

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI-29  
(HOSPITAL STORES)**

**F.No.:** 02/H/Laundry Services/25-26

**Dated:** 11.06.2025

**C O R R I G E N D U M – I I I**

**Sub:** Revision of Tender Enquiry Document and Price Schedule BOQ – reg.

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Please refer to CPPP Tender ID 2025\_AIMSD\_858227\_1 for “Supply, Installation, Testing, Commissioning of Hospital Laundry Equipment on Turnkey basis with 02 years comprehensive warranty on Buy-Back Basis and operation of laundry services for a period of 10 years at AIIMS, New Delhi”. Based on the discussion held in the Pre-bid meeting dated 13.5.2025 along with the pre-bid queries received from the prospective bidders, it is hereby informed to all prospective bidders that the Tender Enquiry Document (TED) and Price Schedule (BOQ) have been revised/amended based on their merits.

The revised/amended Tender Enquiry Document and BOQ are enclosed with this corrigendum.

All the prospective bidders are advised to submit their bids strictly as per the revised/amended Tender Enquiry Document and BOQ. **Submission of bids based on the previous Tender Enquiry Document will lead to rejection of the bid.**

The revised critical dates are as follows:

<b>Sr. No.</b>	<b>Particulars</b>	<b>Existing Dates</b>	<b>Amended/Extended Dates</b>
1.	Bid Submission Start Date & Time	12.06.2025 at 04:00 PM	12.06.2025 at 04:30 PM
2.	Bid Submission End Date & Time	02.07.2025 at 04:00 PM	11.07.2025 at 04:30 PM
3.	Bid Opening Date & Time	03.07.2025 at 04:00 PM	12.07.2025 at 04:30 PM

This is for information to all the prospective bidders.

  
**STORES OFFICER (H)  
MAIN HOSPITAL STORE  
AIIMS, New Delhi-110029**

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI-110029, INDIA.**



शरीरमाद्यं रक्तु धर्मसाधनम्

# **TENDER ENQUIRY DOCUMENT**

<b>Advertised Tender Enquiry No:</b>	02/H/Laundry Services/2025-26
<b>Brief Description of Work / Contract:</b>	Supply, Installation, Testing, Commissioning of Hospital Laundry Equipment on a turnkey basis with 02 years comprehensive warranty on <b>Buy-Back Basis</b> and operation of laundry services for a period of 10 years at AIIMS, New Delhi. CAMC for 08 years after completion of 02 years comprehensive warranty.
<b>Contact Details</b>	<b>STORE SECTION (MAIN HOSPITAL) 1ST FLOOR, NEAR BLOOD BANK (Main) Ph:+91-11-2659 3920</b>

## SECTION-I



**ALL INDIA INSTITUTE OF MEDICAL SCIENCES**  
**ANSARI NAGAR, NEW DELHI-110 029**  
**NOTICE INVITING TENDERS (NIT)**

On behalf of Director, AIIMS, Ansari Nagar, New Delhi-110 029, online bids are invited in two bid system (Techno-Commercial Bid and Financial Bid) from reputed, eligible and qualified firms for providing following work/services:

S. No.	Brief Description of Services	Amount of Bid Security/EMD (Rs.)
1.	<b>Tender for Supply, Installation, Testing, and Commissioning of Hospital Laundry Equipment on turnkey basis with 02 years comprehensive warranty on Buy-Back Basis and operation of laundry services for a period of 10 years at AIIMS, New Delhi. CAMC for 08 years after completion of 02 years comprehensive warranty.</b>	<b>INR <u>Rs. 30,00,000 only (Rupees thirty lakhs only)</u></b>

### **CRITICAL DATE SHEET**

Published Date & Time	29.04.2025 at 16:00 PM
Bid Document Download/Sale Start Date	29.04.2025 at 16:00 PM
Pre-Bid Meeting Date & Time	13.05.2025 at 14.30 PM
Pre-Bid Meeting Venue	M.S. Seminar Room, Ground Floor, M.S. Wing, Near Blood Bank Main, Main Hospital AIIMS, New Delhi - 110029
Bid Submission Start Date & Time	12.06.2025 at 16:30 PM
Bid Submission End Date & Time	11.07.2025 at 16:30 PM
Bid Opening Date & Time	12.07.2025 at 16:30 PM

### **Instructions:**

- 1 Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>
2. The Bidder shall download the Tender Enquiry Document directly from the websites <https://eprocure.gov.in/eprocure/app> and shall not tamper/modify it including downloaded Price Bid template in any manner. In case if the same is found to be tempered/modified in any manner, Tender/Bid will be summarily rejected and EMD would be forfeited.
3. The complete bidding process is online. Bidders should be possession of valid Digital Signature Certificate (DSC) of class III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
4. Bidders are advised to follow the instructions provided in the “Instructions for Online Bid Submission” in Para No. 11 of GIB of Tender Enquiry Document.
5. Bidders are advised to visit this website regularly to keep themselves updated, for any changes/modifications in the Tender Enquiry Document.
6. Intending bidder are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of bid, for any corrigendum.
7. The documents to be submitted in their bid may be scanned with 100 dpi with black and white option which helps in fast uploading.
8. The EMD/Bid Security shall be deposited through Bank Guarantee/Demand Draft/FDR drawn in favour of the Director AIIMS New Delhi. The original Earnest Money/Bid Security must be delivered to Asst. Stores Officer, 1st Floor, Store Section (Main Hospital), Near Blood Bank (Main), AIIMS, New Delhi - 110029 till bid opening date and time as mentioned in “Critical Date Sheet” failing which the bid shall be summarily rejected.

## **SECTION - II GENERAL INSTRUCTIONS TO BIDDERS (GIB)**

### **A. PREAMBLE**

#### **1. Definitions and Abbreviations**

1.1 The following definitions and abbreviations, which have been used in these documents shall have the meanings as indicated below:

##### **1.2. Definitions:**

- i) “Purchaser” means the organization i.e. AIIMS/Center/Hospital/Department/Sections getting services as incorporated in the Tender Enquiry Document.
- ii) “Bid” means Quotation / Tender received from a Firm / Tenderer / Bidder.
- iii) “Bidder” means Tenderer/ the Individual or Firm submitting Bids / Quotation / Tender
- iv) “Supplier” means the individual or the firm providing services as incorporated in the Contract.
- v) “Bid Security” (BS) means Earnest Money Deposit / monetary or financial guarantee to be furnished by a bidder along with its tender.
- vi) “Contract” means Contract which means the written agreement entered into between the purchaser and the supplier, together with all the documents mentioned therein and including all attachments, annexure etc. therein.
- vii) “Performance Security” means monetary or financial guarantee to be furnished by the successful bidder for due performance of the Contract placed on it. Performance Security is also known as Security Deposit.
- viii) “Consignee” means the Center/Hospital/Department/Sections /person to whom the services are required to be delivered as specified in the Contract.
- ix) “Specification” also called Technical Specifications means the document/standard that prescribes the requirement with which services has to conform.
- x) “Inspection” means activities of responsibility of contractor and comparing the same with the specified requirement mentioned in the Contract to determine conformity”.
- xi) “Day” means calendar day.

##### **1.3. Abbreviations:**

- i) “ATE” means Advertised Tender Enquiry
- ii) “NIT” means Notice Inviting Tenders.
- iii) “GIB” means General Instructions to Bidders
- iv) “SIB” means Special Instructions to Bidders
- v) “GCC” means General Conditions of Contract
- vi) “SCC” means Special Conditions of Contract
- vii) “BG” means Bank Guarantee
- viii) “GST” means Goods & Service Tax
- ix) “RC” means Rate Contract

#### **2. Introduction**

2.1 The Purchaser has issued these Tender Documents for getting of services as mentioned in Section – VI – “Schedule of Requirements”.

2.2 This section (Section II - “General Instructions to Bidders”) provides the relevant

information as well as instructions to assist the prospective bidders in preparation and submission of bids. It also includes the mode and procedure to be adopted by the bidder for receipt and opening as well as scrutiny and evaluation of bids and subsequent placement of Contract.

2.3 The bidder shall also read the Special Instructions to Bidders (SIB) related to these services, as contained in Section III of these documents and follow the same accordingly. Whenever there is a conflict between the GIB and the SIB, the provisions contained in the SIB shall prevail over those in the GIB.

2.4 Before formulating the bid and submitting the same to the purchaser, the bidder should read and examine all the terms, conditions, instructions, etc. contained in the Tender Document. Failure to provide and/or comply with the required information, instructions etc. incorporated in these Tender Documents may result in rejection of its Bid.

### **3. Availability of Funds**

3.1 Expenditure to be incurred for the proposed services will be met from the funds available with the purchaser.

### **4. Language of Bid**

4.1 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. However, the language of any printed literature furnished by the bidder in connection with its bid may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the bid, the English translation shall prevail.

### **5. Bid Expense**

5.1 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.

## **B. TENDER ENQUIRY DOCUMENT**

### **6. Content of Tender Enquiry Document**

6.1 In addition to Section I – “Notice Inviting Tender” (NIT), the Tender Enquiry Document includes:

- Section II – General Instructions to Bidders (GIB)
- Section III – Special Instructions to Bidders (SIB)
- Section IV – General Conditions of Contract (GCC)
- Section V – Special Conditions of Contract (SCC)
- Section VI – Schedule of Requirements
- Section VII – Introduction & Scope of Work
- Annexure I - Details of equipment
- Annexure II - Details of manpower
- Annexure III - Checklist for laundry operations/services
- Annexure IV - Preferred makes

- Annexure V - Integrity Pact
- Annexure VI - Eligibility Declarations
- Annexure – VII - Site Layout Plan
- Annexure- VIII - Quality Standards/Certifications to be met for Laundry Equipment
- Section VIII – A) Qualification Criteria  
– B) Performa for Performance Statement
- Section IX – Tender Acceptance Form
- Section X – Price Schedules (BOQs)
- Section XI - Manufacturing Authorization Form
- Section XIA - Manufacturing Authorization Form  
(exclusive OEM authorization for Washer Extractors, Drying Tumbler and Flatwork Ironer)
- Section XII – Bank Guarantee Form for Bid Security
- Section XIII – Bank Guarantee Form for Performance Security
- Section XIV - Contract Form
- Section XV – Checklist of documents to be submitted in bid
- Section XVI - Consignee Receipt Certificate
- Section XVII - Final Consignee Acceptance Certificate
- Section XVIII - Final Consignee Acceptance Certificate for Turnkey

6.2 The relevant details of the required Services, the terms, conditions and procedure for Tender, bid evaluation, placement of Contract, the applicable contract terms and, also, the standard formats to be used for this purpose are incorporated in the above mentioned documents. The interested bidders are expected to examine all such details etc. to proceed further.

## **7. Corrigendum to Tender Enquiry Document**

7.1 At any time prior to the deadline for submission of bids, the purchaser may, for any reason deemed fit by it, modify the Tender Enquiry Document by issuing suitable Corrigendum to it

7.2 Corrigendum will be notified through <https://eprocure.gov.in/eprocure/app> only.

7.3 In order to provide reasonable time to the prospective bidders to take necessary action in preparing their bids as per the amendment, the purchaser may, at its discretion extend the deadline appropriately for the submission of bids and other allied time frames, which are linked with that deadline.

## **8. Clarification of Tender Enquiry Document**

8.1 A bidder requiring any clarification or elucidation on any issue of the Tender Enquiry Document may take up the same with the purchaser through CPP Portal only. The purchaser will respond through CPP Portal to such request provided the same is uploaded within the time schedule mentioned in “Critical Date Sheet”.

## **C. PREPARATION OF BIDS**

### **9. Documents Comprising the Bid**

9.1 The **Two Bid System**, i.e. “Techno – Commercial Bid” and “Price Bid” prepared by the bidder shall comprise the following:

**A) Techno – Commercial Bid (Un-priced Bid)**

- i) Scanned copy of “EMD/Bid Security” furnished in accordance with GIB alternatively, documentary evidence as per GIT for claiming exemption from payment of EMD/Bid security to be uploaded.
- ii) Scanned copy of “Tender Acceptance Form” as per Section IX to be uploaded.
- iii) Scanned copy of “Performance Statement” as per Section VIII (B) along with relevant copies of orders and End Users’ satisfaction certificate to be uploaded.
- iv) Scanned Copy of GST Registration Certificate.
- v) The Scanned Copies of following documents, wherever applicable may be uploaded under “Other Important Documents”:
  - a) Bidder who quote for goods manufactured by other manufacturer shall furnish Manufacturer’s Authorization Form as per Section- XI & Section-XIA.
  - b) A self-declaration confirming for Sole Proprietorship/Partnership/Private Limited Firm as the case may be.
  - c) Copies of audited balance sheet and profit & loss account as per tender requirement.
  - d) Product catalogues/Data Sheets for the quoted items.
  - e) Copies of quality certificates, as applicable must be provided as per Annexure VIII. Quality Standards & Certifications to be met for Laundry Equipment.
  - f) Modified Integrity Pact must be submitted duly signed & stamped along with technical bid failing which bids will be rejected.
  - g) Any other document as per tender requirement.

**Note:**

1. It is the responsibility of bidder to go through the Tender Enquiry Document to ensure uploading all required documents in addition to above, if any.

**B) Price Bid:**

1. **Schedule of price bid in the form of BoQ\_XXXX .xls**

**The below mentioned (Section X) price bid is provided as BoQ\_XXXX.xls format along with this Tender Enquiry Document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ\_XXXX.xls format as it is and quote their offer/rates in the permitted column for the prices quoted by the vendors under Price Schedule A, B, C, D & E and upload the same in the commercial bid. The bidder is also required to submit the price breakup of their quoted in prescribed format provided in tender.**

**Total price quoted in respective Price Formats A, B, C, D & E (in pdf) must match with the price quoted in respective column of BOQ.xls on CPP portal.**

**However, if there is discrepancy between the total price quoted in BOQ.xls on CPP portal and its price breakup provided in Price Schedule Formats A (in pdf), B (in pdf), , C (in pdf), D (in pdf) & E (in pdf), in that case the price quoted in BOQ.xls on CPP portal shall prevail.**

***Bidder shall not tamper/modify downloaded price bid template in any manner.***

**In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing business**

with AIIMS New Delhi.

2. The firm will quote price as per price schedules.
  3. The rates quoted will be all inclusive of taxes.
  4. Payments will be made on pro-rata basis on the rate quoted.
  5. In the financial bid, though the price quoted should be inclusive, however the component of statutory taxes should be indicated separately.
  6. The bidder shall submit only one plan and submit price bid for the same. The bids with multiple plans/price bids will be rejected.
  7. The service provider should mention additional features that will be provided free of charge with the connections.
- 9.2 The authorized signatory of the bidder must digitally sign the bid. Individuals digitally signing the bid or other documents connected with a Contract must specify whether he/she signs as:
- i) A 'Sole Proprietor' of the firm or constituted attorney of such Sole Proprietor.
  - ii) In case of partnership firm he must have authority to quote & to refer to arbitration dispute concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney;
  - iii) Constituted attorney of the firm if it is a company.
  - iv) Joint venture and consortium of firms are not eligible for participating in tender.

Note:

- 1) In case of (ii) above, a copy of the partnership agreement duly registered with "Registrar of Firm's" or general power of attorney, in either, case, attested by a Notary Public should be uploaded, or affidavit on stamped paper of all the partners admitting execution of the partnership agreement or the general power of attorney should be uploaded.
  - 2) In case of the partnership firms, where no authority to refer disputes concerning the business of the partnership has been conferred on any partner, the bid and all other related documents must be signed by every partner of the firm and uploaded.
  - 3) Person digitally signing the Tender Acceptance Form or any documents forming part of the contract on behalf of another shall be deemed to warrantee that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the purchaser may, without prejudice to other civil and criminal remedies, liable for rejection of bid or cancel of contract and hold the signatory liable for all cost and damages.
- 9.3 A bid, which does not fulfill any of the above requirements and/or gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.
- 9.4 Bid sent by fax/email shall be ignored.

## **10 Documents Establishing Bidder's Eligibility and Qualifications**

- 10.1 The bidder shall furnish, as part of its bid, relevant details and documents establishing its eligibility to quote and its qualifications to perform the Contract if its bid is accepted.

**11. Documents establishing Good's/Service/Work's Conformity to Tender Enquiry Document.**

- 11.1 In case there is any variation and/or deviation between the services prescribed by the purchaser and that offered by the bidder, the bidder shall list out the same in a chart form without ambiguity and provide the same along with its bid.
- 11.2 If a bidder furnishes wrong and/or misleading data, statement(s) etc. about technical acceptability of the services offered by it, its bid will be liable to be ignored and rejected in addition to other remedies available to the purchaser in this regard.

**12. Bid Security (BS) /EMD**

- 12.1 Pursuant to this, bidder shall furnish along with its bid, Bid Security for amount as shown in the Notice Inviting Tenders (NIT).
- 12.2 The original Earnest Money/Bid Security must be delivered to address as given in NIT till bid opening date and time as mentioned in "Critical Date Sheet" failing which the bid shall be summarily rejected. The scanned copy of original Bid Security/EMD may be uploaded along with the bid. EMD exemption will be given as per existing guidelines issued by Govt. of India (GoI). For EMD exemptions applicable bidders must submit valid supporting documents, otherwise the bids will be rejected.
- 12.3 The bidders who are currently registered with MSME for the services as per Tender document specification shall be eligible for exemption from Bid Security as defined in MSE Procurement Policy issued by the department of MSME. In case the bidder falls in this category, the bidder shall upload relevant certificate of registration for the subject services issued by department of MSME. For EMD exemptions applicable bidders must submit valid supporting documents, otherwise the bids will be rejected
- 12.4 The Bid Security shall be denominated in Indian Rupees. The Bid Security shall be furnished in one of the following forms:
- i) Account Payee Demand Draft/ Banker's cheque
  - ii) Fixed Deposit Receipt
  - iii) Bank Guarantee
- 12.5 The demand draft or banker's cheque shall be drawn on any commercial bank in India, in favour of as indicated in the NIT payable at New Delhi. In case of Bank Guarantee, the same is to be provided from any commercial bank in India or country of the bidder as per the format specified under Section XII in these documents.
- 12.6 The Bid Security shall be valid for a period of forty-five (45) days beyond the validity period of the bid. As validity period of Bid is 270 days, the Bid Security shall be valid for 315 days from Techno – Commercial Bid opening date.
- 12.7 The Bid Security of successful bidder will be returned without any interest, after receipt of performance security from that bidder.

Bid Security is required to protect the purchaser's right against the risk of the Bidder's conduct, which would warrant the forfeiture of the Bid Security. Bid Security of a bidder will be forfeited, if the bidder withdraws or amends its bids or impairs or derogates from the bid in any respect within the period of validity of its bid or if it comes to the notice that the information/documents furnished in its bid is

incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The Bid Security of the successful bidder will be forfeited without prejudice to other rights of Purchaser if it fails to furnish the required performance security within the specified period.

### **13. Bid Validity**

- 13.1 The bid shall remain valid for acceptance for a period of 270 days (Two hundred and Seventy days) after the date of bid opening prescribed in the Tender Document. Any bid valid for a shorter period shall be treated as unresponsive and rejected.
- 13.2 In exceptional cases, the bidder may be requested by the purchaser to extend the validity of their bids up to a specified period. Such request(s) and responses thereto shall be conveyed by mail/fax/email. The bidders, who agree to extend the bid validity, are to extend the same without any change or modification of their original bid and they are also to extend the validity period of the Bid Security accordingly. A bidder, who may not agree to extend its bid validity after the expiry of the original validity period, their bid will not be considered further and the Bid Security furnished by them shall be returned.
- 13.3 In case the day up to which the bids are to remain valid falls on/ subsequently declared a holiday or closed day for the purchaser, the bid validity shall automatically be extended up to the next working day.

### **14 Instructions for Online Bid Submission and Registration on CPP Portal:**

- 14.1 The bidders shall submit their online bids as per the instruction given for online bid process. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.
- 14.2. Registration on CPP Portal:
- i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
  - ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
  - iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
  - iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode/eMudhra etc.), with their profile.
  - v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
  - vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### 14.3. Searching for Tender Enquiry Document on CPP Portal:

There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- i) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- ii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### 14.4. Preparation of Bids for uploading on CPP Portal

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the Tender Enquiry Document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii) Bidder, in advance, should get ready the documents/BOQ to be uploaded as indicated in the Tender Enquiry Document and generally, they can be in PDF/XLS / RAR / DWF/JPG formats. Scanned documents to be uploaded may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document and resulting in fast uploading. It is the responsibility of the bidder to ensure that uploaded scanned documents are legible.
- iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### 15 Submission of Bids for uploading on CPP Portal

- 15.1 Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 15.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender Enquiry document.
- 15.3 Bidder has to select the payment option as "offline" to pay the Bid Security/ EMD as applicable and enter details of the instrument.

- 15.4 Bidder should prepare the Bid Security/EMD as per the instructions specified in the Tender Enquiry Document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the Tender Enquiry Document. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- 15.5 The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 15.6 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 15.7 The uploaded Tender/Bid shall become readable only after the tender opening by the authorized bid openers.
- 15.8 Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 15.9 The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 15.10 Assistance to Bidders for uploading CPP Portal:
- i) Any queries relating to the Tender Enquiry Document and the terms and conditions contained therein should be addressed to the Tender Inviting

- Authority for a tender or the relevant contact person indicated in the NIT.
- ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk

## **E. BID OPENING**

### **16. Opening of Bids**

E- Bids will be opened after due time and date and the bidders may check the status etc. on CPP Portal.

## **F. SCRUTINY AND EVALUATION OF BIDS**

### **17. Basic Principle**

- 17.1 Bids will be evaluated on the basis of the terms & conditions already incorporated in the Tender Enquiry Document, based on which bids have been received and the terms,

Conditions etc. mentioned by the bidders in their bids. No new condition will be brought in while scrutinizing and evaluating the bids.

### **18. Scrutiny of Bids**

- 18.1 The Purchaser will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required Bid Securities have been furnished, whether the documents have been properly signed stamped and whether the Bids are generally in order.
- 18.2 The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 18.3 The Bids will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the Tender Enquiry Document. The bids, which do not meet the basic requirements, are liable to be treated as non-responsive and will be rejected.
- 18.4 In the absence of submission of the following, a bid shall be declared non-responsive during the evaluation and will be ignored;
- i) Tender Acceptance Form as per Section IX (signed & stamped) not uploaded.
  - ii) Bid validity is shorter than the required period.
  - iii) Required Bid Security (Amount, validity etc.)/exemption documents have not been uploaded as per stipulated provisions.
  - iv) Bidder has not agreed to give the required Performance Security of required amount in an acceptable form for due performance of the contract.
  - v) Bidder has not agreed to other essential condition(s) specially incorporated in the Tender document like terms of payment, penalty clause, dispute resolution mechanism, and applicable law.
  - vi) Poor/unsatisfactory past performance.
  - vii) Bidders who stand de-registered/banned/blacklisted by any Central Govt. Ministries/AIIMS, New Delhi.
  - viii) Bidder has not agreed to currency of Contract period.
  - ix) **Bidder has submitted conditional bid.**
  - x) Bidder has not quoted for all the items and not as per the formats as per tender requirements.
  - xi) Eligibility Declaration under provision of Public Procurement Policies not submitted by bidder.

- xii) Declaration by Agents/Associates of foreign principal not submitted.
- xiii) Order copies/contracts and performance certificate not submitted.
- xiv) Annual reports and balance sheet for the last three years duly certified by Chartered Accountant ending March 2024 not enclosed.
- xv) **Total price quoted in respective Price Formats i.e Part-A, Part-B, Part-C, Part-D & Part-E (in pdf) must match with the price quoted in respective column of BOQ.xls on CPP portal. However, if there is discrepancy between the total price quoted in BOQ.xls on CPP portal and its price breakup provided in Price Schedule Formats Part-A (in pdf), Part-B (in pdf), Part-C (in pdf), Part-D (in pdf) & Part-E (in pdf), in that case the price quoted in BOQ.xls on CPP portal shall prevail.**
- xvi) Any Other document as defined under Qualification Criteria.

