respective firm/department has to submit the relevant certificate (MSME etc.) to avail this exemption.

- d) Self-attested copy of GST.
- e) Self-attested copy of Latest Income Tax Return (ITR).
- f) Self-attested copy of Permanent Account Number (PAN).
- g) An Undertaking as per Annexure-A on non judicial stamp of Rs.50/- (enclosed herewith).
- h) Performance certificate showing details of services provided in a Government hospital (250-300 bedded) during last three years.
- i) ECS/RTGS details on tenderer's letterhead.

Note:-If the above-mentioned certificates/documents are not submitted along with the quotation, the same shall not be considered for acceptance.

3. The rates shall be quoted (in kilogram) for the items as per Annexure-B.
4. **The rates quoted should be valid for a period of 6 months from the date of award of contract**, which may be extended, at the discretion of the Institute, if necessary. The rate quoted should be inclusive of transportation charges, loading and unloading charges, etc. Nothing extra shall be paid by the Institute.
5. The tender forms should be clearly and legibly handwritten or typewritten, giving full address of the Tenderer. The rate/amount quoted should be in figures as well as in words and written in such a way that interpretation is clear. No blank space should be left.
6. Alterations/overwriting attested by the Tenderer shall disqualify the tender.
7. The quantity may increase or decrease according to requirement of the Institute.
8. The Service shall commence within a period of 15 days from the date of issue of the work order.
9. Delivery of the washed linen items in good quality shall be made within 2 days on F.O.R. destination basis from the date of award of the order.
10. The linen items to be washed have to be collected from the Institute and washed items will have to be delivered at the Institute and on F.O.R. destination basis at the rates quoted as per the service schedule within the specified date and time. Nothing extra will be charged on account of transportation, loading and unloading, etc.
11. The service provider will supply the clean linen and collect the dirty linen after entering the total count of linen/ total weight in the register and collect gate pass from the in-charge of the centralized linen collection and distribution centre on daily basis. The timings will be informed to the service provider by the OIC laundry.
12. Hard top completely covered motorized vehicle and drivers for transport of linen from central collection point to the laundry and transport of clean linen from laundry to the central collection point shall be provided by the service provider.
13. There should not be any intermixing of clean and dirty linen during transportation.
14. Separate color coded bags and color coded carts for the transportation of dirty and washed linen will be provided by the service provider. Washing and maintenance of these carts will be the responsibility of service provider.
15. Standard universal precautions to be followed while collecting and handling infected/dirty linen.

Signature
25/09/2024
Institute Of Human Behaviour & Allied Sciences
(Govt. Of NCT of Delhi)
Date: 25/09/2024

147/c

16. The manpower engaged by the service provider for the operation of the proposed work shall wear a uniform (provided by the firm) and carry identity card issued by the firm for easy identification.
17. Service provider shall employ only those people who are found to be medically fit. Hospital reserves the right to examine any employees for medical fitness without any prior notice. Expenses if any incurred by the buyer on medical examination of employees deployed by the service provider. These employees must be vaccinated for Hepatitis B and A and certificate by an appropriate hospital/doctor shall be submitted to authenticate the same.
18. All linen items must be returned to the respective reason the next day of collection as per delivery schedule. The linen should be clean, undamaged and well ironed.
19. Daily record during collection of dirty linen items/ distribution of cleaned /washed and ironed linen should be maintained in the ward wise registers duly signed by the representative of service provider and the hospital laundry in-charge/officer who is looking after the day to day transactions of such linen items.
20. Quality check of washed clothes/linen items shall be ensured by the Committee members.
21. Performance Security of Rs.37015/- shall be furnished by the successful firm on receipt of work order. The same shall be released after expiry of contract.
22. The Security Deposit shall be valid for a period of 8 months.
23. In case the contract period is extended further, the validity of performance security shall also be extended accordingly.
24. The successful tenderer shall be required to execute an agreement on non-judicial stamp paper of Rs.50/- within 15 days from the date of award of the work order, the cost of which shall be borne by the firm.
25. Penalty clause
 - a) If quality of washed linen items is found unsatisfactory, a fine up of Rs.1000/- on each occasion shall be levied as Liquidated Damage Charge. Further, the Security Deposit shall be forfeited and the contract shall be terminated without assigning any reasons, thereof.
 - b) In the event of non-commencement of service, within the stipulated period, the Director, IHBAS, shall have the right to impose penalty as deemed fit and resort to take services from alternative service provider at the firm's risk and cost. The security deposit shall be forfeited. The decision of Director, IHBAS shall be final and binding.
26. The percentage of tax (es) should invariably be mentioned separately.
27. Force Majeure shall be accepted on adequate proof thereof.
28. It shall be presumed that all the Terms & Conditions mentioned in the tender document have been duly gone through and accepted by the tenderer.
29. The Tenderer shall have no right to modify/alter/amend/delete any terms/conditions mentioned in the tender document. No enquiries, verbal and written shall be entertained in respect of acceptance or rejection of the tender.
30. If a firm quotes NIL charges, the bid shall not be considered.
31. The firm should have infrastructure such as washer, tumbler and steam press.