## **19. Minor Infirmary/Irregularity/Non-Conformity**

- 19.1 If during the evaluation, the purchaser finds any minor infirmity and/or irregularity and/or non-conformity in a bid, the purchaser will convey its observation on such 'minor' issues, which has no price implication, to the bidders by registered/speed post/ e-mail etc. asking the bidder to respond by a specified date. If the bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that bid will be liable to be ignored.

## **20. Qualification Criteria**

- 20.1 Bids of the bidder, who have not uploaded required documents or do not meet the required Qualification Criteria prescribed in Section VIII, will be treated as non-responsive and will not be considered further.

## **21. Comparison of Bids**

- 21.1. **The comparison of the responsive bids received will be based on the sum of the prices quoted for the supply, installation, testing & commissioning (SITC) of the new Laundry Set-up with 02 years comprehensive warranty less Buy-Back price of old equipment + cost towards Turnkey works with 02 years comprehensive warranty + 08 years CAMC charges + 10 years Operational Cost (i.e. during 2 years comprehensive warranty + 8 years CAMC). The contract shall be awarded to the lowest bidder.**

## **22. Bidder's capability to perform the Contract**

- 22.1 The purchaser, through the above process of bid scrutiny and bid evaluation will determine to its satisfaction whether the bidder, whose bid has been determined as the lowest evaluated responsive bid is eligible, qualified and capable in all respects to perform the Contract satisfactorily.
- 22.2 The above-mentioned determination will, inter alia, take into account the bidder satisfying all the requirements of the purchaser as incorporated in the Tender Enquiry Document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the bidder in its bid as well as such other allied information as deemed appropriate by the purchaser.

## **23. Contacting the Purchaser**

- 23.1 From the time of submission of bid to the time of awarding the Contract, if a bidder needs to contact the purchaser for any reason relating to NIT/Tender Enquiry Document and / or its bid, it should do so only through CPP portal.

- 23.2 In case a bidder attempts to influence the purchaser in the purchaser's decision on scrutiny, comparison & evaluation of bids and awarding the contract, the bid of the bidder shall be liable for rejection in addition to appropriate administrative actions being taken against that bidder, as deemed fit by the purchaser.

## **G. AWARD OF CONTRACT**

### **24. Purchaser's Right to accept any bid and to reject any or all bids.**

- 24.1 The purchaser reserves the right to accept in part or in full any bid or reject any one or more bid(s) without assigning any reason or to cancel the Tender process and reject all bids at any time prior to award of Contract, without incurring any liability, whatsoever to the affected bidder(s).

### **25. Award Criteria**

- 25.1 Subject to the above, the Contract will be awarded to the lowest evaluated responsive bidder decided by the purchaser.

### **26. Notification of Award**

- 26.1 Before expiry of the bid validity period, the purchaser will notify the successful bidder (s) in writing, by registered / speed post or by email (to be confirmed by registered / speed post/email) that its bid for Goods/Works/services, which have been selected by the purchaser, has been accepted. The successful bidder must furnish to the purchaser the required Performance Security within thirty days from the date of dispatch of this notification, failing which the Bid Security will be forfeited and the award will be cancelled. Relevant details about the Performance Security have been provided in clause 5 of GCC under Section IV.
- 26.2 The Notification of Award shall constitute the conclusion of the Contract.

### **27. Issue of Contract**

- 27.1 Promptly after notification of award, the Purchaser will mail the Contract form (as per Section XIV) duly completed and signed, in duplicate, to the successful bidder by registered / speed post.
- 27.2 Within twenty one days from the date of the Contract, the successful bidder shall return the acknowledgement of the original copy of the Contract, duly signed and dated, to the Purchaser/ by registered / speed post/courier.

### **28. Non-receipt of Performance Security by the Purchaser**

- 28.1 Failure of the successful bidder in providing Performance Security and / or returning Contract copy duly signed in terms of GIB clauses above shall make the bidder liable for forfeiture of its Bid Security and, also, for further actions by the Purchaser it as per the clause 24 - Termination of default of GCC under Section IV.

### **29. Return of Bid Security/EMD**

- 29.1 The Bid Security/EMD of the successful bidder and the unsuccessful bidder will be returned to them without any interest, whatsoever, in terms of Clause 13 of GIB.

### **30. Publication of Bid Result**

- 30.1 The name and address of the successful bidder (s) receiving the Contract (s) will be mentioned in the CPP Portal.

## **H. CORRUPT OR FRADULENT PRACTICES**

### **31. Corrupt or Fraudulent Practices**

- 31.1 It is required by all concerned namely the Bidder /Suppliers/ Purchaser/Consignee/End User etc. to observe the highest standard of ethics during the procurement and execution of such Contract. In pursuance of this policy, the Purchaser: -
- a) defines, for the purposes of this provision, the terms set forth below as follows:
    - i) “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in Contract execution; and
    - ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract to the detriment of the Purchaser, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition;
  - b) Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract in question;
  - c) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Contract by the purchaser if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract.

**SECTION – III**  
**SPECIAL INSTRUCTIONS TO BIDDERS (SIB)**

The following Special Instructions to Bidders will apply for this purchase. These special instructions will modify/substitute/supplement the corresponding General Instructions to Bidders (GIB) incorporated in Section II. The corresponding GIB clause numbers have also been indicated in the text below:

In case of any conflict between the provision in the GIB and that in the SIB, the provision contained in the SIB shall prevail.

<b>Sl. No.</b>	<b>GIB Clause No.</b>	<b>Topic</b>	<b>SIB Provision</b>
1.	1 - 32		No Change

**SECTION - IV**  
**GENERAL CONDITIONS OF CONTRACT (GCC)**

**1. Application**

The General Conditions of Contract incorporated in this section shall be applicable for this purchase to the extent the same are not superseded by the Special Conditions of Contract as prescribed under Section V, Schedule of Requirements under Section VI and Scope of work under Section VII of this document.

**2. Use of contract documents and information**

The supplier shall not, without the purchaser/buyer's prior written consent, disclose the contract or any provision thereof including any specification, drawing, sample or any information furnished by or on behalf of the purchaser/buyer in connection therewith, to any person other than the person(s) employed by the supplier in the performance of the contract emanating from this Bidding Document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.

**3. Patent Rights**

The supplier shall, at all times, indemnify and keep indemnified the purchaser/buyer, free of cost, against all claims which may arise in respect of goods & services to be provided by the supplier under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks. In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the purchaser/buyer, the purchaser/buyer shall notify the supplier of the same and the supplier shall, at his own expenses take care of the same for settlement without any liability to the purchaser/buyer.

**4. Country of Origin**

The country of origin be specified in the bid.

**5. Performance Security**

**5.1 Performance Security**

The supplier shall furnish 2 (two) Performance Securities to the Purchaser as detailed below:

- (1) Within Thirty (30) days from date of the issue of notification of award by the purchaser, supplier shall furnish Performance Security for an amount equal to **Five Percent (5%)** of the total value of the CAPEX contract (including turnkey), valid up to ninety (90) days after the date of completion of all contractual obligations by the supplier, including the comprehensive warranty obligations and,
- (2) Within Thirty (30) days from date of the issue of notification of award/completion of CAPEX work by the Purchaser, the supplier, shall furnish an additional equivalent Performance Security (**Five Percent (5%)**) of the **yearly/annual** value of the OPEX contract) to the Purchaser, valid up to ninety (90) days after the date of completion of all contractual obligations of operations contract by the supplier

- 5.2 The Performance security shall be denominated in Indian Rupees only:

It shall be in any one of the forms namely Account Payee Demand Draft, **Bank Guarantee, Insurance Surety Bonds** or Fixed Deposit Receipt drawn from any Scheduled bank in India or Bank Guarantee issued by a Scheduled bank in India, this document in favour of the Purchaser/buyer. The validity of the Fixed Deposit Receipt or Bank Guarantee will be for a period up to ninety (90) days beyond **10 years operational** period.

- 5.3 In the event of any failure/default of the supplier with or without any quantifiable loss to the government including furnishing of consignee wise Bank Guarantee for CAMC security, the amount of the performance security is liable to be forfeited. The needful will be done to cover any failure/default if the supplier with or without any quantifiable loss to the Government.
- 5.4 In the event of any amendment issued to the contract, the supplier shall, within fifteen (15) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.
- 5.5 The CAMC will commence automatically from the date of expiry of the Comprehensive warranty Period. It is the responsibility of the vendor to ensure that there should be no break between the comprehensive warranty and CAMC period.
- 5.6 Subject to GCC sub clause above, the Purchaser/buyer will release the Performance Security without any interest to the supplier on completion of the supplier's all contractual obligations including the comprehensive warranty obligations & after receipt of Consignee wise bank guarantee for CAMC security in favour of concerned Director AIIMS.

## 6. **Technical Specifications and Standards**

The Goods & Services to be provided by the supplier under this contract shall conform to the 'Technical Specification' of this document.

## 7. **Packing and Marking**

- 7.1 The packing for the goods to be provided by the supplier should be strong and durable enough to withstand, without limitation, the entire journey till the installation during transit including transshipment (if any), rough handling, open storage etc. without any damage, deterioration etc. As and if necessary, the size, weights and volumes of the packing cases shall also take into consideration, the remoteness of the final destination of the goods and availability or otherwise of transport and handling facilities at all points during transit up to final destination as per the contract.
- 7.2 The quality of packing, the manner of marking within & outside the packages and provision of accompanying documentation shall strictly comply with the requirements as provided in Technical Specifications. In case the packing requirements are amended due to issue of any amendment to the contract, the same shall also be taken care of by the supplier accordingly.
- 7.3 Packing instructions:

Unless otherwise mentioned in the Technical Specification and in SCC under Section V, the supplier shall make separate packages for each consignee (in case there is more than one

consignee mentioned in the contract) and mark each package on three sides with the following with indelible ink of proper quality:

- a. Contract number and date
- b. Brief description of goods including quantity
- c. Packing list reference number
- d. Country of origin of goods
- e. Consignee's name and full address and
- f. Supplier's name and address

## **8. Inspection, Testing and Quality Control**

- 8.1 The purchaser/buyer and/or its nominated representative(s) will, without any extra cost to the purchaser/buyer, inspect and/or test the ordered goods and the related services to confirm their conformity to the contract specifications and other quality control details incorporated in the contract. The purchaser/buyer shall inform the supplier in advance, in writing, the purchaser's programme for such inspection and, also the identity of the officials to be deputed for this purpose. "The cost towards the transportation, boarding and lodging will be borne by the purchaser/buyer and/or its nominated representative(s) for the first visit. In case the goods are rejected in the first instance and the supplier requests for re-inspection, and if same is accepted by Purchaser/Consignee, all subsequent inspections shall be at the cost of the supplier. The expense will be to and fro Economy Airfare, Local Conveyance, Boarding and Lodging of the inspection team for the inspection period."
- 8.2 The Technical Specification incorporated in the contract shall specify what inspections and tests are to be carried out and, also, where and how they are to be conducted. If such inspections and tests are conducted in the premises of the supplier or its subcontractor(s), all reasonable facilities and assistance, including access to relevant drawings, design details and production data, shall be furnished by the supplier to the purchaser's inspector at no charge to the purchaser/buyer.
- 8.3 If during such inspections and tests the contracted goods fail to conform to the required specifications and standards, the purchaser's inspector may reject them and the supplier shall either replace the rejected goods or make all alterations necessary to meet the specifications and standards, as required, free of cost to the purchaser/buyer and re-submit the same to the purchaser's inspector for conducting the inspections and tests again.
- 8.4 In case the contract stipulates pre-dispatch inspection of the ordered goods at supplier's premises, the supplier shall put up the goods for such inspection to the purchaser/buyer's inspector well ahead of the contractual delivery period, so that the purchaser'/buyer's inspector is able to complete the inspection within the contractual delivery period.
- 8.5 If the supplier tenders the goods to the purchaser/buyer's inspector for inspection at the last moment without providing reasonable time to the inspector for completing the inspection within the contractual delivery period, the inspector may carry out the inspection and complete the formality beyond the contractual delivery period at the risk and expense of the supplier. The fact that the goods have been inspected after the contractual delivery period will not have the effect of keeping the contract alive and this will be without any prejudice to the legal rights and remedies available to the purchaser under the terms & conditions of the contract.
- 8.6 The purchaser/buyer's contractual right to inspect, test and, if necessary, reject the goods after the goods' arrival at the final destination shall have no bearing of the fact that the goods have

previously been inspected and cleared by purchaser's inspector during pre-dispatch inspection mentioned above.

“On rejection, the supplier shall remove such stores within 14 days of the date of intimation of such rejection from the consignee's premises. If such goods are not removed by the supplier within the period mentioned above, the purchaser/consignee may remove the rejected stores and either return the same to the supplier at his risk and cost by such mode of transport as purchaser/consignee may decide or dispose of such goods at the suppliers risk to recover any expense incurred in connection with such disposals and also the cost of the rejected stores if already paid for.”

- 8.7 Goods accepted by the purchaser/buyer and/or its inspector at initial inspection and in final inspection in terms of the contract shall in no way dilute purchaser's/buyer right to reject the same later, if found deficient in terms of the comprehensive warranty clause of the contract.

## 9. **Terms of Delivery**

Goods shall be delivered by the supplier in accordance with the terms of delivery and as per the delivery period specified in the schedule of requirement. Please note that the time shall be the essence of the contract.

## 10. **Transportation of Goods**

Instructions for transportation of goods offered:

The supplier shall not arrange part-shipments without the express/prior written consent of the purchaser.

## 11. **Insurance**

- 11.1 The supplier shall make arrangements for insuring the goods against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the following manner:

- i) In case of supply of domestic goods on Free Delivery at Consignee's Site basis, the supplier shall be responsible till the entire stores contracted for arrival in good condition at destination. The transit risk in this respect shall be covered by the Supplier by getting the stores duly insured for an amount equal to 110% of the value of the goods from warehouse to warehouse (consignee site) on all risk basis. The insurance cover shall be obtained by the Supplier and should be valid till 3 months after the receipt of goods by the Consignee.

If the equipment is not commissioned and handed over to the consignee within 3 months, the insurance will have to be extended by the supplier at their cost till the successful installation, testing, commissioning and handing over of the goods to the consignee. In case the delay in the installation and commissioning is due to handing over of the site to the supplier by the consignee/End User, such extensions of the insurance will still be borne by the supplier, but the insurance extension charges at actual will be reimbursed.

## 12. **Spare parts**

- 12.1 If specified in the List of Requirements and in the resultant contract, the supplier shall supply/provide any or all of the following materials, information etc. pertaining to spare parts manufactured and/or supplied by the supplier:

- a) The spare parts as selected by the buyer/End User to be purchased from the supplier, subject to the condition that such purchase of the spare parts shall not relieve the supplier of any contractual obligation **during 10 Years operations** including comprehensive warranty obligations; and
- b) In case the production of the spare parts is discontinued:
  - i) Sufficient advance notice to the buyer/End User before such discontinuation to provide adequate time to the purchaser/buyer to purchase the required spare parts etc., and
  - ii) Immediately following such discontinuation, providing the buyer/End User, free of cost, the designs, drawings, layouts and specifications of the spare parts, as and if requested by the buyer/End User.

12.2 Supplier shall carry sufficient inventories to assure ex-stock supply of consumables and spares for the goods so that the same are used during comprehensive warranty and CAMC period. A tripartite agreement between the OEM, supplier and purchaser shall be made to this effect.

### 13. **Incidental services**

13.1 The supplier shall be required to perform the following services:

- i) Installation & Commissioning, Supervision, Demonstration, Trial run etc. of the goods.
- ii) Turnkey works as specified.
- iii) Training of Consignee's/End Users, Staff, operators etc. for operating and maintaining the goods.
- iv) Supplying required number of operation & maintenance manual for the goods.

### 14. **Distribution of Dispatch Documents for Clearance/Receipt of Goods**

The supplier shall send all the relevant dispatch documents well in time to enable the purchaser/buyer clear or receive (as the case may be) the goods in terms of the contract. Unless otherwise specified in the SCC, the usual documents involved and the drill to be followed in general for this purpose are as follows:

Within 24 hours of dispatch, the supplier shall notify the concerned Store Officer in AIIMS Clearing Agent and others concerned the complete details of dispatch and also supply following documents by air mail/ courier etc. with intimation by e-mail:

- a) Commercial Supplier's Invoice giving full details of the goods including quantity, value, etc.
- b) Packing list;
- c) Insurance Certificate;
- d) Manufacturer's guarantee and Inspection certificate;
- e) Inspection certificate issued by the Purchaser's Inspector; (if applicable)
- f) Any other document(s) as and if required in terms of the contract.

### 15. **Comprehensive warranty and CAMC:**

**15.1** The bidders must quote for two years Comprehensive warranty as per Conditions of Contract of the Tender document for complete equipment (Including all spares, labour and third party items) including Turnkey Work (if required), from the date of satisfactory installation, commissioning, trial run, handing over and acceptance of the goods by the User Department.

- 15.2 The supplier warrants comprehensively that the goods supplied under the contract are new, unused and incorporate all recent improvements in design and materials unless prescribed otherwise by the purchaser/buyer in the contract. The supplier further warrants that the goods supplied under the contract shall have no defect arising from design, materials (except when the design adopted and/or the material used are as per the Purchaser/buyer's specifications) or workmanship or from any act or omission of the supplier, that may develop under normal use of the supplied goods under the conditions prevailing in India. Supplier shall provide any up gradation in the quoted model free of cost including software up gradations.
- 15.3 The two years comprehensive warranty shall include all spares, labour and preventive maintenance from the date of completion of the satisfactory installation and acceptance till comprehensive warranty period.
- 15.4 The eight years Comprehensive Annual Maintenance Contract after two years comprehensive warranty which shall include all spares, labour and preventive maintenance.
- 15.5 Comprehensive warranty as well as Comprehensive Annual Maintenance Contract will be inclusive of all spares and accessories and turnkey works carried out by the supplier and it will also cover the following, wherever applicable but not limited to: -
- All types of gaskets, mechanical seals,
  - All glass, plastic & rubber spare parts,
  - All kinds of motors, sensors, filters
  - Circuit boards, displays
  - Printers and imagers including laser and thermal printers with all parts.
  - Any other parts/spares, necessary for functionality of the machine/equipment
- 15.6 In case of any claim arising out during the comprehensive warranty and CAMC the Purchaser/Consignee shall promptly notify the same in writing/verbally to the supplier.
- 15.7 Upon receipt of such notice, the supplier shall, within 8 hours on a 24(hrs) X 7 (days) X 365 (days) basis respond to take action to repair or replace the defective goods or parts thereof, free of cost, at the ultimate destination. The supplier shall take over the replaced parts/goods after providing their replacements and no claim, whatsoever shall lie on the purchaser/buyer for such replaced parts/goods thereafter. The penalty clause for non-rectification will be applicable as per conditions laid down in the Bidding Document.
- 15.8 In the event of any rectification of a defect or replacement of any defective goods during the comprehensive warranty period, the comprehensive warranty for the rectified/replaced goods shall be up to the completion of the original comprehensive warranty of the main equipment or the spare whichever is later.
- 15.9 If the supplier, having been notified, fails to respond to take action to repair or replace the defect(s) within 8 hours on a 24(hrs) X 7 (days) X 365 (days) basis, the purchaser/buyer may proceed to take such remedial action(s) as deemed fit by the purchaser/buyer, at the risk and expense of the supplier and without prejudice to other contractual rights and remedies, which the purchaser/buyer may have against the supplier.
- 15.10 During comprehensive warranty and CAMC the supplier is required to visit at each consignee's site at least once in 3 months or as recommended in the product manual whichever is lesser commencing from the date of the installation for preventive maintenance of the goods.

- 15.11 The Purchaser/Consignee reserve the rights to enter into Comprehensive Annual Maintenance Contract between the Purchaser/buyer and the Supplier for the period as mentioned in Bidding Document before the expiry of comprehensive warranty period.
- 15.12 The supplier along with its Manufacturer, Indian Agent and the CAMC provider shall ensure continued supply of the spare parts for the machines and equipment supplied by them to the purchaser/buyer for 10 years or till life of the equipment whichever is higher from the date of installation and handing over.
- 15.13 The Supplier along with its Manufacturer/ Indian Agent and the CAMC Provider shall always accord most favoured client status to the Purchaser vis-à-vis its other Clients/Purchasers/buyer of its equipment/machines/goods etc. and shall always give the most competitive price for its machines/equipment supplied to the Purchaser/Consignee.

**16. Assignment**

The Supplier shall not assign or sublet, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Purchaser's prior written permission.

**17. Sub Contracts**

- 17.1 The Supplier shall notify the Purchaser/buyer in writing of all sub contracts awarded under the contract, if not already specified in its bid. Such notification, in its original bid or later, shall not relieve the Supplier from any of its liability or obligation under the terms and conditions of the contract.
- 17.2 Sub contract shall be only for relevant bought out items and sub-assemblies.
- 17.3 Copies of the subcontract, if any, shall be made available to the purchaser as asked for.

**18. Modification of Contract**

- 18.1 If necessary, the purchaser/buyer may, by a written order given to the supplier at any time during the currency of the contract, amend the contract by making alterations and modifications within the general scope of contract in any one or more of the following:
- a) Specifications, drawings, designs etc. where goods to be supplied under the contract are to be specially manufactured for the purchaser/buyer,
  - b) Mode of packing,
  - c) Incidental services to be provided by the supplier
  - d) Mode of dispatch,
  - e) Place of delivery, and
  - f) Any other area(s) of the contract, as felt necessary by the purchaser/buyer depending on the merits of the case.
- 18.2 In the event of any such modification/alteration causing increase or decrease in the cost of goods and services to be supplied and provided, or in the time required by the supplier to perform any obligation under the contract, an equitable adjustment shall be made in the contract price and/or contract delivery schedule, as the case may be, and the contract amended accordingly. If the supplier doesn't agree to the adjustment made by the Purchaser/buyer the

supplier shall convey its views to the Purchaser/buyer within seven days from the date of the supplier's receipt of the Purchaser/buyer's amendment/modification of the contract.

## 19. **Prices**

Prices to be charged by the supplier for supply of goods and provision of services in terms of the contract shall not vary from the corresponding prices quoted by the supplier in its bid and incorporated in the contract except for any price adjustment authorized.

## 20. **Taxes and Duties**

Supplier shall be entirely responsible for GST or any other statutory levies if applicable incurred until delivery of the contracted goods to the purchaser/buyer.

## 21. **Terms and Mode of Payment**

### 21.1 **Payment Terms**

Payment Terms for the Contract shall be as follows:

#### A) **Payment for Indigenous as well as Imported Goods (M&E) in Indian Rupees (INR).**

Payment shall be made in Indian Rupees as specified in the contract in the following manner:

a) **On delivery:** 75% payment of the contract price shall be paid on receipt of goods in good condition and upon the submission of the following documents:

- i) Original copies of supplier's invoice showing contract number, goods description, quantity, packing list, unit price and total amount;
- (ii) Consignee Receipt Certificate as per Section **XVI** of bidding document in original issued by the authorized representative of the consignee;
- (ii) Two copies of packing list identifying contents of each package;
- (iv) Inspection certificate issued by the nominated Inspection agency, if any.
- (v) Insurance Certificate as per GCC Clause 11
- (vi) Certificate of origin.

Note : 75% Payment on delivery will be made only on receipt of all the Laundry Machinery at the site of installation.

b) **On Installation/Acceptance:** Balance 25% payment would be made in Indian Rupees as indicated in the contract, on satisfactory installation, testing & commissioning of all Laundry Machinery & Equipment against “**Consignee Acceptance/Installation Certificate as per Section XVII**” of goods to be issued by the End User subject to recoveries, if any, either on account of non-rectification of defects/deficiencies not attended by the Supplier or otherwise.

B) **Payment of Turnkey works at site:** The payment related to engineering works i.e. Civil/Electrical/air-conditioning/fire-fighting/piped natural gas/telecommunications works etc. will be released in Indian Rupees as indicated in the contract, on satisfactory completion of turnkey works at site. The payment for engineering works shall be made on submission of “**Consignee Acceptance Certificate for Turnkey Works**” as per Section **XVIII** duly signed by the concerned Engineer-In -Charge after verification of the work and countersigned by the End User.

**NOTE:** Invoice should be raised in the name of consignee with GSTIN of consignee only. Subsequent to delivery and acceptance of the goods the bills to be forwarded to Main Hospital Stores, AIIMS for its payment.

**C) Payment for Comprehensive Annual Maintenance Contract Charges:** The payment of CAMC after satisfactory completion of 02 years comprehensive warranty period will be made in Indian Rupees as indicated in the contract, on quarterly basis, after satisfactory completion of said period. The invoices should be duly certified by the End User confirming satisfactory services and assessment of applicable penalties, if any.

**D) Payment Terms during 10 years Operational Services (after satisfactory completion of Installation, Testing & Commissioning of new Laundry Set-up)**

Payment shall be released on a monthly basis upon satisfactory completion of the assigned work. The vendor is required to submit the invoices for the relevant period to the Main Hospital Stores, AIIMS, no later than the 10th of each month. The invoice must be accompanied by the following documents:

1. A detailed statement indicating the number of personnel deployed and their respective areas of assignment, duly certified by an authorized official of AIIMS..
2. Biometric attendance records for the entire month, duly signed and attested on a daily basis by the Laundry Manager, and verified monthly by the concerned Duty Officer and countersigned by the Officer In-Charge.
3. Proof of salary disbursement to all deployed personnel into valid bank accounts. Certified copies of the bank transactions along with individual payment slips of all employees must be submitted with the invoice.
4. A monthly performance report indicating satisfactory completion of services, signed by the Laundry Manager and Duty Officer, and countersigned by the Officer In-Charge. The report must also include any penalties imposed as per the Key Performance Indicators (KPIs).
5. Batch-wise chemical procurement reports along with Material Data Safety (MDS) sheets for the chemicals used during the month. Supporting purchase invoices for the respective month must also be enclosed.
6. Immunization records of all deployed personnel, along with the updated deployment list.

It may take tentatively 45 days after submission of invoices alongwith all the required documents to release the payment by AIIMS.

**In addition, the firm must ensure the following: -**

(i) Firm shall provide IP numbers allotted by ESI authorities for each and every personnel deployed by them at AIIMS against this contract.

(ii) Particulars of the personnel engaged for the AIIMS work are required to be submitted to AIIMS.

(iii) Bills in detail may be drawn as per column given below:-  
S. No.-

Name/ EPF Code & IP No.- Basic- Gratuity @ 4.81% of Basic+ VDA- Bonus - Net Due- Total Days (Duties)- Total No. of Days (Duties)- P.F Employer Share 13.61%- P.F Employee Share 12% Deducted(-)- ESI Employer Share 4.75%- ESI Employee Share 1.75% Deducted (-)- Total Net Payable/Paid with Bank Account No.

(iv) Certificate/affidavit by service provider: The service provider must submit documentary proof of depositing of ESI, EPF and Service Tax in concerned authorities and has to submit an affidavit on non-judicial stamp paper of Rs. 10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.

(v) The service provider shall:

- i). disburse the wages to its personnel deployed in the AIIMS every month through ECS.
- ii). ensure that no delays in release of payment beyond 7th of every month of the personnel deployed by them in all the areas of the hospital and centres.
- iii). have to submit the proof of depositing employee's contribution towards EPF/ESI etc. of each employee in every month.
- iv). submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations including the rate of payment of minimum wage whichever is higher between Central or State government have to be comply with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party.

## **22. Delivery**

- 22.1 The supplier shall deliver the goods and perform the services under the contract within the time schedule specified by the Purchaser/buyer in the List of Requirements and as incorporated in the contract. The time for and the date of delivery of the goods stipulated in the schedule shall be deemed to be of the essence of the contract and the delivery must be completed no later than the date(s) as specified in the contract.
- 22.2 Subject to the provisions, any delay by the supplier in maintaining its contractual obligations towards delivery of goods and performance of services shall render the supplier liable to any or all of the following sanctions/actions:
- (i) Imposition of liquidated damages,
  - (ii) Forfeiture of its Performance Security and
  - (iii) Termination of the Contract for default.
  - (iv) Risk Purchases: AIIMS reserves the right to source any such Goods/Service from open market and the cost shall be recovered from the pending dues of the vendor.
- 22.3 If at any time during the currency of the contract, the supplier encounters conditions hindering timely delivery of the goods and performance of services, the supplier shall promptly and timely inform the Purchaser/buyer in writing about the same and its likely duration and make a request to the Purchaser/buyer for extension of the delivery schedule accordingly. On receiving the supplier's communication, the Purchaser/buyer shall examine the situation as soon as possible and, at its discretion, may agree to extend the delivery schedule, with or without liquidated damages for completion of supplier's contractual obligations by issuing an amendment to the contract.

- 22.4 When the period of delivery is extended due to unexcused delay by the supplier, the amendment letter extending the delivery period shall, inter-alia contain the following conditions:
- (a) The Purchaser/buyer shall recover from the supplier, Liquidated Damages on the goods and services, which the Supplier has failed to deliver within the delivery period stipulated in the contract.
  - (b) That no increase in price on account of any ground, whatsoever, including any stipulation in the contract for increase in price on any other ground and, also including statutory increase in or fresh imposition of GST levied in respect of the goods and services specified in the contract, which takes place after the date of delivery stipulated in the contract shall be admissible on such of the said goods and services as are delivered and performed after the date of the delivery stipulated in the contract.
  - (c) But nevertheless, the Purchaser/buyer shall be entitled to the benefit of any decrease in price on account of reduction in or remission of customs duty and GST which takes place after the expiry of the date of delivery stipulated in the contract.
- 22.5 The supplier shall not dispatch the goods after expiry of the delivery period. The supplier is required to apply to the Purchaser/buyer for extension of delivery period and obtain the same before dispatch. In case the supplier dispatches the goods without obtaining an extension, it would be doing so at its own risk and no claim for payment for such supply and/or any other expense related to such supply shall lie against the purchaser/buyer.

## **22.6 Passing of Property**

- 22.6.1 The property in the goods shall not pass to the purchaser/buyer unless and until the goods have been delivered to the consignee in accordance with the contract.
- 22.6.2 Where there is a contract for sale of specific goods and the supplier is bound to do something to the goods for the purpose of putting them into a deliverable state the property does not pass until such thing is done.
- 22.6.3 Unless otherwise agreed, the goods remain at the supplier's risk until the property therein is transferred to the purchaser/buyer.

## **23. Liquidated Damages**

- 23.1 Subject to clause of Force Majeure, if the supplier fails to deliver or install/commission any or all of the goods or fails to perform the services within the time frame(s) incorporated in the contract, the Purchaser/buyer shall, without prejudice to other rights and remedies available to the Purchaser/buyer under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% per week of delay or part thereof on delayed supply of goods, installation, commissioning and/or services until actual delivery or performance subject to a maximum of 10% of the contract price. Once the maximum is reached Purchaser/buyer may consider termination of the contract.

Since the 10% damages are in virtue of non-performance of services, it will attract GST or any other applicable taxes which in turn shall be deducted from the Supplier.

## **24. Termination for Default**

- 24.1 The Purchaser/buyer without prejudice to any other contractual rights and remedies available to it the Purchaser/buyer, may, by written notice of default sent to the supplier, terminate the contract in whole or in part, if the supplier fails to deliver any or all of the goods or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Purchaser/buyer pursuant to GCC sub-clauses 22.3 and 22.4.
- 24.2 The Performance Security in such cases will be forfeited.
- 24.3 Unless otherwise instructed by the Purchaser/buyer, the supplier shall continue to perform the contract to the extent not terminated.

## **25. Termination for Insolvency**

If the supplier becomes bankrupt or otherwise insolvent, the purchaser/buyer reserves the right to terminate the contract at any time, by serving written notice to the supplier without any compensation, whatsoever, to the supplier, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the Purchaser/buyer.

## **26. Force Majeure**

- 26.1 Notwithstanding the provisions contained in GCC clauses 22, 23 and 24, the supplier shall not be liable for imposition of any such sanction so long the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- 26.2 For purposes of this clause, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable and not brought about at the instance of the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, but are not restricted to, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management and freight embargoes.
- 26.3 If a Force Majeure situation arises, the supplier shall promptly notify the Purchaser/buyer in writing of such conditions and the cause thereof within seven days of occurrence of such event. Unless otherwise directed by the Purchaser/buyer in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 26.4 If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.
- 26.5 In case due to a Force Majeure event the Purchaser/buyer is unable to fulfil its contractual commitment and responsibility, the Purchaser/buyer will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

## **27. Termination for Convenience**

- 27.1 The Purchaser/buyer reserves the right to terminate the contract, in whole or in part for its Purchaser's convenience, by serving written notice on the supplier at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of the Purchaser/buyer. The notice shall also indicate inter-alia, the extent to which the supplier's performance under the contract is terminated, and the date with effect from which such termination will become effective.
- 27.2 The goods and services which are complete and ready in terms of the contract for delivery and performance within thirty days after the supplier's receipt of the notice of termination shall be accepted by the Purchaser/buyer following the contract terms, conditions and prices. For the remaining goods and services, the Purchaser/buyer may decide:
- a) To get any portion of the balance completed and delivered at the contract terms, conditions and prices; and / or
  - b) To cancel the remaining portion of the goods and services and compensate the supplier by paying an agreed amount for the cost incurred by the supplier towards the remaining portion of the goods and services.

## **28. Governing Language**

The contract shall be written in English language. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in English language.

## **29. Notices**

- 29.1 Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by Facsimile/email and confirmed in writing. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.
- 29.2 The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

## **30. Resolution of Disputes**

- 30.1 If dispute or difference of any kind shall arise between the Purchaser/buyer and the supplier in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- 30.2 If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the SCC, either the Purchaser/buyer or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India.
- 30.3 In the case of a dispute or difference arising between the Purchaser/buyer and a domestic Supplier relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitrator to be appointed by the Director, AIIMS. The award of the arbitrator shall be final and binding on the parties to the contract subject to the

provision that the Arbitrator shall give reasoned award in case the value of claim in reference exceeds Rupees One lakh (Rs. 1,00,000/-).

30.4 Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., New Delhi, India.

30.5 Jurisdiction of the court will be from the place where the Bidding Document has been issued, i.e., New Delhi, India.

### 31. **Applicable Law**

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

### 32 **Withholding and Lien in respect of sums claimed**

32.1 Whenever any claim for payment arises under the contract against the supplier the purchaser/buyer shall be entitled to withhold and also have a lien to retain such sum from the security deposit or sum of money arising out of under any other contract made by the supplier with the purchaser/buyer, pending finalization or adjudication of any such claim.

32.2 It is an agreed term of the contract that the sum of money so withheld or retained under the lien referred to above, by the purchaser/buyer, will be kept withheld or retained till the claim arising about of or under the contract is determined by the Arbitrator or by the competent court as the case may be and the supplier will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention.

### 33. **Fall Clause**

Fall clause is a price safety mechanism. The fall clause provides that if the contract holder reduces its price or sells or even offers to sell the contracted goods of identical specification and terms & conditions to that of the contract, at a price lower than the contract price, to any person or organization during the currency of the Contract, the Contract price will be automatically reduced with effect from that date for all the subsequent supplies under the Contract and the contract amended accordingly.

## **SECTION – V**

### **SPECIAL CONDITIONS OF CONTRACT (SCC)**

The following Special Conditions of Contract (SCC) will apply for this purchase. The corresponding clauses of General Conditions of Contract (GCC) relating to the SCC stipulations have also been incorporated below. These Special Conditions will modify/substitute/supplement the corresponding (GCC) clauses.

Whenever there is any conflict between the provision in the GCC and that in the SCC, the provision contained in the SCC shall prevail.

#### **1. Performance Security**

Following are the details for submission of necessary SFMS from Bank Guarantee (BG) issuing Bank in case the Performance Security is submitted in form of Bank Guarantee (BG):

Name of Beneficiary:	The Director, AIIMS, New Delhi
Bank Name & address:	State Bank of India, Ansari Nagar, New Delhi
IFSC Code:	SBIN0001536

#### **2. The applicable period of comprehensive warranty and CAMC shall be as mentioned in the Bidding Document.**

#### **3. Penalty Clauses:**

In case of failure to commence/execute services as per agreement, or breach of contract terms, AIIMS reserves the right to impose penalties as detailed below. Penalties are designed to ensure service quality while remaining fair and proportionate.

##### **3.1. Service Quality & Hygiene**

- Deviation from agreed washing formula: ₹2,000 per instance/day.
- Unsatisfactory linen washing (as per KPIs): ₹5,000 per validated instance (Point no. 12 & 13 of KPI at Clause no. 52).
- Use of substandard chemicals or brands: ₹2,000 per instance/day
- Rewash rate exceeding 10% of total linen: ₹5,000 per excess batch.

##### **3.2. Timeliness & Responsiveness**

- Delay in delivery/distribution of linen: ₹2,000 per incident report.
- Linen found unwashed/unprocessed at the end of operations for the day: ₹5,000 per instance.
- Failure to redress registered complaints: ₹2,000 per unresolved complaint after 48 hours of reporting.
- Adverse feedback reports (TAT & KPIs) upon verification by the OIC: ₹5,000 per report.

##### **3.3. Equipment & Infrastructure**

- Machine downtime more than 36 hours of each equipment in a month will be levied as per Clause 5 of Section-VI (Schedule of Requirements).
- Non-installation of steam/water meters before initiation of operations of Laundry:

- ₹10,000/day for water meter
- ₹15,000/day for steam meter
- Non-functionality of CCTV (hardware/software): ₹2,000/day.
- CCTV recordings not being retained for 30 days: ₹2,000 per instance.
- Laundry trolleys/vehicles not found clean: ₹2,000 per instance.

#### 3.4. Records, Audit & Documentation

- Discrepancies in chemical stock/dosing records: ₹2,000 per instance/day.
- Non-maintenance of required maintenance records as mentioned in KPIs at time of inspection: ₹2,000 per instance.
- Non-maintenance of checklists or complaint registers: ₹2,000 per instance.

#### 3.5. Staff & Conduct

- Laundry staff not in approved uniform with ID card: ₹1000 per person.
- In-disciplined behavior (smoking, sleeping, drinking, etc.) per staff: ₹2,000 per instance.
- Unimmunized staff for Hepatitis B & Tetanus: ₹1,000 per person.
- Unapproved/fake identity or unlisted staff on duty: ₹2,000 per person.
- Theft/misconduct by staff: Recovery of cost + ₹5,000 penalty.
- Non-compliance with universal precautions/hygiene standards of the item: ₹1,000 per instance per person.

The responsibility of conduct of employed staff shall lie with the contractor and penalties, as stated above shall be imposed on the contractor. In case, if comes into the knowledge of the Institute authorities that the amount of the penalties imposed on the contractor have been deducted from the monthly salaries of their staff deployed, in that case, penalty of Rs.20,000/- per instance will be imposed on the contractor.

#### 3.6. Safety & Compliance

- Mixing of clean and dirty linen: ₹10,000 per instance.
- Use of non-liquid chemicals for washing: ₹5,000 per instance.
- Circulation of linen marked for condemnation (e.g., red-ink marked): ₹5,000 per item.
- Deviation in water pH, hardness, or temperature beyond accepted KPI range: ₹10,000 per instance.

#### 3.7. Cumulative Non-Compliance

- Unsatisfactory services for more than 7 days: 5% of annual contract value as penalty.
- Any other breach not explicitly listed: A penalty of ₹2,000 per day/instance, shall be imposed by the OIC Laundry on inspection/surprise check report submitted to him/her by the Duty Officer.

#### 3.8. Financial Recovery of Penalties

- Penalties will be adjusted against the monthly payment
- Penalties for the first billing month shall be deducted from the monthly bill or from the Performance Security. The Vendor has to replenish the deducted amount of Performance Security immediately for the processing of payment of its subsequent bills. From the second month onwards, the penalties shall be deducted from the monthly bill.

**SECTION – VI**  
**SCHEDULE OF REQUIREMENTS**

Sl. No	Name of Equipment	Consignee	Quantity per Deptt. (No.)	Total Quantity per Schedule (No.)	Comprehensive warranty Period	CAMC period after comprehensive warranty
1	Supply, Installation, Testing, and Commissioning of Hospital Laundry Equipment on turnkey basis with 02 years comprehensive warranty on Buy-Back Basis and operation of laundry services for a period of 10 years at AIIMS, New Delhi. CAMC for 08 years after completion of 02 years comprehensive warranty.	Hospital Store, AIIMS, New Delhi	01	01	02 years	08 years

**A : Required Delivery Schedule:**

- a) **For Indigenous Goods:-** 180 days from date of Notification of Award to delivery at consignee site. The date of delivery will be the date by when it is to be delivered at consignee site. Bidders may quote earliest delivery period.
- b) **For Imported Goods:-** 180 days from date of Notification of Award to delivery at consignee site. The date of delivery will be the date by when it is to be delivered at consignee site. Bidders may quote earliest delivery period.

**Dismantling of the existing Laundry set-up and taking away the Old Laundry Equipment and the debris, Supply, Installation, Testing and Commissioning of New Laundry Set-up including Turnkey works on buy-back basis shall be done at the earliest but not later than 180 days from the date of Notification of Award/Approval of Drawings/date of Handing over of the site, whichever is later.**

**B. GENERAL POINTS**

**1. Comprehensive warranty**

- a) The bidders must quote for **Two years Comprehensive warranty** as per Conditions of Contract of the Tender document for complete equipment (Including all spares, labour and third party items) and Turnkey Work (if required) from the date of satisfactory installation, commissioning, trial run, handing over and acceptance of the goods by the User Department.
- b) The comprehensive warranty period charges shall not be quoted separately.
- c) All software updates should be provided free of cost during Comprehensive warranty.

2. **After Sales Service:** After sales service should be available at the city of Institution on 24 (hrs) X 7 (days) X 365 (days) basis. Complaints should be attended properly, maximum within 8 hrs. The service should be provided directly by Bidder/Indian Agent. Undertaking by the Principals in the “Manufacturer Authorization Form” that the spares for the equipment shall be available for at least 10 years from the date of supply of equipment.
3. **Training:** On Site training to all laundry staff/any other personnel is to be provided by Principal/Indian Agents (if they have the requisite know-how) for operation and maintenance of the equipment to the satisfaction of the User Department.
4. **Comprehensive Annual Maintenance Contract (CAMC) of 08 years for subject equipment:**
  - a) Comprehensive Annual Maintenance Contract (CAMC) will start from the end date of two years comprehensive warranty period. No interpretation or justification or remarks acceptable in case bidder failed to start CAMC from the first day of CAMC start date after completing comprehensive warranty period end date.
  - b) The cost of Comprehensive Annual Maintenance Contract (CAMC) which shall include preventive maintenance including testing & calibration as per technical/ service /operational manual of the manufacturer, labour and all spares, after satisfactory completion of Comprehensive warranty period(two years) may be quoted for next eight years on yearly basis for complete equipment including third party items as per Price Schedule.
  - c) The cost of CAMC may be quoted along with GST applicable on the date of Bid Opening.
  - d) Cost of CAMC will be added for Ranking/Evaluation purpose on NPV basis.
  - e) Before commencement of CAMC period, the suppliers shall furnish a Performance Bank Guarantee for 2.5 % of the cost of the equipment (as per Performa given in Tender document) valid till 3 months extra after expiry of entire CAMC period. The Performance Bank Guarantee for CAMC will be applicable in case of equipment cost is more than Rs.10 lakhs.
  - f) All software updates should be provided free of cost during CAMC. In case of failure by the supplier, the Bank Guarantee of CAMC will be forfeited.
  - g) The payment of CAMC will be made on quarterly basis after satisfactory completion of said period duly certified by end User.
5. **Uptime & Downtime Penalty Clause:**
  - a) The firm should provide uptime guarantee of 95% during both the **Comprehensive Warranty (02 years) period** and **Comprehensive Annual Maintenance Contract Period (08 years)**
  - b) During the Comprehensive warranty period and CAMC period, desired Uptime of 95% of 365/366 (Leap Year) days (24 hrs) is to be ensured. In case of downtime more than 5%, the comprehensive warranty period/CAMC period will be extended by double the downtime period. In addition a penalty equal to amount of 0.25 % of the total cost of equipment per day will be levied for the excess downtime period. Complaints should be attended properly, maximum within 8 hrs.
6. **Turnkey Work:**

Turnkey Work is to be indicated in the Technical Specification wherever required. The Bidder shall examine the existing site where the equipment is to be installed, in consultation with User Department. The Bidders are required to quote separately for the equipment and Turnkey Work as per Price Schedule/BOQ. The Turnkey Works will have 02 years comprehensive warranty and its cost may be quoted in Indian Rupee and the same will be added for Ranking Purpose. Vendor will take necessary

measures to insulate the floor/roof by thermocol/any other suitable material for mitigating significant vibration and the heating of the floor of Dept. of Forensic Medicine & Toxicology. The Turnkey Work should completely comply with all regulatory requirement, wherever required.

## SECTION – VII

### SCOPE OF WORK

**SCOPE OF WORK:** Supply, Installation, Testing, and Commissioning of Hospital Laundry Equipment on turnkey basis with 02 years comprehensive warranty on Buy-Back Basis and operation of laundry services for a period of 10 years at AIIMS, New Delhi.

**The scope of work broadly include:**

- Supply, Installation, Testing, Commission of new Laundry Equipment on Buy-Back Basis.
- Turnkey Work including dismantling of all the existing old machines and engineering fixtures and taking them away along with the debris created due to this activity at the space allotted by AIIMS and activities with 02 years comprehensive warranty which includes works required for site modifications viz. civil, electrical, mechanical, air-conditioning etc. required for Supply, Installation, Testing and Commissioning of new Laundry Equipment
- Details of the old existing laundry equipment offered for BuyBack is given below. The minimum reserved price is Rs. 2,34,138:-

S. No.	Description of Old Laundry Equipment	Qty.
1.	Washing Machine (50 kg.)	6 no.
2.	Washing Machine (100 kg.)	6 no.
3.	Sluicing Machine (25 kg.)	1 no.
4.	Hydro Extractor (50 kg.)	9 no.
5	Drying Tumbler (50 kg.)	12 no.
6	Steam Press	2 sets
7	Calendering Machine with Compressor	2 sets
8	Hydro-pneumatic System with 0.75 Pump & Pneumatic Tank	1 no.

- 08 years CAMC period after completion of 02 years comprehensive warranty period.
- 10 years laundry operational services after installation & commissioning of Laundry Equipment. Linen to be washed will be provided by AIIMS.
- Bidder is responsible for planning, designing, supplying, installation, commissioning, maintenance and operation of laundry services for 10 years at AIIMS, New Delhi.
- The bidder shall calculate the number of equipment required in the laundry system of AIIMS based on the following (minimum number of the same is mentioned below in Annexure I):
- Specifications of the key equipment of laundry services as detailed in the tender document.
- Equipment should be able to process 900 kgs linen every cycle. Load of dirty linen shall be approximately 9,000 Kg per day. 6500 kgs is the current load which will increase upto 9,000 kgs as and when other patient care areas will be operationalized
- The laundry services shall be designed and commissioned upfront for full capacity per shift..
- Bidder has to provide adequate & sufficient manpower to run the Laundry Operations as per the work defined in the scope of work (Part II) (Minimum number and different cadres of staff required for laundry operations is indicated in Annexure II) Bidder has to declare in the tender the required manpower for operationalization of laundry system.