[Signature]
 25/04/2024
 Officer-in-Charge (Personnel)
 Human Behaviour & Allied Sciences
 (Govt. Of NCT of Delhi)
 Panchsheel Garden, Delhi-110035

32. The firm is required to submit ESI, EPF and Labour law certificate.
33. The tenderer shall abide by all the provisions of Minimum Wages Act and Contract Labour Act and other labour laws applicable from time to time in Government.
34. The tenderer shall be responsible to provide all benefits i.e EPF, ESI, Gratuity, Bonus etc., if applicable under Indian Laws, to my/our employees.
35. This Institute has the full right to reject/withdraw/revoke/cancel whole or any part of the Tender or Work Order at any stage without assigning any reasons, thereof.
36. No correspondence shall be entertained after opening of the Tender.
37. Tentative Quantity of each item for washing/washing ironing/dry cleaning has been mentioned in the tender. However, the quantity may increase or decrease according to the requirement of the Institute.
38. Quotation received after last date will not be entertained.
39. The payment shall be made through ECS/RTGS on submission of bill in triplicate after obtaining satisfactory performance report from the user department of the Institute and the necessary verification of the bill/recoveries, if any, in respect of penalty/damages/losses, etc.
40. The bank details should be submitted along with bills.
41. No payment shall be made if the performance is unsatisfactory.
42. Any action on the part of the Tenderer to influence anybody in the Institute will disqualify the Tenderer, resulting in rejection of the tender.
43. The Tender Form and Terms & Conditions can also be downloaded from the IHBAS website (www.ihbas.delhigovt.nic.in).
44. Quotations not adhering to the above requirements shall be rejected at the discretion of the Director, IHBAS.
45. The legal jurisdiction for all disputes arising out of the tender/contract shall be Delhi courts only.

Sanjay
25/04/2024.
Officer Incharge Purchase
(Non-Medical)
Institute Of Human Behaviour & Allied Sciences
(Govt. Of NCT of Delhi)
Dilshad Garden, Delhi-110085

145/C

Annexure-AUNDERTAKING

(To be submitted on Rs.50/- Stamp paper duly notarized)

To

The Director,
Institute of Human Behaviour & Allied Sciences,
Dilshad Garden,
Delhi – 110095.

Subject:- Tender No. 14/14/PS(G)/IHBAS/2022 for washing of patient linen items

Dear Sir,

I/We _____ hereby declare that:-

1. I/We bind myself/ourselves to the Institute to provide the services mentioned in the Work Order at the rates quoted by me/us.
2. The rates quoted shall be valid for a period of 6 months from the date of opening of tender, which may be extended, at the discretion of the Institute, if necessary. I/We do hereby confirm that the prices/rates quoted by me/us are the lowest one. Further, I/We certify that the items in question against the existing tender have not been supplied to any other Govt. Hospital/Departments at the rates below the rates mentioned in my/our quotations against the present tender. I/We will refund the difference in the cost in the event of found supplying at a lesser rate by us to other Government/Institutions/ Organizations during the validity period of Rate Contract.
3. I/We do hereby bind myself/ourselves to the Director, IHBAS for delivery of the washed items against this tender to IHBAS, Dilshad Garden, Delhi-110095, during the validity period of Rate Contract.
4. The rate(s) quoted by me is/are for the service(s) conforming to the complete requirements given by the Institute and inclusive of all charges such as transportation, loading and unloading, etc., if any. The percentage of Tax, wherever applicable, will be mentioned separately.
5. I/we shall refund the difference in the cost in the event of my/our providing services at a lesser rate to other Governments/Institutions/Organizations during the period of such rate contract.
6. I/We do hereby declare that the services provided shall be of the best quality and kind and as per requirement of the Institute. The decision of the Director, IHBAS, Delhi, as regard to the quality of service shall be final and binding on me.
7. I/We do hereby declare that EMD (Bid security) deposited by me for Rs.22,210/- shall remain in the custody of IHBAS till the validity period of the tender, and I/we will not ask for refund of Bid Security during the validity period of contract.
8. I/We also certify that if any delay in delivery of washed items occurs on my part at the appointed place and time within the stipulated period, the Director may impose penalty or the same may be adjusted against the bid security.