- The design of laundry should include areas like collection, washing, drying, ironing, storage, transportation, trolley storage, trolley washing and disinfection area, offices, change room, RO Plant room, Linen weighing area, Air Compressor Room, Linen Management area, tailoring area, linen dispatch, etc as per zoning concept for dirty & clean linen. The design should be approved by TSEC committee of the Institute.
- Bidder has to furnish and equip all required turnkey item as defined in the specs, institute will provide area of approx. 1400 sq.mts. (divided on three floors i.e. basement 200 sq. mtr., ground floor 600 sq. mtr. & first floor 600 sq. mtr.). Institute will provide electricity, water, drainage supply at one point, thereafter it shall be the responsibility of the bidder to plan, design, supply, installation and commissioning of adequate capacity electrical system, water supply system and **drainage** supply system. All bidder has to do planning, designing, supply, installation and commissioning of all equipment on turnkey basis. Site is to be visited by the prospective bidders (**contact Mr. Ashwini, Laundry Manager, AIIMS**).
- Washing of Linen other than of AIIMS is strictly prohibited, otherwise strict action as deemed fit by AIIMS authority shall be imposed.

#### **I. Supply, installation, operations and renovation of the existing laundry on a turn-key basis**

- A. Engineering Works
- B. Equipment requirement

##### **A. Engineering Works**

Turn key component

Large scale renovation of the laundry along with internal electrical conduiting, drainage system, civil works, air conditioning and ventilation and provision of water treatment system, and soft water plant for washer- extractor, Dryers, Flat work ironer (Automatic feeder, folder and stacker) , etc. on a turnkey basis with reorganization of the layout of the workflow on the basis of zoning and supply, installation, commissioning of the laundry equipment as well as operating/ running laundry services for AIIMS (includes maintenance of equipment).

The laundry is to be designed according to Barrier laundry concept which includes zoning into dirty and clean areas. The contract work is to be completed within 180 days from the date of award of contract /approval of drawings/date of handing over the site, whichever is later. Any deviations from the plan required due to the functional constraints shall be borne by the vendor.

Dismantling of the existing Laundry set-up and taking away the Old Laundry Equipment and the debris, Supply, Installation, Testing and Commissioning of New Laundry Set-up including Turnkey works on buy-back basis shall be done at the earliest but not later than 180 days from the date of Notification of Award/Approval of Drawings/date of Handing over of the site, whichever is later.

The vendor shall also train all staff in the handling of all the laundry equipment and prepare and frame SOPs for the Laundry in consultation with the users.

By the end of 06 months, the entire Laundry should be renovated, including the installation of electrical plants, RO, airlock systems, water tanks, renovation of staircase leading to the first floor including S.S. (304 Grade) railing of approved design and pattern.

The brief of the work to be done on turnkey basis is described below.

Terms & Conditions And Specifications For Civil, Plumbing, Electrical Switchgear, Lighting, Telecommunication, Data Networking, Fire Detection & Alarm System, Fire Suppression & Fire Fighting Systems

## **1.1 SPECIAL CONDITIONS**

- 1.1.1** “CPWD Specifications & NBC” wherever appearing in this document would mean Latest edition of CPWD specifications with correction slips issued up to the last date of receipt of tender.
- 1.1.2** No foreign exchange shall be made available by the department for the purpose of procurement of equipment, plants, machinery, materials of any kind or any other items required to be carried out in execution of work.
- 1.1.3** The contractor or his authorized representative should always be available at the site of work to take instructions from Engineer- in-charge (Engineer-in-Charge mentioned elsewhere in tender document means Executive Engineer, AIIMS, New Delhi) or his authorized representative, and ensure proper execution of work.
- 1.1.4** No work shall commence in the absence of contractor’s engineers and they shall certify in writing about the correctness of layout alignment and shall ensure stability of all structural work such as partition panel and other related items.
- 1.1.5** All work and materials brought and left upon the ground by the contractor or by his orders for the purpose of forming part of the works, are to be considered to be the property of the AIIMS and the same are not to be removed or taken away by the contractor or any other person without consent in writing of the Engineer-in-charge but the AIIMS is not to be in any way responsible for any loss or damage which may happen to or in respect of any such work or materials either by the same being lost or damaged by weather or otherwise.
- 1.1.6** The contractor shall execute the different items simultaneously, as far as possible, so that minimum breakage and repairs are involved.
- 1.1.7** The contractor shall be responsible for watch and ward of all the works, equipment and various materials till complete handing over of works.
- 1.1.8** Wherever any reference to any Indian Standards Specification occurs in the documents relating to this contract the same shall be inclusive of all amendments issued their to or revisions there of if any, up to the date of receipt of tenders.
- 1.1.9** The site of work may be at one or more places within the campus and at any floor for which nothing extra shall be paid.
- 1.1.10** The contractor is responsible to deposit GST, Income tax, labour cess etc. with the various Govt. authorities applicable at the time of execution of work.
- 1.1.11** For any specialized item required to be done by specialized agency, prior approval of engineer-in-charge shall be obtained.

### **1.1.12 RATES**

- (a) Unless otherwise provided in the schedule of quantities the rates tendered by the contractor shall be all-inclusive and shall apply to all heights, levels, depths, leads,. The rates for all items of work, unless clearly specified otherwise, shall include the cost of all labour, materials, and other inputs involved in the execution of the items.
  - (b) The rates quoted by the tenderer shall be firm and inclusive of all taxes, duties, octroi, excise /custom duty, local taxes etc., levies, packing, forwarding, insurance, freight up to delivery, installation, testing, commissioning, temporary storage, risks, overhead charges general liabilities/ obligations etc. complete as required for the item in schedule. The escalation in the rates shall not be permitted for any reason.
  - (c) Rates quoted shall be inclusive of comprehensive warranty / guarantee during defect liability period.
  - (d) The rates quoted by the contractor shall be all inclusive keeping in mind the specifications, special conditions, additional conditions, makes / models, particular specifications and nothing extra shall be payable whatsoever, unless otherwise specified.
- 1.1.13** If the work is carried out in more than one shifts or during night to meet the time period of completion, nothing extra shall be paid on this account.

#### **1.1.14 Electricity**

Electricity shall be provided for bonafide use at work through Energy Meter at the rate as applicable in NDMC/BSES for temporary commercial connection and same shall be deducted from the contractor's bill. The electrical accessories like Energy Meter Board with MCB/MCCB, connecting cable/wires etc. shall be provided by the contractor and nothing extra shall be paid on this account.

- 1.1.15 The contractor shall follow the instruction and restrictions imposed by the Administration / Police authorities on the working and movement of labour / material / vehicles etc and nothing extra shall be paid on this account.
- 1.1.16 All materials shall be supplied and used in items of works by the contractor should be of standard and approved quality. They should be got approved from the Engineer- in- charge or his authorized representative within 03 working days before installation otherwise no payment will be made for an unapproved or rejected material used on the works and the same shall be removed at his cost from site of work.
- 1.1.17 The contractor shall have to prove bonafides of the make of materials by producing necessary documentary evidence. They are advised to obtain prior approval of Engineer-in-charge for proposed make of materials, within 03 working days before bringing material to site work.
- 1.1.18 All the debris of the works should be removed and the site should be cleared by the contractor immediately. Similarly, any rejected material should be immediately cleared off from the site by the contractor. No dumping of malba shall be allowed in the premises and all the malba shall be removed simultaneously by the contractor. Nothing shall be paid on this account.
- 1.1.19 Electricity being provided in the laundry should be on a chargeable basis. The bidder shall be responsible for installing sub-meters and pay bills as per actual.
- 1.1.20 No rent will be charged for the laundry premises.
- 1.1.21 No extra charges will be sought for water being utilized in the laundry.
- 1.1.22 Vendor will pay for PNG charges as per actual meter consumptions.

#### **1.1.23 Testing of Material / Workmanship**

- (a) The extent, quality control and quality of workmanship is specified in specifications/IS codes/International Codes and best trade practices.
- (b) All tests required for all materials as desired by the Engineer-in-charge shall be at the Contractor's cost.
- (c) The contractor shall produce all the materials in advance so that there is sufficient time for testing and approving of the material and clearance of the before use in work.
- (d) Testing charges if any shall be borne by the contractor.
- (e) Certified copies of all manufacturer test certificate, type test certificates of the items, equipment shall be furnished to the inspecting officer at the time of supply of material before

#### **1.1.24 Damage in Transit**

As far as possible, all items shall be fully formed and fitted at the workshop and brought to the site in that condition and not in knock down state. Care shall be taken in packing so that it is not subjected to unusual stresses and impact while in transit so that it is received at the site in its original manufacture.

#### **1.1.25 Finish to Match**

All items must be compatible in design and finish to one another unless otherwise specifically required.

#### **1.1.26 Protection of Items**

All furniture and furnishing shall be adequately protected from damage and soiling and shall be handed over in its original state of finish and in spick –and-span condition without any defects. All surfaces shall be fully polished and all spots, scratches shall be removed before handing over.

### **1.1.27 Hardware / Fittings / Fixtures / Finishing**

- (a) All finishing, hardware shall be well made, reasonably smooth and free from sharp edges and corners, flaws and other defects and shall be as per relevant Indian Standard Code.
- (b) All hardware should be of approved make and the same shall also be approved by the Engineer-in-Charge before procurement. No fittings and fixtures shall be fixed before all major work is over. While fixing correct handling of fixtures should be ensured.
- (c) All finish hardware, fixtures & fittings shall be fixed by skilled personnel experienced in the relevant work. Work shall be done as per manufacturer's printed instructions and to the satisfaction of the Engineer-in-Charge.
- (d) All items fixed at respective locations should be adequately protected from any kind of damage and splashes of mortars, paints etc. will be the responsibility of the bidder. The finished items should be absolutely clean without any foreign materials and in the original finish.
- (e) The contractor shall not claim anything extra if the quantities taken in the schedule are reduced during the actual execution. Nothing extra shall be paid on this account.
- (f) The contractor shall construct suitable storage space at the site of work for storing the materials safe against damage due to sun, rain, dampness, fire, theft etc. He shall also employ necessary watch & ward establishment for the purpose and no extra claim whatsoever shall be entertained on this account.
- (g) The contractor shall be responsible for the protection of all fittings, fixtures, equipment etc. against pilferage and breakage during the execution & installation and thereafter until the work is handed over.
- (h) Construction malba/ building rubbish shall be removed from site within 24 hours otherwise penalty of Rs.5,000/- per day will be imposed on the vendor.
- (i) There should not be any stagnation of water at or near the site of execution of work.
- (j) The dismantled material i.e. Doors, windows, partitions etc. shall be removed by the contractor on buyback basis except Air Conditioning items, RO, Water Coolers and Desert Coolers.
- (k) The vendor shall be responsible for Dismantling all the existing machines and engineering fixtures and take away on buy back basis and clearing out debris created due to this activity.
- (l) **Construction material / malba must be kept covered with green cloth / polyethylene sheet.**

### **1.2 List Of Approved Materials (Electrical, Telecommunication& Fire Alarm and Fire Fighting System)**

- 1.2.1 The Contractor shall obtain prior approval from the Engineer-in-charge (Executive Engineer) before placing order for any specific material or engaging any specialized agencies required for execution of relevant engineering works.
- 1.2.2 Wherever applicable, the Engineer-in-charge may approve any material equivalent to that specified in the tender subject to proof being offered by the Contractor for equivalence to his satisfaction.
- 1.2.3 In case of non-availability of the brand specified in the contract, the Contractor shall submit the documentary evidence of non-availability of approved brand and suggest the alternate brand of equivalent quality for the approval of the competent authority. It will be at the discretion of the Engineer-in-Charge to approve or reject the brand suggested by the contractor and approve the name of any other equivalent brand.
- 1.2.4 Unless otherwise specified, the brand/make of the material as specified in the item nomenclature, in the particular specifications and in the list of approved materials attached in the tender, shall be used in the work.

Sr. No.	Material	Brand / Make
<b>Electrical, Telecommunication&amp; Fire Alarm and Fire Fighting System</b>		
1.	Speaker Cable	Kramer / Belden / Extron /Falcon/Klotz
2.	Audio/Control Cable	Kramer/Belden/Extron / Falcon/Klotz
3.	CAT 6 LAN cable	Kramer/Belden/Extron/ D-link / Digilink/Klotz
4.	HDMI Cable	Kramer / Belden / Extron /Falcon/Aten/Klotz
5.	Optical Fiber Cable (OFC)	Molex/Systimax/Panduit
6.	Copper wire FRLS/ Al. armoured cable	Havells/ Skytone/ Polycab/ Ecko/Finolex
7.	Telephone Cable/RG-6 TV cable	Delton/Skyton/Havells/Finolex
8.	Steel conduit	BEC/Steel Kraft/NIC/AKG
9.	PVC Conduit	BEC/AKG/Setia/Kalinga
10.	Modular Switches/Sockets/Tel. sockets/RJ-45 socket / Fan Regulator	Legrand(myline)/ Crabtree (Athena) or equivalent model in Hagger/MK
11.	Mini MCB	Crabtree/Hagger/Legrand/MK
12.	MCB/ MCB /ELCB/RCCB/DB/Contactors/Relays	Legrand /L&T (Hagger)/ GE/ ABB/Schneider
13.	MCCB/ACB	Legrand /L&T (Hagger)/ GE/ ABB/Schneider
14.	PVC Dado Trunking& Accessories	Crabtree/Hagger/Legrand/MK
15.	G.I./MS Pipe	Jindal (Hissar)/ Tata/MSL
16.	Ceiling Fans	Havells /Crompton /Usha/Alstom/Orient
17.	Wall mounted fan	Havells /Crompton /Usha/Alstom/Orient
18.	Exhaust Fan/Ventilating Fan	Havells /Crompton /Usha/Alstom/Orient
19.	650 W Rotary Dimmer	Legrand ( Myrius) or equivalent model in Crabtree/Hagger/MK
20.	LED Light fittings	Havells,Philips, Wipro, Havells, GE
21.	Change Over Switch	L&T/ABB/Legrand/HPL
22.	Electric Panel Fabricators	Trinitron/Adlec/Neptune/R.S.Power Control/Advance
23.	UPS	Pegasus/Emerson/APC
24.	Automatic Clean Agent FK123 Fire Suppression System comprising as below	
a.	FK123, 25 bar-52 bar pressure cylinder with approved valves & assembly.	CCOE/PESO/UL/FM approved
b.	FK123 clean agent gas,UL listed	3M
c.	Master Cylinder Kit, Manual Actuator Assembly	Kidde/Fire Trace/Foamtech
d.	Primary Pressure operated slave control head complete kit	Kidde/Fire Trace/Foamtech
e.	Check valve, wire braided flexible rubber hose, Discharge nozzle	Kidde/Fire Trace/Foamtech
25.	Ceiling mounted Clean Agent (Agent-Novec-1230/FK5-1-12)	Cease Fire/Minimax/3M

	UL listed. (Certificate of UL listing to be provided). Modular Fire Extinguisher (To be fixed above laundry Machines )	
26.	Addressable Fire Alarm System including Smoke Detectors, Main Panels, MCP, Repeater Panel etc. Complete	Appolo, Edward, Honeywell, Siemens, Notifier
27.	Fire Fighting System i.e. Hose Reel, Hose Pipe, Landing Valve, fire extinguishers	Newage/Lifeguard/Minimax/Safex/Omex/G-tech
28.	UL listed Sprinklers	Tyco/HD/Newage
29.	UL listed flexible hose pipe	Tyco/HD/Newage
30.	GI Sheet	Tata/Jindal/Sail

### 1.2.5 For Civil Works

	<b>List Of Approved Make Of Materials</b> Specification/Brands Names Of Materials (Refer Materials, Whichever Are Applicable For The Scope Of Work) And Finishes Approved By The Engineer-In-Charge Are Listed Below. However Brand Names Of Material Mentioned In The Nomenclature Of Items Shall Supersedes This List.	
S.No.	Material Description	Material
		Brand
1	Chloropyriphos	S.R Chloro, Dursbantct, Hilban
2	Ordinary Portland Cement (43 Grade) Ppc (43 Grade)	Acc ,Ultra Tech, Birla ,Jaypee Cement, J. K. Cement, Ambuja Cement ,Shree Cement
3	Damp Proof Material	Impermo, Duraseal, Acco Proof, Dr. Fixit, Fosroc
4	Tmt Bars Fe-500d	Sail, Tisco, Rathi, Jsw, Kamdhenu
5	Adhesive	Vamicol, Vamorganic, Sika, Fevicol, Cico
6	Ready Mix Concreate	Ultra Tech, Acc, Shri Ram, Prism
7	Wooden Flush Door Shutters	Bhutan Tuff, Greenlam,Duro, ,Century
8	Water Proof Plywood, Commercial Ply, Fire Retardant Ply And Block Boards	Green Ply, Kitply, Duroply, Archidply, Century Ply
9	Laminate	Green Lam, Centuray, Merino, Archidply, Formica, Decolam
10	Prelaminated Particle Board Exterior Grade	Novapan, Merino, Tesa Action Co., Ecoboard, Archid Ply Century, Green Lam
11	High Density (Hdf) Prelaminated Board Laminate Wooden Flooring	Pergo, Tesa Action Co., Green Ply
12	Gypsum Board	Gyproc Saint Goblin, Lafarge, Usg Boral Board, Armstrong
13	Glass Door Hardware	Dorma, Kich, Ozone, Dorset
14	Hydraulic Door Closers/Floor Springs	Godrej, Hardwyn, Sandhu, Dorma, Dorset
15	Locks & Latches	Dorset, Godrej, Harrison, Plaza, Link
16	Metalic / Steel Fire Door	ShakthiHormann, Navair, Godrej
17	Fire Smoke Seal	Hilti, Promat, Astroflame ,Raven
18	Fire Rated Hardware	Dorma, Dorset, Backers Fs, Geze
19	Butt Hinges Openable Window Shutters	EarltBihari, Dorma, Dorset
20	Mild Steel Butt Hinges / Piano Hinges	Jolly, Harrison, Supreme, Plaza, Garg, Atul
21	Stainless Steel Butt Hinges	Jolly, Ozone, Dorma, Fenesta
22	Upvc Doors, Door Frames And Windows	L.G. Rehau
23	Float Glass	Saint Gobain, Asahi, Modiguard
24	Structural Steel	Sail, Tisco, Rinl, Jindal

25	Stainless Steel	Salem, Rinl, Jindal, Sail
26	Vitrified Tiles	Orient, Nitco, Kajaria, Somany, Jhonson
27	Glazed Ceramic Tiles (Also Wall Tiles)	Nitco, Orient, Kajaria, Somany, Jhonson
28	Cement Concrete Parking Tiles	Nitco, K.K, Hindustan Tiles, Ultra
29	Glass Mosaic Tiles	Italia, Coral, Mridul, Birla White, Jk White
30	Upvc Pipes And Fittings (Rain Water Pipes)	Supreme, Prince, Finolex, Astral, Ashirwad, Prakash
31	Polycarbonate Sheet	GeLexon, Polygal
32	False Ceilings	Aerolite, Anutone, Armstrong, Gridsquare, Knauf, Usg Boral Hunter Dougals
33	False Ceiling Members (Perimeter, Ceiling Section, Intermediates, Angles Etc.)	Armstrong, Aerolite, Gridsquare, Gypframe Steel, Knauf Lloyd, Saint Gobain
34	Synthetic Enamel Paint	Premium Gloss Enamel, Dulex, Nerolac, Berger, Nippon
35	Red Oxide Zinc Chromate Primer	High Performance Yellow, Metal Primer, Dulex, Nerolac Berger
36	Oil Bound Distemper	Tractor Aqalock, Dulux (Maxilite), Mg Polyplast, Berger (Bisom)
37	Acrylic Emulsion	Premium Emulsion, Dulux (Super Cover), Nerolac (Beauty Gold), Berger (Bism)
38	Water Proof Cement Paint	Asian Exterior Wall Primer, Berger, Ici Dulux, Cem Colour
39	Acrylic Smooth Exterior Paint	Dulux, Apex, Nerolac, Berger
40	Premium Acrylic Smooth Exterior Paint With Silicon Additives	Ultima, Dulux, Nerolac, Berger
41	Cement Based Wall Putty	J.K. Wall Putty, Birla Wall Care, Asian Paints
42	Pop/ Plaster Of Paris	Jk, Sakarni, Sriram
43	Melamine Polish	Asian Paints, Melamine Gold Wudfin, Polycure
44	Fire Retardant Paint	Hilti, Akzonobel, Asian Paints, Stpl Ltd.
45	Anticorrosive Bitumastic Paint	Berger, Shalimar, Is 158 Bituminous Black
46	Cement Primer	Asian Paints, Jk Primaxx, Berger
47	Epoxy Paint	Asian Epoxy, Berger, Shalimar, Stp Ltd., Nerolac
48	White Cement	Jk White, Birla White, Laticrete, Ardex Endura, Ferrous Crete
49	Interlocking Concrete Paver Blocks	Kk, Duracrete, Ultra, Hindustan Tiles, Nitco (Rockard)
50	Mirror	Modi Guard, Saint Gobain Saint, Ais Mirror, Atul
51	Vitreous Commodes/ Washbasin	Hindware, Parryware, Kohler, Cera
52	Flushing Cistern- Vitreous	Parryware, Hindware, Cera
	Flushing Cistern (Pvc)	Prayag, Steel Bird, Parryware, Commander
	Pvc Seat Cover	Hindware, Commander, Parryware, Paryag Cera

53	Pvc Pipes & Fittings	Supreme, Astral, Finolex, Prakash, Prince
54	Stainless Steel Kitchen Sink	Jindal, Nilkanth, Nirali, Joyana
55	Centrifugally Cast (Spun) Iron Soil Pipes & Fittings	Neco, Skf Brand, Hepco. Bengal Iron Corporation
56	G I Pipes	Tata, Zenith Prakash, Jindal Hissar
57	G I Pipe Fittings	Zoloto, Unik, Amco, Ics
58	Water Supply Valves/ Half Turn/ Gun Metal Valve	Zoloto, Leader, Sant, Nanda
59	Cpvc Pipes And Fitting S	Supreme, Finolex, Astral, Prince, Ashirwad, Flowgard
60	Pvc /Hdpe Water Storage Tanks/ PvcLoaft Tank	Sintex, Sheetal, Supreme
61	Water Supply Fixtures Like Bibcock, Shower Panels C.P Bath Fittings	Jaquar, Cera, Vijaya, Prayag, Kingston
62	Cast Iron Pipe Sand And Fittings	Rif, Skf
63	Ci Double Flange Sluice Valve	Kirloskar, Rbm, Zoloto ,Leader
64	Ci Double Flanged Non Return Valve	Kirloskar, Sant, Zolto
65	Gun Metal Valves	Zolto, Leader, Sant, Audco
66	Ptmt/ Pvc Water Supply Sanitary Fittings, Bibcocks, Pillar Cock, Angle Valve,	Polytuf, Pryag, Supreme
67	Rcc Pipes	Indian Hume Pipe, Madurai Spun Pipe, Lakshmi Sood&Sood K K Spun Pipes, Jain & Co.
68	Ci Manhole Cover	Neco, Skf, Rif, Neco
69	Sfrc Cover And Grating	Kk, Advent, Nitco
70	Plastic Encapsulated Foot Rest	Kk India, Kgm, Accurate Buildcon
71	Spun Cast Iron Covers & Gratings	Neco, Jagannath, Skf Brand
72	Aluminum Doors/ Windows Sections	Hindalco ,Jindal ,Nalco
73	Aluminum Systems/ Anodised Aluminium Fittings For Doors/ Windows	Clanic, Argent, Global, Everite, Sigma
74	Water Proofing Compound	Fosroc, Impermo, Sika, Cico, Dr. Fixit, Accoproof, ArdexEndura, Alchemica
75	Aluminum Composite Panels	Prime Bond, Alstone, Allwin Decor
76	Pvc Perforated Pipes	Rex Polyextrusion, Akash Enterprises, Zenplas Pipes Supreme
77	GrcJali	Dalal, Ecovision, Mahesh Grc
78	Pvc Door Frames & Shutters	Rajshri, Plastiwood, Sintex, Jain Wood Industries
79	Pvc Flooring	LgHausys, GerFlor, Armstrong
80	Grass Paver	Unistone, Nitco, Dalal, Ultra
81	Frp Door Frames & Shutter	Duraplast, Jain Wood Industries, Rajshri