Signature
25/04/2022
Office-in-Charge (P)
Institute Of Human Behaviour & Allied Sciences
(Govt. Of NCT of Delhi)
Dilshad Garden, Delhi-110095

144/c

9. The linen items to be washed have to be collected from the Institute and washed items will have to be delivered at the Institute on F.O.R. destination basis at the rates quoted as per the service schedule within the specified date and time. Nothing extra will be charged on account of transportation, loading and unloading, etc.
10. I/We understand that the Director, IHBAS, Delhi, is empowered/will have the right:
 - (a) To increase/decrease the quantity indicated in the schedule to any extent depending on the actual requirements of the Institute.
 - (b) To impose penalty as deemed fit in case service do not commence by the stipulated date or extended date, if any, and can resort to hiring of the services of alternative service provider at my/our cost and may forfeit my/our security deposit in full or part thereof at the his/her discretion.
 - (c) To reject full or any part of the service, which is not in accordance with the requirements and terms and conditions of the tender.
 - (d) To deny the payment in respect of the rejected non-washed/half washed linens and I/We shall not have any claim for the above. Further, the items which seems to be unwashed/half washed/un-ironed shall be washed/ironed immediately at our cost.
 - (e) To hold the demand draft/banker cheque/FDR submitted by me/us towards Earnest Money Deposit till the acceptance/rejection of the tender or finalization of the Service.
11. I/We declare that my/ our firm has not been blacklisted /debarred by any of the Govt. Hospitals/Institutions.
12. I/We also submit that our firm has no vigilance case/CBI case pending against us/our principal.
13. I/We undertake that I/We have not submitted any false documents with the tender.
14. I/We hereby authorize the Director, IHBAS, to take any action as deemed fit as per tender in the event of my/our given information/statement in the tender/undertaking is found incorrect and false at any stage.
15. I/We has/have gone through the terms and conditions stipulated above before filling the quotation and accept them unconditionally.
16. All the terms and conditions mentioned in the tender document shall be a part of this undertaking.

Signature of Authorized Representative of the Firm _____

Name & Designation _____

Name of firm _____

Seal of Firm _____

Date _____

Institute
25/04/2024
Institute of Human Behaviour & Allied Sciences
(Govt. Of NCT of Delhi)
Pitamber Garden, Delhi-110095

Annexure-BDetails of linen items with weight per piece (Hospital)

S. No.	Type of Clothes	Washing/Dry cleaning /Washing with ironing	Weight per piece Hospital (in grams)	Price quoted per piece (in kg)
1.	Bed sheets	Washing with Ironing	700	
2.	Pyjama	Washing with Ironing	250	
3.	Kurta	Washing with Ironing	250	
4.	Shirt	Washing with Ironing	250	
5.	Salwar	Washing with Ironing	250	
6.	Draw Sheets	Washing with Ironing	400	
7.	Doctor's Gown	Washing with Ironing	500	
8.	Towels	Washing	500	
9.	Door Curtains	Washing with Ironing	800	
10.	Window Curtains	Washing with Ironing	600	
11.	Bed side Screen Curtains	Washing with Ironing	200	
12.	Pillow Cover	Washing with Ironing	250	
13.	Blanket Cover	Washing with Ironing	1000	
14.	Green Gown	Washing with Ironing	400	
15.	OT Sheets	Washing with Ironing	400	
16.	Cut Sheets	Washing with Ironing	250	
17.	Doctor's Kurta	Washing with Ironing	200	
18.	Doctor's Pyjama	Washing with Ironing	250	
19.	Dari	Washing	5000	
20.	Thermal inner wear upper	Washing	250	
21.	Thermal inner wear lower	Washing	250	
22.	Laundry Bag	Washing	800	
23.	Jacket	Dry Cleaning	700	
24.	Blanket	Dry Cleaning	3000	
25.	Quilt	Dry cleaning	2200	
26.	Quilt cover	Dry cleaning	500	
27.	Sweater	Dry Cleaning	400	

Sanjiv
 25/04/2024
 Institute Of Human Behavioural & Social Sciences
 (Govt. Of NCT of Delhi)
 Dilshad Garden, Delhi-110095

Details of linen items with weight per piece (Saksham)

S. No.	Type of Clothes	Washing/Dry cleaning /Washing with ironing	Weight per piece Saksham (in grams)	Price quoted per piece (in kg)
1.	Bed sheets	Washing with Ironing	300	
2.	Pyjama	Washing with Ironing	200	
3.	Kurta	Washing with Ironing	250	
4.	Shirt	Washing with Ironing	100	
5.	Salwar	Washing with Ironing	250	
6.	Towels	Washing	300	
7.	Bed side Screen Curtains	Washing with Ironing	200	
8.	Pillow Cover	Washing with Ironing	250	
9.	Blanket Cover	Washing with Ironing	1000	
10.	Dari	Washing	6000	
11.	Thermal inner wear upper	Washing	250	
12.	Thermal inner wear lower	Washing	250	
13.	Jacket	Dry Cleaning	700	
14.	Blanket	Dry Cleaning	2300	
15.	Sweater	Dry Cleaning	750	
16.	T-Shirt (full sleeves)	Washing with Ironing	100	
17.	T-Shirt (half sleeves)	Washing with Ironing	250	
18.	Burmuda	Washing with Ironing	200	
19.	Pant (Male)	Washing with Ironing	250	

S. S. Sahi
 25/04/2024
 Officer-in-Charge (Purchase)
 Institute Of Human Behaviour & Allied Sciences
 (Govt. Of NCT of Delhi)
 Dilshad Garden, Delhi-110035