82	Rockwool/ Glasswool Insulation	Twigafiber, Llyod Insulation, Supereme
83	Structural Glazing	Modi, Saint Gobain, Asahi, Glaverbel
84	Sensor Based Auto Flush System	Aos Systems, Toto, Parryware, Hindware, Grohe, Jaquar Kochier
85	Float Valve (Ball Valve)	Prayag,, Leader, Zoloto, Polytuf
86	Adhesive For Aac Block /Tiles	Ferrous Crete, Latticrete, Pidilite, Cico, Somany
87	Bitument	Indian Oil, Bharat Petroleum, Hindustan Petroleum
88	Non Metalic Surface Hardner	Armstrong, Nitoflor Hardtop, Fosroc, Sikafloor ® - 2 Synltop, Ironite Company Of India Ltd,
89	Wire Mesh	Haver Standard India Pvt Ltd, Grand Metal Corporation, Sterling Enterprises, Trimurty Welded Mesh, Tiger
90	Nuts, Bolts And Screws, Steel	Kundan, Priya, Atul, Puja
91	Polysulphide/Silicon Sealent	Pidilite, Fosroc, Tuffseal, Choksey Chemicals
92	Dash Fastnes	Hilti, Fischer, Bosch, Canon
93	Epdm Gasket	Hanu/Anand/Lescuyer
94	Tile Adhesive	Pidilite, Sika, Thermoshield, Vamorganic, Somany,
95	Porcelain Tiles	Johnson, Asian, Varmora, Varmora
96	Chequred Tile	Nitco, Ultra, Unistone, Modern
97	Cc Pavers	Nitco, Hindustan, Ultra, Duracrete K.K.
98	Precast Cc Kerb Stone	Paver India, K.K., Kjs Concrete,
99	Fireclay Sinks & Drain Boards	Parry, Sanfire (Deluxe)
100	C.P. Brass Fittings	Kingston(Elta), Johnsan, Somany, Prayag, Prima, Jaguar
101	La (Ci) Pipes	Rif, Neco
102	G.I. Sheet	Sail, Tata
103	Fibre Glass Sheet	Simcryn, Simba, Fiber Tech Composite Private Ltd.
104	Stonewae Pipe & Gully Trapes	Perfect, Parry
105	Ppr Pipes	Sfmc, Safe, Poiner Industries
106	Fire Glass For Vision Pannels	Saint Gobain, Ashai India, Modi
107	Aluminium Extruded Profiles	Hindalco/Jindal/Nalco
108	Rolling Shutter	Rama Rolling Shutter, Jyoti Rolling Shutter, Anand Industries, Shri Ram Rolling Shutter
109	FrpChajja	Fiberways, Ashoo Model Arts
110	Sfrc/Precast C.C. Covers	Kk Manhole, Nitco,
111	Precast Cc Interlocking Tiles	Hindustan, Paver India, K.K.
112	Kitchen Loft Tank	Sintex, TirupatiStructurals Ltd, K.M.S. Plast World Private Ltd., Planet Plastics, Sri Kamakshi Traders, Sreyah Novel Inc.
113	Ductile Iron Pipe (Water Supply)	Electro Steel, Kesso, Kdupl, Electro Spun
114	Factory Made Section Window	Isi Mark Product Only,
115	Plastic Seat Cover	Commander, Jindal, Admira, Cuckoo
116	Pvc Cistern	Steelbird, Jindal, Seabird, Prayag
117	M.S. Door Fittings	Ashish, Oxford, Garg, Adarsh

118	Fibre Glass Reinforced Plastic (Frp) Panelled/Flush Door Shutter & Frame	Fibreways Technology, Shiv Shakti Fibre Udyog, SimbaFrpPvt. Ltd & Advance Tech, Fibre Techno Products.
119	Cement Based Paint	M/S Asian Paints Ltd (Uatsaveem) M/S Berger Paints India Ltd (Durocem) M/S Shalimar Paints Ltd (MahaCemkote) M/S JayantColor& Chemical Industries (Supremcem) M/S Sherwin Williams Paints India Ltd (Nitocem)
120	Texture Finish	Spectrum, Acro, Sandtex, Revlontex
121	Admixture	Forsroc, Mc
122	Structural Silicone	Dow Corning/Wacker
123	Weather Silicone	Dow Corning/Wacker
124	Adhesive Tape	Norton, Flexibond
125	Rust Remover	Roff's Rust Remover, PidiliteFixit Rust Remover
126	Anti Rust Agent	Fosroc, Cico, Pidilite
127	Bonding Agent Epoxy Base	Fosroc, Cico, Pidilite
128	Bonding Agent Acrylic Base	Fosroc, Cico, Pidilite
129	Pmc	Fosroc, Cico, Pidilite
130	Sbr	Fosroc, Cico, Pidilite
131	Styrene Butadiene Rubber	Fosroc, Cico, Pidilite
132	Micro Concrete	Fosroc, Cico, Pidilite
133	Water Based Curing Compound	Fosroc, Cico, Mc, Bauchmie
134	Epoxy Mortar	Fosroc, Sika, Basf
135	Injection Grouting	Pidilite (Dr Fixit)
136	Laminates	Formica, Decolam, Merino, Green Lam
137	Fire Check Accessories Calcium Silicon Board	Fromtect
138	Panic Exit Device	Ingersoll, Hardwyn, Everest
139	Stainless Steel Door And Window Fittings Sliding Door Bolt, Tower Bolt,	Fly Rail Well, Ozone, Safex, Jolly, Doorset
140	A.C.P. Aluminium Composite Panel	Hynadécor, Prime Bond, Alstone.

## 1.3 ADDITIONAL CONDITIONS

### 1.3.1 GENERAL

The work shall be executed as per CPWD specifications for Electrical works: Part I – Internal – 2013, Part II – External – 1994, , Part III Sub-Station 2013, Part IV Wet Riser and Sprinkler System 2020, Part-V fFire Detection and alarm system 2018, Part VI Gas based Fire extinguishing System and NBC2016 & CPWD specification 2023 for civil works with correction slips up to date of receipt of tender wherever applicable, as per relevant IS and as per directions of Engineer-in-charge. The technical specifications are to be read in conjunction with above and in case of variations, technical specifications of tender document shall apply. Nothing extra shall be paid on account of additional features in the technical specifications as the same are to be read along with schedule of Quantities/Scope for the work.

### 1.3.2 (a) Scope of work of Electrical Works

The scope of electrical work for proposed laundry includes as below.

- i. Dismantling the existing old and worn-out electrical wiring, switch boards, DBs, Panels, electrical fixtures, fire alarm & Fire Detection system, Fire Fighting System, pertaining to **Laundry Area (Approx. 1400 Sq. Mtr.)** and taking away the same as credit item on buy back basis as per direction of Engineer-in-Charge.
- ii. Design, supply, installation, testing and commissioning including wiring/rewiring of electrical fan points, light points, Call bell points, exhaust fan points, light and power plug points, adequate rating electrical points for split/window type air-conditioners, UPS, computers, printers, equipment, electrical circuits, submain wiring with adequate size copper conductor, PVC insulated, FRLS cables in steel conduits. The size of cable shall not be less than 1.5Sq.mm for light points and 4 Sq.mm for power plug points complete as per CPWD specifications as approved by Engineer-in-Charge.
- iii. Design, supply, installation, testing and commissioning of data networking points/computer points with suitable size CAT-6 cable, RJ45 points, telephone points in PVC conduits complete as per CPWD specifications as approved by Engineer-in-Charge.
- iv. Design, supply, installation, testing and commissioning of suitable size energy efficient LED light fittings, surface/recess mounting type in laundry area comprising of area for laundry machines, offices, stores, Changing Rooms, Staff Rooms, , UPS Room, Electrical Room, bath rooms, corridors, or any other area of laundry building to attain an illumination level of 350 Lux to 500 Lux as per direction& approval of Engineer-in-Charge.
- v. Design, supply, installation, testing and commissioning of suitable size exhaust fans, ventilating fans, ceiling fans, wall fans, mirror lights as and where required as per approval & direction of Engineer-in-Charge.
- vi. Design, supply, installation, testing and commissioning of suitable size Distribution Boards equipped with MCBs/RCCBs/MCCBs complete as per CPWD specifications as approved by Engineer-in-Charge.
- vii. Design, supply, installation, testing and commissioning of suitable size cubicle type Main Electrical Panel& Sub Electrical Panel for Laundry Complex comprising of adequate rating incomer and outgoing MCBs/MCCBs/ACBs as per electrical load of the laundry complex. All lighting load, computers, some electrical load of laundry machines shall be kept on Diesel Generator (already installed by AIIMS) back up supply. The electrical panels shall be designed considering additional 25% electrical load for futuristic requirement.

The electrical connections of laundry machines, electrical panels, sub- panels, Distribution Boards, etc with aluminum/copper conductors, PVC/XLPE insulated, armoured/unmoured wires/cables, Rising Main, cable trays etc. shall be carried out by the vendor/contractor as per CPWD specifications as approved by Engineer-in-Charge.

- viii. Design, supply, installation, testing and commissioning of Addressable Type Automatic Fire alarm & Detection System comprising of addressable intelligent Smoke Detectors, multi-function detectors above and below the false ceiling as required, MCPs, RIs, Repeater Panel, Main Panel in complete Laundry complex including corridors & other allied area and integrating the same with FDA system of Main Building ( Laundry Cum Workshop Building ) in Fire Control Room complete as per CPWD Specifications as approved by Engineer-in-Charge.
- ix. Design, supply, installation, testing and commissioning of Automatic Clean Agent FK 123 Fire Suppression System for Cubicle type Electrical Panels, UPS, Rising Main etc. complete as per CPWD Specifications as approved by Engineer-in-Charge.
- x. Design, supply, installation, testing and commissioning of Fire Fighting System with suitable size MS pipe of heavy class, hose pipe, hose reel, landing valves etc in the Laundry Complex Fire Hose Cabinet etc. as per CPWD Specifications as approved by Engineer-in-Charge.
- xi. Design, Supply, installation, testing and commissioning of self-Triggered Automatic Standalone Type ceiling mounted Clean Agent (Agent-Novec-1230/FK5-1-12 UL listed. (Certificate of UL listing to be provided) Modular Fire Extinguisher with quartzoid bulb with a temperature rating of 68 degree Celsius. The Fire Extinguisher should be pressure tested at 30 kgf/sqcm with charged pressure of 10-15 Kgf/sq.cm with operation time between 8-10 seconds, red colour of suitable capacity to be mounted above the laundry machines including fixing with mounting rod, dash fastener, clamps etc. as required as per site conditions and direction of Engineer-in-Charge.
- xii. Adequate numbers of GI/Copper plate earthing shall be provided for earthing of laundry machines, Electrical Panels, UPS, etc. All three phase laundry machines, distribution boards, Panels, Switches, etc shall be properly earthed with double earthing strip/wire to safeguard the equipment and user from getting electric shock. Single Phase equipment shall be earthed with single wire/strip. The earthing including excavating earthing pit shall be done in the presence of Engineer-in-Charge or his authorized representative.
- xiii. Electricity Connection at Main Electrical Panel with adequate size of aluminum conductor armored cables/Rising Main shall be provided by the AIIMS, further distribution shall be the responsibility of the vendor/contractor. The vendor/contractor shall inform the AIIMS about the total electrical load required well in advance(within 60 days of award of work) to enable the AIIMS to provide adequate size cables/Rising Main up to Main Electrical Panel well in time.
- xiv. It shall be the responsibility of the vendor/contractor to make the General Arrangement Drawings of all facilities as above with calculation sheet/design sheet and getting the same approved from Engineer-in-Charge well in advance (within 30 days of award of work)before start of work at site.
- xv. The vendor shall install at least 30 CCTV (IP camera with 5 megapixel, night vision cameras) with a capacity to store the recording of at least one month in the premises of the laundry; these recordings shall be open to scrutiny at any time by an appropriate authority. A dedicated internet connection for transmission of CCTV footage at distant locations shall be installed at the cost of the vendor covering all major areas for proper monitoring of workflow with transmission of the feed on a real time basis to the manager room, officer in charge's room & Security control room etc. Recordings have to be made available to AIIMS whenever asked for. The camera locations will be decided in consultation with the AIIMS authorities. The vendor shall also be responsible for the security of all the tapes containing the CCTV footage. Compliance to all cyber security laws applicable on CCTV monitoring and Surveillance including security of stored data shall be the responsibility of the vendor. Distant transfer/streaming of any portion of the recording is prohibited except when required by the AIIMS authority. All such recordings shall be tamper and edit proof.

- xvi. P/F of Commercial Reverse Osmosis system to deliver 50 Ltr. Of purified water per hour through 6 stage purification stages with complete water interconnection prior to water cooler also p/f of auto cut OFF/ON sensors for maintaining the water level in water cooler. Also P/F of M.S. stand made of angle iron size 40x40x5mm (N.S.) M.S. strips of size 40x5mm (N.S.) etc. as required at site & as per the direction of Engineer-in-charge. (Eureka Forbes/Kent/iON Exchange.).
- xvii. Water Softener Plant of at least 10,000 LPH capacity of standard quality viz. BIS/any other equivalent Indian Standards having TDS as 150-250 & Hardness as 50-100ppm.

**(b) Scope of work for Civil Works**

- i. Bidders are strongly advised to visit the site and carry out the assessment of works. **Total area dedicated for Laundry is approx. 1400 sq. mts.** Only those vendors who offer the entire range of state-of-the-art equipment comprehensively as a package deal will be considered. Laundry has to be designed, built, operated and maintained by the supplier for 10 years.
- ii. Bidder has to submit the layout design proposed with material used for construction/civil works to AIIMS for approval. Bidder can start the execution of civil works after getting approval from AIIMS.
- iii. Civil works includes construction of brick wall, plastering, painting, etc. required as per the approved lay out plan, laying of granite on walls & floors, provision of doors & windows as per approved lay out plan. Materials to be used in construction of different areas of laundry are defined in scope of civil works.
- iv. Leveling of floor (if required) before laying of suitable anti-slippery floor and strengthening of floor, strengthening of pillars should be bidder's responsibility (if required).
- v. Bidder has to construct /renovation/ upgradation toilets, rest room, change room (Male & Female), eye-shower and shower facilities for their workers.
- vi. Room for RO and softener water plant with proper exhaust (if required) has to be constructed by the bidder.
- vii. Room/space for Air Compressor (if required) for smooth operation should be provided by the vendor.
- viii. SS wall paneling has to be done on both sides of barrier washers; SS 304 should be minimum 0.8 mm thick with suitable insulation has to be used for paneling.
- ix. Stainless steel paneling in between and above the machines on both clean and sterile side has to be done with 304AISI Stainless Steel.
- x. It is the liability of the vendor to rearrange the electrical cables running within the laundry and on the roof of the existing Laundry within the duct panels for better safety.
- xi. All Civil Work pertaining to the flooring, ceiling, walls, drains, plumbing etc. is to be done as defined in the scope of civil works.
- xii. Dismantling and demolition: Demolishing / dismantling whichever is applicable for any particular item like flooring, paneling (Tiles/ plaster), replacement of doors & windows, partitions, rolling shutters, gratings etc.
- xiii. Flooring:
  - 1. Laundry Area at Ground and 1<sup>st</sup> Floor: 30 mm thick unpolished Granite stone in required shade & colour as desired by the engineer In-charge.
  - 2. Office Area at 1<sup>st</sup> Floor: 18 mm thick polished granite stone in required in required shade & colour as desired by the engineer In-charge.
  - 3. Basement Area: 18 mm thick polished granite stone in required in required shade & colour as desired by the engineer In-charge.
- xiv. Paneling:
  - 1. Laundry Area at Ground and 1<sup>st</sup> Floor: 18 mm thick Polished Granite Stone of required shade & colour as desired by the engineer In-charge with SS Cramps and dash fasteners upto to 7

feet height and vitrified tiles of size 1200 x 600 mm up to beam bottom level after 7 feet height.

xv. Finishing/ Painting:

1. Laundry Area at Ground and 1<sup>st</sup> Floor: Oil bound washable distempering above beam bottom level and ceiling up to the satisfaction of engineer In-charge.
2. Basement: Oil bound washable distempering above beam bottom level and Walls upto the satisfaction of engineer In-charge.
3. Office Area at Ground Floor and 1<sup>st</sup> Floor: 1mm thick cement based putty followed by premium quality plastic emulsion paint on walls & ceiling of required colour & shade (impressions of Nerolac paints/ Royale of Asian Paints/ Velvet touch of ICI paints) up to the satisfaction of engineer In-charge

xvi. False ceiling:

1. Office area at 1<sup>st</sup> Floor: Mineral fiber tile false ceiling with silhouettes grid of approved design.

xvii. Doors & Windows:

1. Laundry Area at Ground and 1<sup>st</sup> Floor: Stainless steel doors fixed on SS door frames (SS 304 Grade) and rolling shutter in required size as per the requirement of site and direction of engineer In-charge.
2. Officer Area at 1<sup>st</sup> Floor: 35 mm thick flush door shutters with approved 1 mm thick laminated sheet pasted on both sides fixed on 2<sup>nd</sup> class teak wood door frames (Melamine polished) of section 125 mm x 60 mm with heavy duty stainless steel hinges. All doors & windows fittings shall be made of 304 Grade Stainless Steel and the sample shall be got approve from the EIC.
3. All windows and ventilators in the area under consideration shall be replaced with powder coated aluminium windows (openable/fixed) as desired by the ESD.

xviii. Open trenches:

1. All open trenches in the laundry area need to be water proofed before covering them with stainless open grating (SS 304 Grade) on hinges in required size and pattern as per the site conditions.

xix. Washrooms:

1. Washrooms one at Ground and two nos. at 1<sup>st</sup> Floor shall be fully renovated with the latest specifications. The sanitary fittings and fixtures shall be of Kohler/ Grohe / Jaquar make as per the sample approved by the EIC. Size and sample of floor tiles and wall tiles shall be approved by the EIC. All the CI and GI pipes have to be replaced after water proofing of the sunken portion.

xx. Corner & Wall Guards:

1. All corners shall be secured with SS 304 grade corner angles of size 100 mm x 100 mm x 3 mm up to a height of 4' 6" (or as per the site condition) fixed with stainless steel dash fastners at a staggered spacing of 200 mm. Wall guards made of 2 mm thick Stainless steel sheet (SS 304 Grade) of width 300 mm shall be fixed specially in the area of trolley movement.

xxi. Miscellaneous:

1. Zebra blinds of vista make as per the sample approved shall be fixed on all windows of office areas.
2. All the windows shall be covered with power coated aluminum D. G. Grills of weight not less than 2 Kg per Sqm in required shade & colour.
3. Provision of five check doors in stair case and service shafts on each floor.
4. Provision of S.S. railing of approved design on entry doors

- (a) In addition to supply, installation, testing and commissioning, as per schedule of work/scope of Work, the following works shall be deemed to be included within the scope of work to be executed by the contractor. Nothing extra will be paid.

- (i) All minor building works for the installation such as cutting, making good the damages or any other damages during execution of work.
- (ii) Tools and plants required for handling and installation of equipment.
- (iii) Protection required for the equipment from shock pressure, rain, dust storm during transportation and storage of equipment as required.
- (iv) Necessary equipment for the commissioning & site testing etc.
- (v) The equipment must be insured during transit from manufacturer's place of works till installation and handing over to the department.
- (vi) Safe custody of material and installation till they are taken over by the department.
- (b) The work shall comprise of entire labour including supervision and all materials necessary for complete installation and any such tests and adjustments and commissioning as may be required by the department.
- (c) The work is a turn-key project. Any item required for completion of the work but left out inadvertently shall be executed with in the quoted rates.
- (d) The contractor shall co-ordinate with all other agencies involved in the work so that the work is not hampered due to delay in his work. Electrical conduits, raceways, cable trays, framing etc i.e. works which directly affect the progress of other agencies should be given priority.
- (m) The said works are to be carried in the existing site where the current Laundry is functional. The vendor shall be responsible for Dismantling all the existing machines and engineering fixtures and take away on buy back basis and clearing out debris created due to this activity.

### **1.3.3 Drawings:**

- (a) The successful tenderer shall submit the following drawings within 15 days of acceptance of tender for approval of the Engineer-in-Charge/Project-in-Charge before commencement of installation work.
  - (i) EI & Fans placement drawing.
  - (ii) Main Electric Panel and Sub- Electric Panel GA drawings with single Line Diagram and Bill of Material.
  - (iii) Drawings related to general lighting, ceiling light layout drawing
  - (iv) Automatic Addressable Fire Alarm & Detection System layout drawing.
  - (v) Fire Fighting System layout drawing including indicating exit sign boards, Fire Extinguishers, Landing Valves, Hose Reels, Hose Pipes etc.
  - (vi) Automatic clean Agent gas suppression system layout drawing with design sheet.
  - (vii) Any other drawing necessary for the work and as directed by Engineer – in – charge
- (b) Work shall be executed as per drawings duly approved by the Engineer-in-charge.
- (c) Any technical clarifications required regarding the drawings/specifications during the progress of work shall be obtained from the 'Engineer-in-charge'.
- (d) The work in the contract shall be in accordance with the drawings and no deviations shall be permitted without the written approval of the Engineer-in-charge, if so required.
- (e) Two sets of drawings as approved by Engineer-in-Charge shall be kept at site of work out of which one set shall be preserved and shall at all reasonable time be available for inspection and use by Engineer-in-Charge and representative of engineer-in-charge.
- (f) Layout of the Laundry is provided to all the bidders and is attached. All bidders will give Presentation of their bid proposal to AIIMS Authorities regarding Equipment Placement, Installation, Commissioning & Turnkey Works viz. civil, electrical, mechanical, plumbing, HVAC etc. at the allocated site during bid evaluation. Bidders are advised to visit the allotted Laundry Site for assessment before bidding.

### **1.3.4 Program for Execution**

- (a) The contractor shall submit a detailed programme in the form of CPM/PERT/BAR chart to the Engineer-in-charge within 7 days of award of work and shall be got approved from him. The programme chart should include the following: -

- (i) Network CPM/PERT/BAR diagram prepared as per existing practice.
- (ii) Programme for procurement and delivery of materials by the contractors.
- (iii) Programme of mobilization of machinery/equipment/manpower and their deployments.
- (b) The programme chart may be updated on weekly basis submitted to Engineer-in-charge if so desired.
- (c) The approval by the Engineer-in-charge of such programme or the furnishing of such particulars shall not relieve the contractor of any of his duties or responsibility under the contract. This is without prejudice to the right of the Engineer-in-charge to take action against contractor as per terms and conditions of the agreement.
- (d) Existing services encountered in the course of the execution of work shall be protected / maintained against damage by the contractor. Any damage to the existing service shall be made good by the contractor at his own cost.

### **1.3.5 Data Manual and Drawings to be furnished by the tenderers**

The successful tenderer should furnish well in advance two copies of detailed instructions and manuals of manufacturers for all items of equipment regarding installation, adjustments operation and maintenance i/c preventive maintenance and trouble shooting.

### **1.3.6 Inspection of material**

AIIMS reserve the right to inspect the material at manufacturer's Works within India before delivery at site. The firm shall intimate the date of inspection of material well in advance to the Engineer-in-Charge. The cost of traveling, boarding & lodging of Inspecting Officers shall be borne by the AIIMS whereas it shall be the responsibility of the firm to make arrangement of inspection of material with all tools/plants & instruments as per Indian & International Standards at manufacturer's Works. If the material fails during the inspection or inspection could not be done due to improper arrangement at manufacturer's Lab, the firm will bear all the expenses of next visit including traveling, boarding & lodging arrangements of Inspecting Officers and nothing extra shall be paid on this account.

### **1.3.7 System Testing:**

- (a) Soon after the work is completed, the contractor shall inform in writing to the Engineer-in-charge for getting the complete system i/c all equipment and controls thoroughly inspected and tested for satisfactory performance.
- (b) Any defects noticed during these tests shall be speedily rectified by the contractor within a time as specified by the Engineer-in-charge, failing which the same shall be got done at the risk and cost of the contractor.

### **1.3.8 Final Documentation:**

- (a) Upon commissioning and final handover of the installation, contractor shall submit within a week to the Engineer-In-Charge, three (3) portfolios of the following duly indexed and bound together in hard cover ring binder along with one soft copy of completion drawings in 'dwg' format.
  - (i) Completion drawings.
  - (ii) Comprehensive operation and maintenance manual
  - (iii) Equipment warranties from manufacturers.
  - (iv) Commissioning and testing reports
- (b) At the finalization of the work and before issue of final certificate of completion by the Engineer-in-charge, the contractor shall furnish a written guarantee indemnifying the department against defective materials and workmanship for the Defects liability period. The contractor shall hold himself fully responsible for reinstallation or replace free of cost to the department.
  - (i) Any defective material or equipment supplied by the contractor
  - (ii) Any material or equipment supplied to the department which is proved to be damaged or destroyed as a result of defective workmanship by the contractor.

- (c) In case, the contractor fails to submit the completion plan, he shall be liable to pay a sum equivalent to 2.5% of the value of the work subject to ceiling of Rs. 5,00,000/-

#### **Terms & Conditions and Specifications for Air-Conditioning and Exhaust Requirement**

Air-conditioning and exhaust requirement includes air-conditioning (through window or split ACs) for all areas & exhaust fans keeping in mind the prescribed norms of the pressure and the air changes for the different areas of the laundry. The brief requirements of the air-conditioning are as follows:

- i. Supply/Installation of Window Type Air conditioners (Unitary Type) 1.5TR,with following Technical specifications complete in all respect (Make-Daikin, OG, Hitachi)
  - a) Compressor : Rotary
  - b) Refrigerant : R22/R410/R32
  - c) Nominal Cooling Capacity(Minimum): 4.99 KW
  - d) Air flow (Minimum) : 450 CFM
  - e) EER W/W (Minimum): 2.75
  - f) Condenser / evaporator coil material: Copper
- g) BEE Star Ratings: 5 Star
- ii. Supply /Installation of Window Type Air conditioners (Unitary Type) 2.0TR,with following Technical specifications complete in all respect (Make-Daikin, OG, Hitachi)
  - a) Compressor: Rotary
  - b) Refrigerant: R22/R410/R32
  - c) Nominal Cooling Capacity(Minimum): 6.0 KW
  - d) Air flow (Minimum) : 650 CFM
  - e) EER W/W (Minimum): 2.75
  - f) Condenser / evaporator coil material: Copper
- g) BEE Star Ratings : 2/3 Star
- iii. Supply/Installation of Inverter Split Type Air conditioners 1.5TR capacity including 1st charge of refrigerant , with following technical specifications complete in all respect,(Make-Daikin ,OG, Mitsubishi)
  - a) Compressor : Rotary
  - b) Refrigerant : R22/R410/R32
  - c) Nominal Cooling Capacity(Minimum): 5.0KW
  - d) Air flow (Minimum) :450 CFM
  - e) ISEER W/W (Minimum): 4.5
  - f) BEE Star Ratings: 5 Star
  - g) Condenser / evaporator coil material : Copper
  - h) Set of interconnecting insulated copper refrigerant pipes, cpvc condensate drain line & cable (min.) : 3.5 Mtr.
- iv. Supply/installation of Self-contained Drinking water cooler R-134a ( (NON CFC refrigerant ,Energy efficient Compressor with full Body and tank stainless steel model SS-304 grade 81 mm thickness of stainless steel) cooling capacity Ltrs./Hr. 150, storage capacity 150 ltrs ,rate of Max energy consumption Watts: 1550, condenser material copper and size 17.5'X17"X 3row thickness of tube .30mm top cover insulated fitted with double hinges and double gasket and key lock etc as per manufacturer standard of make Sidwal/Climatrol/Usha only.
- v. Providing /Installation of 6000cmh capacity (Nominal) Desert coolers body having 22 Gauge thickness & water storage tank shall be in 20gauge thickness of G.I. material(Approx. size 6'x3'x3') and 24" exhaust fan (Crompton/Alstom/GEc-make) 900RPM,single phase ,220V +-10V,AC,50Hz supply, Suitable size water circulating pump, PVC piping, water distributor

- arrangement ,suitable size wire (approx. 06 mtrs) separately for motor as well as pump with power plug and having the volume type power regulator, wood wool pads etc. with front grill and Installation shall be on angle iron stand approx. size 35x35x5mm thickness and 1.0Mtr height approx. complete as required at site.
- vi. Providing of powder coated adjustable angle Iron stand, wall mount /floor mounted chowkii/c fasteners for outdoor units complete as required at site.
  - vii. Supplying fixing of powder coated extruded aluminum section Return air diffusers without volume control dampers complete as required.(as per DSR-16.18)Makes-Caryaire / Ravistar /System air
  - viii. Supplying fixing of powder coated extruded aluminum section double louvered return air grills without aluminum volume control dampers as per specifications.(as per DSR-16.16)Makes-Caryaire / Ravistar /System air
  - ix. Design / Drawing and Supplying, installation, testing and commissioning of G.I. ducting of following thickness including necessary supports, vanes, etc. complete as per conforming to relevant IS specifications: Makes-SAIL / Tata / Jindal
    - a) 0.80 mm thick sheet.( As per DSR-16.12.2.2)
    - b) 0.63 mm thick sheet.( As per DSR-16.12.2.2)
  - x. Exhaust air fans to be provided wherever required to maintain the positive and negative pressures as per SOP/tendered specs.
  - xi. Other terms & conditions
    - a) The vendor shall be responsible for cleaning the water cooler externally and internally once every 15 days and record of the same shall be maintained in a separate register. The vendor shall also be responsible for submitting the cleaning report to concerned engineer in- charge every 15 days. Upon failure to do so, a penalty of Rs. 500/ per day of delay will be imposed on the contractor.
    - b) The vendor shall also be responsible for cleaning the filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs. Note: - Repairing, etc. is to be done immediately if on inspection any defect is found.
    - c) The vendor shall also be responsible for removing the dust out of indoor & outdoor units of split AC and window AC once in a week or as and when required.
    - d) The vendor must ensure that heat is being exhausted properly and 30-35 Air changes per hour are being achieved.

**\*Note: vendor will provide the following before the handing over of the project:**

- xii. Vendor will submit the service manuals of all the equipment and furniture.
- xiii. Along with the above, vendor has to submit the CAD drawings/blueprints of the following:
  - a) Drawings of the final lay out of the Laundry
  - b) Drawings for the electrical wiring of the Laundry.
  - c) Drawings for the central Air conditioner ducts.
  - d) Drawings for the water pipeline system.
  - e) Drawings for the drainage and sewage system
  - f) Drawings for the smoke detectors and fire alarm system with the wiring.
  - g) Drawings for the sprinklers and firefighting equipment.
  - h) Any other drawing as deemed necessary by the TEC at the time of Handing over.

## **B. SPECIFICATIONS OF EQUIPMENT TO BE INSTALLED IN THE LAUNDRY**

- a) Clean Linen transportation Trolley - spring bottom type (50 Nos.)- minimum 100 kg to 130 kgs loading capacity (White Color inscribed with the name of the blocks/centres as the case may be)**

The clean linen trolley shall be fabricated out of Stainless Steel (Medical Grade 304) and should have spring bottom feature for the better movement and performance along with swivelling wheels. The trolley should be accessible to all hospital lifts. Body should be stainless steel with non-perforated plastic (HDPE) inside. Reinforced and rounded upper edge with handlebars to push/pull the trolley. The self-levelling platform fixed on 2 carriages sliding in light alloy rails can work also with non-uniform loads. Strong non-twisting iron frame in epoxy finishing. Minimum 6 inches wheels in lozenge position or at the corners, four castor wheels with two breaks. The trolley should be rectangular and should be with a lid cover.

- b) Dirty Linen collection and transportation Trolley - spring bottom type (50 Nos.) - Capacity minimum 100 kg-130 kgs (Blue Color inscribed with the name of the blocks/centres as the case may be)**

The dirty linen trolley shall be fabricated out of Stainless Steel (Medical Grade 304) and should have spring bottom feature for the better movement and performance along with swivelling wheels. The trolley should be accessible to all hospital lifts. Body should be stainless steel and should be non-perforated plastic (HDPE) inside. Reinforced and rounded upper edge with handlebars to push/pull the trolley. The self-levelling platform fixed on 2 carriages sliding in light alloy rails can work also with non-uniform loads. Strong non-twisting iron frame in epoxy finishing. Min 6 inches wheels in lozenge position or at the corners, four castor wheels with two breaks. The trolley should be rectangular and should be with a plastic lid cover.

- c) Infected/wet Dirty linen collection and transportation trolley (25 Nos.) - minimum 40-60 kg loading capacity (Yellow color inscribed with the name of the blocks/centres as the case may be)**

The dirty linen trolley shall be fabricated out of Stainless Steel (Medical Grade 304) and should have spring bottom feature for the better movement and performance along with swivelling wheels. The trolley should be accessible to all hospital lifts. Body should be stainless steel and should be non-perforated plastic (HDPE) inside. Reinforced and rounded upper edge with handlebars to push/pull the trolley. The self-levelling platform fixed on 2 carriages sliding in light alloy rails can work also with non-uniform loads. Strong non-twisting iron frame in epoxy finishing. Min 6 inches wheels in lozenge position or at the corners, four castor wheels with two brakes. The trolley should be rectangular and should be with a plastic lid cover.

**The bidder will have to submit samples of Linen trollies in advance for approval of AIIMS before supplying the same.**

- d) Receiving Counter**

- a. Construction: Counter Top should be made of granite top (W 1m x L 2m)
- b. Should be aesthetically good
- c. Should provision for placing CPU, UPS, Mouse, Keyboard etc
- d. Should have at least 3 drawers.
- e. The entire structure has to be made of Stainless steel.

- e) Computer with printer& UPS (06 Nos.)**

Bidder should be providing latest generation intel processor computer with printer at receiving counter and at other areas wherever required.

Specifications for an All in one desktop computer to be provided at the laundry

- 12th Generation Intel® Core™ i5 processor
- Windows 11 Home
- 8 GB DDR4-3200 MHz RAM (1 x 8 GB)
- 512 GB PCIe® NVMe™ TLC M.2 SSD
- Intel® UHD Graphics 730

**Specifications for the printer (All-In-One) to be provided at the laundry**

- Black and white
- Print, copy, scan
- Hi-Speed USB 2.0 port; built-in Fast Ethernet 10/100Base-TX network port; built-in WiFi 802.11b/g/n
- Laser printer

**f) Office Table**

It should be modular, ergonomically design, the make of the furniture should be Compressed Wood, and no plastic should be used.

Approximate Size 152cm x 76cm x 77cm & Color: Teak  
Minimum two drawers with one locker  
Material – Compressed Wood panels with laminated melamine surface . Surface shall be scratch proof  
Specify Load Carrying Capacity. Brands: Godrej/Durian/Ikea/equivalent.

**g) Office Chair with hand rest**

It should be modular, ergonomically design.

Mid Back & Revolving chair. Dimensions: 21.8 x 21.8 x 39.3 (in inches)  
Rexene black & cushion  
Height adjustable gas lift fitted with castors Nylon plastic arm .  
Brands: Godrej/Durian/Ikea/equivalent.

**h) Storage Cupboard (2x2)**

It should be modular, ergonomically design, the make of the furniture should be Steel (Powder coated), and no plastic should be used. Should be provided with lockable doors Should have 1 shelf.  
Dimensions: 900 mm H x 900 mm W x 400 mm D. Brands: Godrej/Durian/Ikea/equivalent.

**i) Almirah**

It should be modular, ergonomically design, the make of the furniture should be Steel (Powder Coated), and no plastic should be used. The Almirah shall have locking system. The Amirah should have two doors which are lockable. The dimensions: H 1850xW 900xD 450 mm. The metal should be powder coated and should be mounted on two sturdy legs at least 6 inches above the floor. Brands: Godrej/Durian/Ikea/equivalent.

**j) Dust Bin complying with BMW rules**

- a. Made of 100% virgin plastic
- b. Capacity minimum 100 litre.
- c. Foot operated lid opening.
- d. Should easily move on wheels
- e. Dimensions: 92 x 48 x 55 cm

**k) Laundry Scrub Station with 2 Sinks**

Stainless Steel Construction with taps for wash and rinse using hot and cold water. SS (Medical Grade-304). Scrubbing Board in between sinks. Should be sensor-operated. Hands free operation. Underneath Shelf. Size- 1600 mm x 500 mm x 900 mm

**For Items mentioned above (from a to k), the bidder will have to submit their samples in advance for approval of AIIMS before supplying the same.**

**l) Sluicing machine with automatic dosing- (01 Nos.)**

- a. Capacity 50-60 kg (**PNG &/or Electric heated**) To wash the infected and soiled clothes received from the wards, ICU's and OT's.
- b. Machine should be fully automatic.
- c. Basket volume minimum 300 litres.
- d. Washer extractor with soft mount type.
- e. The machine should be (**PNG &/or Electric heated**) with all wetted parts are SS304 stainless steel construction with capability of automatic washing, rinsing and extraction.
- f. The machine needs to be single motor VFD driven with microprocessor control, Touch Screen Control, Built in vacuum Breaker, Single Motor Drive.
- g. Machines should be energy efficient with low water, chemical, steam and electricity consumption, minimum 5 External liquid supply connections. The machines should come with all necessary safety features.
- h. The equipment should weigh the linen and adjust the amount of water and energy according to the load.

**m) Barrier Washer Extractor with automatic dosing pump, Capacity –200- 220 kg (02 Nos.)**

- a. The washer should have front loading type. Unloading of the washed garments shall be done from the other side (Unloading door).
- b. Unloading door shall be placed at 180 degrees angle from the loading door, soft mount type with suspended construction allowing a 300G to 400G.
- c. It should have automatic inner drum positioning system in loading or unloading position for ease of unloading.
- d. The Barrier Washer ensures that wash program is performed in full before it allows unloading on the clean side. This guarantees that linen has been properly washed and disinfected before unloading it on the clean side.
- e. Mutual lock of loading and unloading door, can't be opened simultaneously.
- f. Both the inner and outer wash cylinders should be constructed using stainless steel 304 and inner wash cylinder should be fitted with perforated spray lifters for improved agitation and quicker soaking of wash load.
- g. It should have Automatic Outer door locking and unlocking with pneumatic system for maximum safety and efficiency.
- h. In case of, fast forward, error, power failure & emergency stop, the machine will only allow opening on the dirty side.
- i. Safety interlock on the loading door supervises the water level and the motor drive so that the door cannot open until the water level is below the inner drum and the drum rotation has stopped.
- j. It should have end of cycle audio visual alarm.
- k. It should have Pneumatic suspension for less vibration.
- l. It should have variable Frequency controlled motor and silent rotation speeds.
- m. The out of balance shall be determined electronically and based on the out of balance, the machine shall be able to determine the maximum allowable speed for extraction 300 to 350 G.

- n. The equipment should automatically weigh the linen and adjust the amount of water and energy according to the load. It should have automatic dosing.
- o. Control Panel- The machine shall be controlled with a micro-processor with the following minimum features:-
  - The control shall display remaining wash time, error codes and program status indication etc.
  - The display shall be of LED/LCD-type, and shall be possible to display text and symbols etc.
- p. Wash Programs: The machine shall have a capacity to store program “libraries” with minimum 25 different wash programs. It shall be possible to automatically start a wash program at a certain time.
- q. Software to ensure the traceability of the linen, cycle time and also helps for data logging and process validation.
- r. Software that ensures that any wash program performs to its ends before it allows unloading on the clean side this would ensure that no manual bypass or override of the wash program is done for the completion of the wash cycle.
- s. Control panel can be lockable with password.
- t. Liquid Detergent supply: - The chemical/detergent supply should be through dosing pump with minimum 5 chemical boxes. The machines shall be available for use with only liquid supplies via external dosing pumps.
- u. Drive system: The machine shall have a motor powered by a variable frequency drive. There shall be no gearboxes, clutches or gear reducers.
- v. Water and drain: The machine shall be provided with two water inlets (Cold and Hot).
- w. Basket Volume- 1800 Ltrs (Minimum)
- x. Final Extract - 700 RPM or more
- y. Should have air cushion suspension
- z. Should be **PNG &/or Electricity enabled**.
- aa. Washer extractor with fully programmable microprocessor with frequency controlled motor. Safety interlock on the loading door supervises the water level and the motor drive so that the door cannot open until the water level is below the inner drum and the drum rotation has stopped.
- bb. Desired temperature can be programmed into each step of a formula – allowing infinite temperature settings.
- cc. 20 flushing liquid chemical ports and 15 signals provide flexibility. Optional 5 compartment flushing chemical chute available.

**n) Barrier Washer Extractor with automatic dosing pump, Capacity – minimum 100 - 120 kg (05 Nos.)**

- a. The washer should have front loading type. Unloading of the washed garments shall be done from the other side (Unloading door).
- b. Unloading door shall be placed at 180 degrees angle from the loading door, soft mount type with suspended construction allowing a 250G to 350 G.
- c. It should have automatic inner drum positioning system in loading or unloading position.
- d. The Barrier Washer ensures that wash program is performed in full before it allows unloading on the clean side. This guarantees that linen has been properly washed and disinfected before unloading it on the clean side.
- e. Mutual lock of loading and unloading door, both the doors can't be opened simultaneously.
- f. Both the inner and outer wash cylinders should be constructed using stainless steel 304 and inner wash cylinder should be fitted with perforated spray lifters for improved agitation and quicker soaking of wash load.
- g. It should have Automatic Outer door locking and unlocking with pneumatic system for maximum safety and efficiency.

- h. In case of, fast forward, error, power failure & emergency stop, the machine will only allow opening on the dirty side.
- i. Safety interlock on the loading door supervises the water level and the motor drive so that the door cannot open until the water level is below the inner drum and the drum rotation has stopped.
- j. It should have end of cycle audio visual alarm.
- k. It should have Pneumatic suspension for less vibration.
- l. It should have variable frequency controlled motor and silent rotation speeds.
- m. The out of balance shall be determined electronically and based on the out of balance, the machine shall be able to determine the maximum allowable speed for extraction 300 to 350 G.
- n. The equipment should automatically weigh the linen and adjust the amount of water and energy according to the load. It should have automatic dosing.
- o. Control Panel- The machine shall be controlled with a micro-processor with the following minimum features:-
  - The control panel shall display remaining wash time, error codes and program status indication etc.
  - The display shall be of LED/LCD-type, and shall be possible to display text and symbols etc.
- p. Wash Programs: The machine shall have a capacity to store program “libraries” with minimum 25 different wash programs. It should be able to automatically start a wash program at a certain time.
- q. 20 flushing liquid chemical ports and 15 signals should be provided for flexibility. Optional 5 compartment flushing chemical chute available.
- r. Software to ensure the traceability of the linen, cycle time and also helps for data logging and process validation.
- s. Software should not allow any manual bypass or override of the wash program before completion of the wash cycle. Software should ensure that the control panel is lockable with a password.
- t. Liquid Detergent supply: - The chemical/detergent supply should be through dosing pump only, with minimum 5 chemical boxes. The machines shall be available for use with only liquid chemicals/ detergents via external dosing pumps.
- u. Drive system: The machine shall have a motor powered by a variable frequency drive. There shall be no gearboxes, clutches or gear reducers.
- v. Water and drain: The machine shall be provided with two water inlets (Cold & Hot).
- w. Basket Volume- 800 - 1200 Ltrs
- x. Final Extract - More than 700 RPM or more
- y. Should preferably have air cushion suspension
- z. Should be operable on **PNG &/or Electricity**
- aa. Desired temperature can be programmed into each step of a formula – allowing infinite temperature settings.

**P. Drying Tumbler front loading - Capacity minimum 100-130kg. Drying with minimum Load 3500 Kg/ shift (07 Nos.)**

- a. Heavy duty, Front Loading, Auto-timed, Auto-reversible, Dual Motor drive, Open Pocket & Front display and axial air flow. The dryer should come with temperature control system.
- b. Control –Microprocessor should come with adjustable parameters such as temperature, programme, cool down time and moisture control feature.
- c. Software for data logging and process validation for drying.
- d. Temperature Controller - Auto digital control
- e. Time Controller- Auto digital control for drying and cooling
- f. It should have large door opening for easy loading and unloading. Door should be made up of SS 304 with toughened glass window with interlock for safety.
- g. Inner Drum–Should be made of Stainless steel 304.

- h. Moisture control feature for the continuous measurement for the garments in the cycle to prevent over drying and thus saving energy and time.
- i. Safety features-The tumble dryer should be equipped with over-heating protection and a temperature sensor that turns off the heat if the airflow is clogged.
- j. The dryer should stop in case the door is opened during operation.
- k. Door Opening - 800 mm or more
- l. Basket Volume- 1000 Ltrs.or more
- m. Suction Blower-Heavy duty Centrifugal Suction Blower which is dynamically balanced
- n. Lint Screen- Self-cleaning lint screen, facility of cleaning should be through the front door.
- o. Capacity to be calculated on 1:18 filling ratio
- p. Self diagnostic microprocessor with auto drying feature
- q. Emergency stop button
- r. Noise level should not be >75 db
- s. **Operable with PNG &/or Electricity**

**Q. Flatwork Ironer -with Auto Feeder, Folder & Stacker (Roller size : 3000-3300 mm Length) (02 Nos.)**

- a. Flatwork Ironer should have automatic feeder along with folding and stacking option.
- b. One station automatic vacuum feeding for a smooth and efficient quality feeding.
- c. The supporting Feeder should be with vacuum facility and
- d. **Operable on PNG &/or Electricity.**
- e. Flat work should be a roller type.
- f. **Flat work ironer with two rollers should be chest heated types.**
- g. It should be microprocessor controlled
- h. Standard automatic ironing speed control system.
- i. Standard stand-by and sleeping modes for optimum energy savings.
- j. Versatile stacker for delivery of linen stacks to the front or the rear of the machine.
- k. Suitable for rapid ironing of linen like Bed sheets, Pillow cover or flat sheet etc.
- l. Folder should be capable of folding 2 primary & 3 secondary folding of the linen.
- m. Folder width should match with size of the ironer.
- n. Folder speed should be synchronized with the speed of the ironer.
- o. Folder should have self-diagnostic system along with safety parameters.
- p. Control: Electronic Control Panel with automatic speed regulation system.
- q. Should be equipped with an inbuilt camera to detect linen with stains/ cuts, etc. and reject the same for further dispatch.
- r. Safety – Finger Guard Protection. Machine should come with an Emergency switch to enable single button start and stop.
- s. Belts- Should be Nomex belts.
- t. Padding- Polyester padding
- u. Ironing Speed –should be approx. 8 to 10 meter per minute.

**R. Automatic Dosing pumps:**

It will be the responsibility of the successful bidder to install an Automatic Dosing pump. The dosing pump will be attached to each Barrier- washer. All chemicals will be pumped during washing in the machines vide the Dosing pumps as per the washing formulae. Daily dosing record should be submitted by the bidder to the office of the authorized representative of AIIMS, New Delhi.

**S. Utility press with Ironing Table (02 Nos.)**

- a. Table size should be 135 cm X 38 cm X 88 cm (53" x 15" x 35")
- b. Garment Tray with Heated Surface and should have feature to adjust surface temperature.
- c. It should have built in Vacuum function in the table.
- d. Rectangular shape of the Ironing table for large working area
- e. Polyester foam padding for better life.
- f. Integral steam boiler for better safety
- g. Iron balancer should be equipped with the machine.
- h. It should have overhead gantry to support iron hoses.

**T. Heavy duty Sewing machine (02 Nos.)**

- a. Should have feature to provide Semi-Dry Automatic Lubrication to the Main Machine Parts.
- b. Should have Horizontal Axis Rotary Hook
- c. Should have Large Capacity Bobbin.
- d. Should have capacity to hold extra large needle.
- e. Sewing Speed : 800 RPM
- f. Max. Stitch Length: 5 to 12 mm
- g. 13mm Presser Foot Clearance
- h. Should be Lock Stitch Machine.

**U. Mobile table with castor wheels**

Dimensions: 4 feet x 2 feet. The folding table shall be specially designed for carrying rolling and folding of linen in the laundry. The frame of the table shall be fabricated out of MS welded construction with one bottom shelf for storage. Complete with heavy duty ball bearing for swiveling wheels. The table top shall be of polished Stainless steel. Castor wheels should be lockable.

**V. Fresh Linen storage racks**

- a. Size –minimum 1200 mm x 460 mm x 1800 mm
- b. 4 shelves; Made of Stainless Steel-AISI-304, finished with polishing.
- c. Anticorrosion treated components, treated with seven steps of anti-corrosion process.
- d. Surface free from flaws, roll marks, dents, lines etc.

**W. Folding table**

- a. Rolling Table large size having S.S. top and under shelf. Top made of S.S. sheet. One under shelf of 18 S.S. The castor wheel should have locking mechanism. Length – 100" Breadth – 50" Height – 50"
- b. Should be able to use while folding and stacking of linen is in process.

**X. Dispatch Counter**

- a. Construction: Counter Top should be made of granite top with appropriate size
- b. Should be aesthetically good
- c. Should be supplied with computer as per specification given for receiving counter.
- d. There should be provision for placing CPU, UPS, Mouse, Keyboard etc

**Y. Water softener Plant 10000 LPH having TDS as 150-250 & Hardness as 50-100ppm, has to be installed by the bidder.**

**AD. Air Compressor:**

It should be supplied by the bidder with appropriate capacity to run laundry system without any break if laundry system runs 24x7.

**NOTE:** All Laundry Equipment to run on PNG &/or Electricity. Vendor will pay for PNG &/or Electricity charges as per actual meter consumption.

### **III. Operating laundry services for 10 years at AIIMS, New Delhi**

1. The approved vendor will carry out the work of collection & transportation of dirty linen from wards/ different patient care areas /central collection point/ area (s) to laundry, washing of dirty linen, drying, ironing/pressing, mending & folding, transport of clean linen from laundry to Wards/ OT's/ ICU's/ Other patient care areas/any other areas, sorting & processing of used linen etc. plus maintenance of laundry machines& trolleys. Any other work related to provision of laundry services.
2. The work related to maintenance (preventive as well corrective) of all laundry equipment. The approved vendor must undertake to maintain supply of all genuine spare parts for optimal upkeep of the laundry equipment's during the contract period and will submit an undertaking on their firm's letterhead, in this regard.
3. The vendor will take all steps to ensure safety and prevent damage to the laundry premises. In case of damage to the premises or to any equipment's / machinery, the vendor shall be responsible for repair / replacement.
4. The existing vendor will hand over these machines and equipment's to the new approved vendor. The vendor shall be responsible for dismantling all the existing old machines and engineering fixtures and clearing out debris created due to this activity and execute the tender.
5. The approved vendor will provide uptime guarantee of 95% of 365 days (24 hours) of all laundry equipment (sluicing machines, barrier washer extractor machines, drying machines, Flat work ironer (Automatic feeder, folder and stacker), pressing machines, water softener plant, air compressors, etc.) installed in the Laundry Complex during the rate contract period.
6. Sewing machine, as per requirement will be made available by the vendor. The man power required to operate these sewing machines to stitch the torn cloth will be arranged by the approved vendor at their own cost.
7. The responsibility of installing tamper proof meters on all the water pipes, steam pipes, PNG and electric lines and recording monthly consumption of water, steam and electricity will be the responsibility of the vendor. These should be installed within thirty days of taking over the laundry work. Calibration reports of these meters should be submitted to AIIMS on a monthly basis. In general the vendor is expected to use these elements judiciously and ensure there is no wastage. AIIMS shall be at liberty to initiate punitive action if such wastages are observed.
8. AIIMS will facilitate the vendor for establishing a PNG pipeline at the laundry. All statutory requirements for the same are to be fulfilled by the vendor..
9. The laundry services for AIIMS shall be provided on all days (including Sundays & Holidays) during the contract period.
10. Timings of Collection of Linen
11. From OTs: Collection of linen will take place three times in a day. Morning: Collection should be over before 9:00 a.m. in the Morning, 3:30 p.m. in the afternoon and 7:00 p.m. in the evening.
12. Collection of linen from ICUs: Collection of linen will take place two times in a day. Morning: Collection should be over before 9:00 a.m. in the Morning, 4:30 p.m. in the evening.
13. Collection of Linen from wards, OPD & other areas will take place once a day. Collection from all these areas should be over before 10:00 a.m..
14. Timings of Distribution of Linen
15. Distribution of linen will take place on the same day of collection before 7:00 p.m. on all days. Linen collected in the evening will be distributed to the concerned patient care areas and other areas in the hospital before 11:00 a.m. on the next day of collection.

16. All linen items must be returned to respective areas as per delivery schedule prescribed in SOP and the linen should be clean, undamaged, and well ironed. After collection and distribution of linen a “satisfactory” certification must be obtained in the log book from the sister in-charge of concerned areas. In case lesser number of linen is returned to the concerned area, a penalty of double the cost of lost linen would be deducted from the OPEX bills, if the lost item is untraceable after 48 hours.
17. Repair of any linen should be done (in –house) and in case of irreparable damage it should be informed to Laundry in-charge (AIIMS) along-with reasons within 24hrs and the report of the same should be submitted to the appropriate authority on monthly basis.
18. Daily record of collection of dirty linen items/distribution of cleaned / washed /ironed and condemned 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 item.
19. **WORKLOAD:** The quantity of linen items to be washed as per the Part-E of Price Schedule, Section-X is tentative as this quantity is likely to increase/decrease with time.
20. Vendor will identify torn linen at the time of collection, processing & washing. Only torn linen will be replaced by the institute. All torn linen identified will be stamped using indelible red colored ink.
21. The vendor will be responsible for safe disposal (Pre-Effluent treatment) of leftover chemicals & other washing materials and other garbage produced in laundry, as per the norms of the NDMC & DPCC.
22. Hardtop completely covered motorized vehicle and drivers for transport of dirty linen from central collection point/area(s) to the laundry and transport of clean linen from laundry to the central collection point/ area(s) shall be provided by the vendor. The vehicles being deployed for this purpose should be CNG/electric run and should be in compliance with the Central Motor Vehicle Act,2022. The central collection points/ area(s) for the Institute can be many and will be decided by AIIMS. The vehicle used should not be more than 5 years old or should have run less than 50000 kms. Separate vehicles will be used for transporting dirty and clean linen. The vendor should ensure that no damage happens to the linen during transport. The vendor will have to submit the Pollution control check certificates and fitness certificates as per the current regulations (annual) of the vehicles deployed at AIIMS. Failure to do so, shall attract a penalty of Rs.2000/- per vehicle per instance per day.
23. Maintenance of the trolleys/ carts shall also be the responsibility of the vendor.
24. The vendor shall put White mark on all vehicles used for carrying clean linen and a blue/yellow mark on all vehicles used for carrying dirty linen. Intermixing of these trolleys/vehicles or use of the wrong trolleys/vehicles as well as non-adherence on the part of the contractor shall invite penalty. Separate color coded carts for transport & storage of dirty & washed linen will be used. The carts to transport soiled textiles should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean textiles. All carts used for transporting clean linen shall be washed at the end of the day.
25. The contractor will process linen as per approved washing procedure and approved washing formula.
26. The vendor will be responsible for minor sanitary and plumbing repairs of leaking taps, drains, seal traps, bottle traps, jets, waste pipes, jalis, etc. in the laundry.
27. The contractor shall undertake Lint removal on a daily basis and as and when required.
28. The vendor shall also be responsible for regular testing of water being supplied in the Laundry. The kit required to carry out the same shall be arranged by the vendor himself. The quality of kit will be as approved by AIIMS.

29. The washing formula will only be prepared through the automatic chemical dispensing machine. The machine should have an inbuilt capacity to record details of all washing formulae dispensed throughout the day.
30. The vendor shall install at least 30 CCTV ( IP camera with 5 megapixel, night vision cameras) with a capacity to store the recording of at least one month in the premises of the laundry; these recordings shall be open to scrutiny at any time by an appropriate authority. A dedicated internet connection for transmission of CCTV footage at distant locations shall be installed at the cost of the vendor covering all major areas for proper monitoring of workflow with transmission of the feed on a real time basis to the manager room, officer in charge's room & Security control room etc. Recordings have to be made available to AIIMS whenever asked for. The camera locations will be decided in consultation with the AIIMS authorities. The vendor shall also be responsible for the security of all the tapes containing the CCTV footage. Compliance to all cyber security laws applicable on CCTV monitoring and Surveillance including security of stored data shall be the responsibility of the vendor. Distant transfer/streaming of any portion of the recording is prohibited except when required by the AIIMS authority. All such recordings shall be tamper and edit proof.
31. Standard universal precautions to be followed while collecting & handling infected/soiled linen.
32. Bio-Medical Waste management rules, wherever applicable will be followed by the vendor.
33. The approved washing formulae should be printed/laminated and displayed at all washing machines.
34. The manpower engaged by the bidder for operation of the proposed work shall wear a distinct dress & identity card issued by the firm so that they can be easily identified. It will be the responsibility of the vendor to provide at least two sets of uniform and identity cards to ensure compliance with this clause. The bidder shall issue identity cards to its employees in consultation with Security officer, AIIMS to ensure safety of premises. Staff engaged by the firm will carry the card and should be in proper uniform which can be randomly checked and non-adherence will invite a penalty of Rs.1000 per staff per instance.
35. The bidder shall be responsible for taking all measures to safeguard all the staff employed by the firm from all the likely health hazards including Personal Protective Equipment (PPE) and immunization (Hepatitis B & Tetanus).
36. Manpower Adequacy & training: The vendor shall employ well trained staff in accordance to the workload. Separate Operators with a distinct dress/uniform and name tag for the washing machines will be deployed. The vendor shall ensure that all workers being employed for the aforementioned work have undergone Police verification prior to starting of work. Operator should have complete knowledge about the washing process & washing formula. Firm will provide two sets of uniform & aprons and other protective gear to ensure proper protection to all workers. All workers will be immunized by the firm before employment & during the course of employment as & when needed. All personnel involved in collection, transport, sorting, and washing of soiled textiles should be consistently & appropriately trained at frequent intervals especially for the use of, appropriate personal protective equipment (PPE), and be supervised to assure compliance with protective procedures. Training of all employees on a pre-decided subject by a professional agency should be done once in every three months. Record of the same has to be submitted to AIIMS every quarterly.
37. 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 replace such person with a suitable substitute at the direction of the competent authority.
38. The institute shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/lodging will be allowed in the premises of the institute at any time.

39. Medical examination of staff: The vendor shall employ only those persons in the laundry who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the AIIMS on medical examination of such Employees, shall be borne and paid by the vendor. The employer shall ensure that all employees are vaccinated for Hepatitis – B. A certificate by an appropriate hospital or Doctor shall be submitted to authenticate the same.
40. Wages to employees and Insurance: The vendor shall comply with the laws applicable to employees working in the laundry regarding working hours, minimum wages, safety, cleanliness, leave, over time allowances, provident fund, retrenchment benefit, and medical benefit like ESI etc. The minimum wages and benefits will be revised as per the latest amendments in the Acts/ Laws. If on account of non-compliance with the provisions of any such laws, AIIMS is called upon to make any payment to or in respect of his employees, the vendor shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit/ performance security. In case of deduction from the performance security, the vendor shall immediately pay to the Institute such amount as may be necessary to make up the required Deposit. Deduction may also be done from the monthly bills which may be payable by Institute to the vendor. The vendor will sign an Indemnity Bond in favor of AIIMS, to this effect.
41. Washing Chemicals/Detergents:
- Details of washing formulae as well as processes to be used for processing all types of linen will be submitted by the vendor at the time of submission of technical bid.
  - Non submission of either of these will lead to rejection of the bidder from the bid.
  - All chemicals being used in the laundry shall be in liquid form only. Brands: Diversey/ Ecolab/ Naveen/Clax-100/SB-HD-40/ROTO.
  - Only oxybleach will be used for bleaching purpose. However, Chlorine Bleach may be used in special circumstances (for stain removal) only after approval from appropriate authority.
  - The approval of AIIMS authority shall be obtained before changing the quality/brands of chemicals/detergents.
  - All containers used for storing these chemicals shall be labeled appropriately. The institute authorities can make surprise check to verify that the items being used are as per approved formula and quality/brand and right quantity of these are being used. Vendor shall be responsible for getting the samples selected by AIIMS authority of the chemicals/detergents laboratory tested by an NABL accredited laboratory every three months. AIIMS also reserves the right to subject any or all of these chemicals to Laboratory testing by an appropriate authority at any given time. The cost of getting these chemicals tested shall be borne by the vendor.
  - The vendor will provide “Reflectometer” for checking the whiteness of linen.
42. Cleanliness: It shall be the responsibility of the vendor to employ adequate number of cleaners and sweepers as specified in Annexure- and provide them with adequate and necessary equipment's/ materials for keeping the laundry scrupulously clean and in a sanitary condition to the satisfaction of the institute authorities. Anti-rodent, termite control and pest control measures will also be strictly followed and it will be the responsibility of the vendor to ensure that premises are free of these.
43. Security and safety: AIIMS shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that may be kept in the said Laundry store by the vendor. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e. Laundry services for AIIMS only). Under no circumstances, the premises are to be used for any other purpose, than what has been mentioned in the contract. The general safety of the premises is the responsibility of the contractor.

44. **Quality Audit:** An independent agency identified by AIIMS authorities to conduct a annual audit of the laundry as on the date specified by AIIMS. Cost for the same will be borne by the vendor. The report of the audit shall be submitted to the institute. Any shortcomings observed during the audit will be rectified. Minor shortcomings will be rectified within 48 hours and the remaining shortcomings within 7 days. A compliance report regarding rectification of these shortcomings needs to be submitted to the Institute. Quality audit will have all the parameters pertaining to the input, process and outcome indicators as enumerated in the key performance parameters. Institute may add any quality parameter for evaluation of quality in consultation with the firm shortlisted for the work.
45. **Water quality:** The quality of water used for laundering shall be as per the KPI. In case the capacity of water softening plant, storage tank is found to be inadequate by the vendor then the additional water softening plant, Storage tank, pumping motors and piping required shall be laid by the vendor to meet the quality standards of water as mentioned at point no. 15 of KPI table
46. **Descaling of all machine:** Descaling of all machines shall be done as per the manufacturer's recommendation and as and when required by the Institute.
47. **Contaminated linen** should be handled with minimal agitation to avoid contamination of air, surfaces and persons. Linen which is collected from wards and is heavily soiled with blood or other body fluids, or other fluids which could leak and further contaminate other linen, shall be contained within suitable color-coded impermeable, water-tight bags by the concerned Nursing personnel/ hospital personnel which should be labeled and securely closed. The linen should be rechecked before being put for washing to ensure that it is free from foreign materials such as sharp objects (e.g. hospital sharps and glass) metal objects, food remnants and paper products (including tape and plaster). Linen should be visually inspected at all levels (wards, OT, ICUs, etc) to ensure that it is free from these foreign materials.
48. **Proper, legible & clear records** to be maintained at the time of receiving linen from various areas. Records should be inclusive of (Number of linen received, types of linen received, Condition of the linen received, Name of the person delivering the linen, Name of the person receiving the line). Damaged, torn linen received from any of the areas should be immediately communicated to the in-charge of the respective area.
49. **Details of the personnel giving and receiving linen** must be recorded in a log book along with their signatures, ID number and full name.
50. **Linen received from various areas** should not be mixed and items must be returned back in the same manner.

**51. Key Performance Indicators (KPI) Parameters: Linen & Laundry Services**

S.No.	KPI (Indicators)	Frequency (TAT)	Means of Verification
1.	General Cleaning of the entire Laundry premises	Thrice Daily and as and when required	No litter, No surface stains. No dust, No Odour. Inspection reports/log books, feedback and other documentations as may be deemed fit by the Institute.
2.	Clean the Dustbins and disposal of waste material (non-biological waste)	Thrice daily and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs & Feedback

3.	Cleaning of Cloth/Linen Carrying Trolleys	Once daily and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs & Feedback, Inspection reports.
4.	Repair/Replacement of leaking drains, leaking taps, pipes, jets, seal traps, bottle traps, jails, etc.	As and when needed	Checklist, activity logs & Feedback
5.	Repair & Maintenance of all laundry machine	As and when needed	History Card, logbook as per approved format.
6.	Repair & Maintenance of Linen Trolley	As and when needed	History Card, logbook as per approved format.
7.	Washing of Body linen <ul style="list-style-type: none"> <li>• Patient Linen (Kurta, Pyjama, etc.)</li> <li>• Staff Linen (O.T. scrubs, Doctors coat, etc.)</li> </ul>	All the linen collected during the day will be washed and processed the same day.	Checklist, Inspection & Feedback
8.	Washing of bed linen	All the linen collected during the day will be washed and processed the same day.	Checklist, Inspection & Feedback
9.	Distribution of Patient Linen in all patient care areas as per the time specified by the institute.	Once/ Twice Daily and as and when required	Checklist, Inspection & Feedback
10.	Distribution of staff linen <ul style="list-style-type: none"> <li>• Wards &amp; Other areas: Once Daily</li> <li>• OT &amp; ICU: Twice Daily</li> </ul>	Once daily for wards & other areas and Twice daily from OTs & ICU and as and when required	Checklist, Inspection & Feedback
11.	Collection and sorting of linen from ward areas once daily and Twice daily from the OTs and ICUs (2 <sup>nd</sup> Schedule should be at the time of closing of OTs for the day)	Once daily for wards and Twice daily from OTs & ICU and as and when required	Checklist, Inspection & Feedback

12.	<p>Checking the washed linen for cleanliness under the following parameters:</p> <ul style="list-style-type: none"> <li>Whiteness: Reflectance value: 85 – 90%, No Yellowing /Greying</li> <li>Stains: Up to 3 cm in 5% of washed linen. No stain &gt;3 cm. will be acceptable in any cloth.</li> <li>Odour: No odour</li> <li>Discoloration: 0%</li> <li>Distortion: 05%</li> <li>Moist Linen: 0%</li> </ul>	Once daily & as & when required	<p>Checklist, Inspection &amp; Feedback.</p> <p>For checking these parameters, random check of 10-100 pieces will be done wherein linen will be picked randomly from the washed and processed linen and percentage will be calculated. The same is to be checked by the Laundry Supervisor. Any complaint received from the user areas will also be taken for consideration for measuring this KPI.</p>
13.	<p>Checking the washed linen for damage under the following parameters:</p> <ul style="list-style-type: none"> <li>Cuts/Holes <ul style="list-style-type: none"> <li>Holes &gt;2cm. not allowed in any linen</li> <li>Holes &lt;2cm. allowed in 1% of linen</li> <li>No holes allowed in linen of OTs and ICUs.</li> </ul> </li> <li>Tears/Torn Linen: No torn linen will be acceptable.</li> <li>No patch work</li> <li>Part replacement.</li> </ul>	Once daily & as & when required	<p>Checklist, Inspection &amp; Feedback.</p> <p>For checking these parameters, random check of 10-100 pieces will be done wherein linen will be picked randomly from the washed and processed linen and percentage will be calculated. The same is to be checked by the Laundry Supervisor. Any complaint received from the user areas will also be taken for consideration for measuring this KPI.</p>
14.	Checking the pH of wet linen at the end of the process. (Limit:6.5 to 8.2)	Once daily & as & when required	PH record register & Inspection. Equipment to be provided by the vendor.
15.	<p>Checking the Hardness (Calcium and Magnesium) of water being used to wash the Linen (Limit 50 – 100 ppm)</p> <ul style="list-style-type: none"> <li>Input point</li> <li>During the process</li> <li>Output point</li> </ul>	Once Daily & as & when required	Water hardness record register & Inspection. Testing and recording will be done in the presence of institute employee.
16.	Record of Temperature at which the linen is being washed (Limit: 70 to 80 Degree Celsius for at least 25 min.)	Every wash cycle	Inbuilt reports generated by the machine on a real time basis should be available to the personnel designated by the Institute.

17.	Laboratory testing of chemicals being used in the laundry.	Test report for all chemicals for every batch procured and MSDS sheet where applicable.	Test Reports (Intracycle PH, Chlorine, etc.) & Inspection. Methodology to be followed is as specified by the manufacturer. The same will be inspected by the authorized AIIMS representative.
18.	Record of Linen being sent For Rewash	Daily	Records & Inspection (Not > 5% will be accepted i.e. 5 in every 100 pieces)
19.	Purchase proof, Daily utilization records of all chemicals being used in the laundry	Purchase proof monthly, utilization daily.	Logbook, records & Inspection
20.	Record of all linen being repaired	Once daily and monthly	Records & Logbook
21.	Universal Precautions / personal Protective equipment being used by all employees	Random	Physical Inspection
22.	Descaling of machines	As per manufacturers recommendation	Records & Inspection
23.	Record of training of all employees	Induction & Annual Refresher training.	Record
24.	Quality audit	Annually	Record
25.	Compliance report	Quarterly	Record
26.	Pollution check certificate	Quarterly	Record
27.	Immunization record and medical check-up of employees	Yearly	Record

## **I. COMMITMENTS BY THE HOSPITAL**

### **1. Space**

Space for the Laundry will be provided by the AIIMS to the vendor for a specified period of contract. On the expiry or earlier termination of this Agreement, the said laundry shall be vacated peacefully by the vendor and the machines are to be handed over to the AIIMS in working condition without any additional cost.

### **2. Electricity, PNG and water supply:**

These will be provided by the institute for operations of laundry machines, general lighting & ventilation in the premises. Electricity and PNG being provided in the laundry should be on a chargeable basis. The bidder shall be responsible for installing sub-meters and pay bills as per actual. No rent will be charged for the laundry premises. No extra charges will be sought for water being utilized in the laundry.

### **3. Condemnation & Replacement of torn linen**

Condemnation of torn/useless linen will be done by the institute and replacement with new linen will be done by the institute. The vendor will sort out linen (after collection) which is beyond repair. The torn cloth will be sluiced/washed, stamped with red ink & handed over to AIIMS representative on daily basis. Equal no. of fresh linen pieces will be issued to make up for this torn linen.

## **Standard Operating Procedure (SOP) for Laundry**

1. The laundry facility at AIIMS should be designed for efficiency in providing hygienically clean linen.
2. A laundry facility on the ground floor is to be partitioned into two separate areas - a “dirty” area for receiving and handling the soiled laundry and a “clean” area for processing the washed items. Ideally, soiled and cleaned linen areas should be separated by a physical barrier. The partition (barrier wall) made of a non-porous material, should be from floor to ceiling, preventing air/dust contaminating the clean area.
3. A laundry facility on the first floor is to be used to be used for offices, Linen Management, Tailoring and ironing unit, any other area as deemed required.
4. The layout design to be approved by the consignee.
5. A transit zone should be provided between dirty and clean areas of the laundry, where hand washing/drying and change of outer garment/PPE is carried out. A wash area should be placed in between the clean and dirty areas, where staff can wash/sanitize before proceeding to the clean area.
6. To minimize the potential for re-contaminating cleaned laundry with aerosolized contaminated lint, areas receiving contaminated linen ideally should be at negative air pressure relative to the clean areas (airflow should be from clean to dirty areas at all times).
7. Laundry at AIIMS will run minimum two shifts (morning and afternoon) on all days (365days) and in case of emergency/disaster 24x7.
8. Bidder has to maintain all equipment as per standard for 10 years operations with all required consumables & calibration.
9. **Supply and replenishment of Hospital Linen will be done by AIIMS, New Delhi.**

## **Inventory Management in laundry**

1. Inventory management of linen which are to be processed in laundry will be done in laundry premises, AIIMS.
2. Proper records inclusive of number of linen, type of linen, to be maintained by the bidder.
3. Indenting of inventory will be done by authorized personal of AIIMS.
4. Linen which will be discarded will be marked condemned/Not for use and handover to AIIMS.
5. All the linen sent to laundry will be checked by bidder for any defects (torn, stained etc.) and if any defect is found then it will be replaced by the bidder from the inventory and the same will be updated in records. If any defect is found by the in-charge from the user area the defective piece will be sent back to the laundry and the record of the same to be maintained.

## **Linen Processing:**

### **Decontamination, Disinfection and Washing Requirements**

1. The minimum requirements for washing and disinfection are:
  1. Alkali – for soil removal and suspension
  2. Liquid surfactant or detergent – for removal of soil and prevents re- soilage
  3. Oxy bleach/peroxide bleach – for disinfection and whitening
  4. Neutralizer – for souring/neutralizing after bleaching
  5. Fabric softener if applicable.
2. The recommended wash cycle is as follows:
  - I. Pre-wash
    - i. Wetting (flushing)
    - ii. Pre-wash 1 (alkali)
    - iii. Prewash 2 (rinsing)
  - II. Main wash (using detergent or surfactant) with minimum temperature and wash time.
    - a. Rinsing cycle:
      - i. Rinse 1 (with bleach)

- ii. Rinse 2 (water)
- iii. Rinse 3 (neutralizer and/or fabric softener)
- b. Water Extraction
- c. Separation
- d. Drying
- e. Tumble drying is preferred over other methods.
- f. Ironing

### III. Thermal disinfection

- Soiled linen that is to be thermally disinfected shall be washed so that the temperature of the load is maintained at a minimum of 65°C for not less than 10 minutes, or at a minimum of 71°C for not less than 3 minutes. It is known that 60°C for 30 minutes kills HIV, 70°C for 10 minutes kills vegetative microorganisms and 98°C for 2 minutes kills the Hepatitis B virus.
- If the thermal stability of the soiled linen is such that temperatures above 71°C are permissible, the time for disinfection may be appropriately reduced.
- The loads used in the machines should be as specified by the manufacturers' recommendations. The proper function of the machines such as the time and temperature of cycles should be checked regularly with calibrated instruments. Any sensing elements should be placed so that they measure the actual wash temperature (i.e., the temperature of the water in contact with the load).
- As it will take time for heat to penetrate the load, an allowance for mixing time and load level shall be made to ensure that the load is maintained at the correct temperature for the minimum time period. For low loading 4 minutes shall be allowed, and for high loading 8 minutes. The minimum time/temperature combinations are therefore

i. 65°C maintained for not less than 10 minutes; minimum cycle time 14 minutes for low loading or 18 minutes for high loading; or

ii. 71°C maintained for not less than 3 minutes; minimum cycle time 7 minutes for low loading or 11 minutes for high loading.

**Steam/ Electricity/ Gas/Solar may be used as heating elements.**

### IV. Chemical disinfection

Soiled linen that is heat sensitive and cannot be thermally disinfected shall be washed using a wash cycle and appropriate chemicals registered with the Food and Drug Administration.

No chemical listed as prohibited or banned by the national regulations from environment point of view shall be used.

### V. Storage and delivery of clean linen

Cleaned linen should be stored in a clean, dry place in a manner that

- i. Is distinctly separated from soiled linen;
- ii. Prevents contamination (e.g. by aerosols, dust, moisture and vermin); and
- iii. Allows stock rotation, so that the oldest stock may be used first.
- iv. Laundered linen should be stored on non-porous, clean shelves. It is highly recommended that healthcare facilities shall maintain at least 5 par stock level in all user areas.

#### • Packing and delivery

Depending on the size of the delivery and the nature of the items to be delivered, cleaned linen which is to be returned to the client should be packed (either loose or tied in bundles) into

- Clean trolleys, bins, baskets and covered to prevent soilage, or
- Clean bags and securely fastened.

- **Quality Control**

As a matter of good laundry practice, the laundry shall have ongoing Quality Control programs that record and monitor all key laundry processes. The programs shall include clear procedures for:

- achieving and maintaining effective washing, disinfection, drying, finishing as well as appropriate product life;
- preventative maintenance systems that ensure correct and safe operation of all plant and equipment including appropriate calibration of all key equipment such as water level controls, temperature controls and other process timer controls that ensures compliance and process stability.

- Microbiologic Sampling of Linen: Will be done once in one month

- Laundry Premises should be clean and Hygienic always 24\*7.

Transport Trolley and all other trolley (Both for dirty and Clean Linen) should be maintained in cleaned and hygienic on daily basis. Transport trolley for both clean and dirty linen should be of different colour.

- **Recommended Personal Protective Equipment in the Workplace:**

- a. Personnel assigned to area/s where used or infected linen is processed should use Personal Protective Equipment
- b. PPE worn in the dirty area should not be worn in the clean area.
- c. In area/s where clean linen is sorted, pressed, folded, and packed, personnel should wear cap or hairnet, mask and gloves. Clean protective cotton gloves may be used when handling flatwork ironer and automatic folder.

- **Reports to be submitted by vendor for Quality Assurance (As per Annexure III)**

- i. Record (Register) for lint removal to be maintained on a daily basis.
- ii. A daily record of linen being sent for rewash.
- iii. Daily report of utilization of all the machines indicating the number of cycles, duration of cycles, approximate load in each of the cycles and temperature of water used for washing.
- iv. A daily record of the dosing of chemicals (number and composition of washing formula) and the detergents being used for washing the linen.
- v. Register to be maintained having a daily record of all the chemical test done on water.
- vi. Monthly record of descaling of machines.
- vii. Monthly feedback form to be collected from the wards (stained linen, torn linen and tears/holes/moist/patchwork.)
- viii. A separate logbook for each of the Barrier washer extractors & drying tumblers is to be maintained.
- ix. A record of the spares parts along with the brands which have been replaced or changed in the laundry machines.
- x. Complaint reporting mechanism:
  - a) The bidder will maintain a centralized complaint reporting and redressal control room which will be equipped with landline and mobile telephone and an operator.
  - b) The bidder will circulate the scope of work and the address telephone numbers of the centralized complaint and redressal room in a laminated format in all the areas of the Hospital, AIIMS. The bidder will also ensure that these are available in all the areas. In case of loss these have to be immediately replaced.

- **Personnel**

**A. Training and Education**

- a. The laundry manager shall have appropriate knowledge of the potential infectious hazards of soiled linen; regular information and education should be given to laundry staff about potential infectious hazards and techniques to prevent the spread of micro-organisms in the environment to finished linen and to themselves, as well as safe and appropriate handling procedures for soiled and clean linen. An orientation/training module designed for the laundry staff is to be implemented in the facility as part of infection control training.
- b. The key staff members are fully trained in appropriate laundry skills and technology; those skills should be maintained by ongoing training and supervision; only appropriately trained personnel handle and store chemicals.
- c. Instruction to staff in personal hygiene, particularly the need for hand washing after handling soiled linen or removal of protective clothing.
- d. Medical evaluations of staff is mandatory before placement to ensure that personnel are not placed in jobs that would pose undue risk of infection to them, other personnel, patients, or visitors. All personnel must have a medical record kept upon employment. The record should contain the following, among other pertinent data:  
Presence or absence of symptoms attributable to, and past history of tuberculosis, viral hepatitis, mumps, measles, rubella, varicella, sexually-transmitted infections.
- e. Presence or absence of an immuno-compromised state
- f. Immunization history.
- g. Complete physical examination.
- h. Periodic evaluations may be done as indicated for job reassignment, for ongoing programs or for evaluation of work-related problems.
- i. The staff need to report all infections such as gastroenteritis, dermatitis, pustules, skin lesions and boils and seek immediate medical attention.
- j. Occupational exposures including needle stick injuries should be immediately reported to the supervisor and/or to the Infection Control officer of the facility. A sharps container should be available in the sorting and wash area.
- k. Immunization requirements for linen and laundry personnel should be undertaken
- l. It will be the responsibility of the bidder to abide by the SOP laid down for laundry by the AIIMS, New Delhi and to adopt to changes in SOP's from time to time. To monitor compliance to the SOP spot checks will be undertaken by AIIMS personnel.

Note: The proofs of the quality certifications for each equipment as mentioned in the tender specifications are to be submitted along with Technical Bid.

All machinery/equipment paid for by AIIMS under CAPEX shall be the property of AIIMS from the date of issue of LC/CRC.

**Note:**

The bidder must submit necessary product catalogue/brochure/datasheet etc. in the technical bid and clearly highlight the technical points to enable purchaser to evaluate the various parameters asked in the technical specifications and in SOP, i.e. Barrier washer extractor machine/ sluicing machine, cycle time, total load etc. must be clearly specified in the compliance sheet & wherever applicable to enable bid evaluation.

**Details of Equipment: Annexure – I**

S.No.	Area	Description	Minimum Load/ Capacity/Quantities required
1.	Collection	Capacity/Model with cycle time quoted wherever applicable	
		Dirty Linen Collection & Transportation Trolley- minimum 100-130 kg capacity	50
		Infected/Wet Dirty Linen Collection & Transportation Trolley - capacity minimum 40-60 kg	25
2.	Washing	Receiving counter	As per requirement
		Computer with Printer	As per requirement
		Industrial Weighing machine	As per requirement
		Chair with Hand rest	As per requirement
		Storage Cupboard (2x2)	As per requirement
		Almirah	As per requirement
		Dust Bin	As per requirement
		Laundry scrub station with 2 sink	1
		Office Table	As per requirement
3.	<b>Barrier Washer Extractor with Load about 9,000 Kg/day*(2 shifts/day) Shift duration: 8 hours</b>	Sluicing Machine with automatic dosing-capacity <b>50-60 Kg (Electricity &amp;/or PNG Heated)</b>	01
		Barrier Washer Extractor with automatic dosing pump capacity minimum 100-120 Kg (PNG &/or <b>Electricity Heated</b> )	<b>05</b>
		Barrier Washer Extractor with automatic dosing pump capacity minimum 200-220 Kg (PNG &/or <b>Electricity Heated</b> )	02
4.	Drying with minimum Load 5000 Kg/ Day (2 shifts/day) Shift duration: 8 hours	Drying Tumbler Front Loading capacity <del>minimum</del> <b>100-130 Kg</b> (of single machine)	07 nos.
5.	Flatwork Ironer with minimum Load 3000-4000Kg/ Day (2 shifts/day) Shift duration: 8 hours	Flatwork Ironer with Automatic feeder, folder & Stacker (3000-3300 mm L) Heating Type Steam / Gas / Electric	02 nos.
		Utility Press with Ironing table (5000 Kg/Day)	2 nos.
		Heavy Duty Sewing machine (200-500 units/Day)	2 nos.

6.	Storage Room	Mobile Table with castor wheels	As per requirement
		Fresh linen storage racks	As per requirement
		Folding table	As per requirement
7.	Delivery	Dispatch Counter with PC	As per requirement
		Clean Linen Transportation Trolley- minimum 100-130 kg capacity	50
8.	Additional Items	Water softener Plant 10000 LPH(If required) –	As per requirement
		Hot water System - Gas Geyser (If Required)	As per requirement
		Diesel Boiler (If required)	As per requirement
		Air compressor (If required)	As per requirement
		Turn Key as per specs for 800 sqmts. + 800 sq. mts.	As per requirement
9.	Offices	Computer with UPS (i5 All in One)	6 nos.
		Printer (Three in one)	6 nos.
		Office table	As per requirement
		Executive Chair (Revolving) with arm rest	As per requirement
		Visitor chair with arm rest	As per requirement
		Storage cabinet	As per requirement
		Modular Work Station	As per requirement

## **Annexure –II**

### **Details of manpower**

S. no.	Designation of Category	Total no. of employees		Desired qualification		Experience	
1.	Laundry manager	01	As per organization size	Graduate	Same	10 years	Same
3.	Laundry Supervisor	02	1 per floor	Graduate	Same	05 years	Same
4.	Laundry Operators	15	As per machine requirements	Skilled	Same	03 years	Same
5.	Laundry Attendants	60	As per workload	Semi-Skilled	Same	01 year	
6.	Sanitation Attendants	4	2 per floor		Same	-	
7.	Tailor	2	1 per machine	Skilled	Same	01 year	

### **Annexure III – Checklist for Laundry Records Management**

- Chemical label should have (as per OSHA Hazard Communication Standards 29 CFR 1910:1200)

Product name	Manufacturer	Manufacturing Lot No. /Batch No.	Date when the chemical was transferred
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- Daily record of all the chemical tests done on water

Name of Test	Date of the test	Ph Recorded (Using a Ph meter/Ph Paper/Titration)	Signature and Name of Personnel conducting the test	Report verified by (Name & Signature)
Ph				
Hardness of water				

- Quarterly record training given to all personnel

Topic:		Date:
Name of the trainer:		
S.No.	Name of the trainees	Signature
Signature of the trainer		

- Record of Immunization of all employees against Hepatitis B

S.No	Name of the employee	Date of doses			Name of the doctor/ Hospital where immunization was done	Certificate provided for the same	Verified by (Name and Signature)
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>			

- Weekly Record of Lint Removal

Date	Time	Name and Signature of person carrying out lint removal	Verified by (Name & Signature)

- Record of Transportation of Linen from Laundry to wards and vice versa

Date	Time	Name of Item	Quantity	Received by (Name & Signature)	Delivered by (Name & Signature)

- Daily record of cleaning of the vehicle used for transporting Linen

Trolley/ number	Vehicle	Date	Time	Done by (Name & Signature)	Verified By(Name & Signature)

- Monthly record of Linen being received for Rewash

Date	Time	Quantity of linen being washed per day	Quantity received for rewash	Given by (Name & Signature)	Received by (Name & Signature)

- Monthly Record of Quality of linen being received by the user department

Date	Parameters	Comments	Given By (Name & Signature)	Received by (Name &Signature)
	Stained linen			
	Torn/ tears/ Cuts on linen			
	Patched Linen			
	Moist Linen			
	Delayed Supplies			
	Greying of linen			
	Odor			

- Daily Checklist for Laundry

Date:

Equipment Status

S.No	Name of the Equipment	Number	Working Status	Not Working Reasons

Chemical Status

S.No	Name of the Washing Material	Availability	Amount consumed
1.			
2.			
3.			
4.			
5.			
6.			

General Cleanliness of the Laundry: Satisfactory / Unsatisfactory

Equipment & Safety

S.No	Parameter	Comments
1.	Water Hardness	

2.	Water Ph	
3.	Is Personal Protective Equipment being used	

Any other Comments:

Name and Signature of the Supervisor

- Quality of Linen being supplied:

Date	Parameters	Comments	Given By (Name & Signature)	Received by (Name & Signature)
	Stained linen			
	Torn/ tears/ Cuts on linen			
	Patched Linen			
	Moist Linen			
	Delayed Supplies			
	Greying of linen			
	Odor			

- Daily Plumbing Report

S.No.	Date	Plumbing Complaint	Seen rectified (Name & Signature)	and by (Name & Signature)	Verified by (Name & Signature)

- Logbook for Washer Machine

S.No	Parameters	Cycle 1	Cycle 2	Cycle 3
1.	Wash Temperatures			
2.	Duration of Cycle: <ul style="list-style-type: none"> <li>• Start Time</li> <li>• End time</li> </ul>			

Any other Comments:

Name and Signature of the Supervisor

- Monthly record of Descaling of machines

S.no.	Date	Name of the Machine	Descaling done by (Name & Signature)	Verified by (Name & Signature)

**PREFERRED MAKES**

<b>ITEM #</b>	<b>ITEM DESCRIPTION</b>	<b>APPROVED BRANDS</b>
<b>PART-I</b>	<b>BARRIER WASHER EXTRACTOR :</b>	
1	Supply, Installation Testing and Commissioning of Washer Extractor with Hygienic Barrier Type Having minimum Load Capacity of 200-220 kgs (2 Nos.) as per approved make list.	KANNEGIESSER / IMAGE / GIRBAU/ ELECTROLUX / MILNOR / FAGOR/ DANUBE/PRIMUS
2.	Supply, Installation Testing and Commissioning of Washer Extractor with Hygienic Barrier Type Having minimum Load Capacity of 100 – 120 kgs (5 Nos.) as per approved make list.	KANNEGIESSER / IMAGE / GIRBAU/ ELECTROLUX / MILNOR / FAGOR/ DANUBE/PRIMUS/STEFAB/IFB/ EQUIVALENT
<b>PART - II</b>	<b>STAND ALONE DRYING TUMBLERS</b>	
3.	Supply , Installation ,Testing and Commissioning of Drying Tumbler with Reverse Cylinder, Microprocessor and Fire Suppression Having minimum Load Capacity of 100-130 kg.as per approved make list. (7 Nos.)	KANNEGIESSER / IMAGE / ELECTROLUX GIRBAU / FAGOR /DANUBE/ SUPERSHINE / IFB / STEFAB/EQUIVALENT
<b>PART - III</b>	<b>FLATWORK FINISHING SYSTEM COMPLETE - LARGE PIECE FLAT WORK IRONING LINE :</b>	
4	Supply, Installation, Testing and Commissioning of Flat Work Ironer with Automatic Feeder, Automatic Folder & Stacker as per approved make list. (2 Nos.)	<b>KANNEGIESSER / IMAGE / ELECTROLUX / LACO / FAGOR/JENSEN/PRIMUS</b>
<b>PART - IV</b>	<b>PRESSES</b>	
6	Supply, Installation, Testing and Commissioning of Utility Press (Tapered Buck Large) as per approved make list.	FORENTA / PONY / TREVIL / SUPERSHINE / IFB / STEFAB / EQUIVALENT

7	Supply, Installation, Testing and Commissioning of Flat Bed Press as per approved make list.	FORENTA / PONY / TREVIL / SUPERSHINE / IFB / STEFAB / <b>EQUIVALENT</b>
8	Providing and placing Clean Linen Trolley as per approved make list.	SUPERSHINE / IFB / STEFAB / <b>EQUIVALENT</b>
9	Providing and placing Dry Linen Trolley as per approved make list.	SUPERSHINE / IFB / STEFAB / <b>EQUIVALENT</b>
10	Providing and fixing Double Bowl Sink as per approved make list..	SUPERSHINE / IFB / STEFAB / <b>EQUIVALENT</b>
11	Providing and placing Eye Wash Station as per approved make list.	SUPERSHINE / IFB / STEFAB/ <b>EQUIVALENT</b>
12	Providing and placing Work Table as per approved make list.	SUPERSHINE / IFB / STEFAB / <b>EQUIVALENT</b>
13	Providing and placing Shelving as per approved make list.	SUPERSHINE / IFB / STEFAB / <b>EQUIVALENT</b>
14	Supply, Installation, Testing and Commissioning of Air Compressor 10 HP as per approved make list .	ATLAS COPCO / ELGI / INGERSOL RAND / KIRLOSKAR / <b>EQUIVALENT</b>
15	Providing and placing Stacking Table as per approved make list.	SUPERSHINE / IFB / STEFAB / <b>EQUIVALENT</b>

**Please refer Annexure-VII enclosed in the Tender Document to requisite quality standards/certifications which have to be met for various Laundry equipment.**

**(INTEGRITY PACT)**

(To be signed on Plain Paper)

(To be submitted as part of Technical bid)

**Tender Document/Bid No. /xxxx; Tender Title:**

This Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of the month of \_\_\_\_\_ 202\_\_ at \_\_\_\_\_, India.

BETWEEN

Procuring Organization, ----- through Head of the Procuring Organization, for and on behalf of President of India (hereinafter called the “The Principal”, which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/ s. \_\_\_\_\_ (hereinafter called the “The Bidder/ Contractor” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

**PREAMBLE**

‘The Principal’ intends to award, under laid down organizational procedures, contract/ s for \_\_\_\_\_, ‘The Principal’ values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/ or Contractor(s).

In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the ‘The Principal’**

(1) ‘The Principal’ commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal shall, during the tender process, treat all Bidder(s) with equity and reason. The Principal shall in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal shall exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition, can initiate disciplinary actions.

**Section 2 - Commitments of the ‘Bidder/ Contractor’**

(1) The ‘Bidder/ Contractor’ commits themselves to take all measures necessary to prevent corruption. The ‘Bidder/ Contractor’ commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a. The 'Bidder/ Contractor' shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract, or to any third person any material or other benefit which he is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b. The 'Bidder/ Contractor' shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the tender process.
  - c. The 'Bidder/ Contractor' shall not commit any offence under the relevant BNS Act; further, the 'Bidder/ Contractor' shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
  - d. The 'Bidder/ Contractor' of foreign origin shall disclose the name and address of the Agents/ representatives in India if any. Similarly, the Bidder/ Contractors of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder/ Contractor. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/ representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed in Appendix to this agreement.
  - e. The 'Bidder/ Contractor' shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
  - f. Bidder/ Contractor who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The 'Bidder/ Contractor' shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section 3 - Disqualification from tender process and exclusion from future contracts**

If the 'Bidder/ Contractor', before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the 'Bidder/ Contractor' from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

### **Section 4 - Compensation for Damages**

- (1) If the Principal has disqualified the 'Bidder/ Contractor' from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from 'Bidder/ Contractor' the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

### **Section 5 - Previous transgression**

- (1) Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process, or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

#### **Section 6 - Equal treatment of all Bidders/ Contractors/ Subcontractors**

(1) In the case of Sub-contracting, the Principal Contractor shall take responsibility for the adoption of the Integrity Pact by the Sub-contractor.

(2) The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

#### **Section 7 - Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)**

If the Principal obtains knowledge of the conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

#### **Section 8 - Independent External Monitor**

(1) The Principal appoints a competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Head of the Procuring Organisation.

(3) The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal, including that provided by the contractor. The contractor shall also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on ‘Non-Disclosure of Confidential Information’ and of ‘Absence of Conflict of Interest’. In case of any conflict of interest arising at a later date, the IEM shall inform the Head of the Procuring Organisation and recuse himself/ herself from that case.

(5) The Principal shall provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the contractor. The parties offer the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to have noticed, a violation of this agreement, he shall so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.

(7) The Monitor shall submit a written report to the Head of the Procuring Organisation within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to Head of the Procuring Organisation, a substantiated suspicion of an offence under relevant BNS Act, and Head of the Procuring Organisation has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

### **Section 9 - Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the contractor 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above unless it is discharged/ determined by the Head of the Procuring Organisation.

### **Section 10 - Other provisions**

(1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.

(2) Changes and supplements, as well as termination notices, need to be made in writing. Side agreements have not been made.

(3) If the bidder / contractor is a partnership firm, this agreement must be signed by all partners.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement with their original intentions.

(5) Issues like Comprehensive warranty/ Guarantee etc., shall be outside the purview of IEMs.

(6) In the event of any contradiction between the Integrity Pact and its Appendix, the Clause in the Integrity Pact shall prevail.

For and on behalf of the Principal

(Name of the Officer and Designation)

(Office Seal)

For and on behalf of 'Bidder/ Contractor.'

(Name of the Officer and Designation)

(Office Seal)

For and on behalf of the Principal

Place

Date

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

==>

### Guidelines for Indian Agents of Foreign Suppliers

1.0 There shall be compulsory registration of agents for all Global (Open) Tender and Limited Tender. An agent who is not registered with 'The Principal' shall apply for registration in the registration form with the appropriate unit.

1.1 Registered agents shall file an authenticated Photostat copy duly attested by a Notary Public/ Original certificate of the Principal confirming the agency agreement. It should cover - the precise relationship, services to be rendered, mutual interests in business - generally and/ or specifically for the tender. Any commission/ remuneration/ salary/ retainer ship, which the agent or associate receives in India or abroad from the Principal, whether should be brought on record in the Agreement and be made explicit.

1.2 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary, or a retainer, a written declaration to this effect should be submitted by the party (i.e., Principal) before finalizing the order.

2.0 Disclosure of particulars of agents/ representatives in India, if any.

2.1 Bidders of Foreign nationality shall furnish the following details in their offers:

2.1.1 The 'Bidder/ Contractor' of foreign origin shall disclose the name and address of the agents/ representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/ representative be a foreign Company, it shall be confirmed whether it is an existing Company and details of the same shall be furnished.

2.1.2 The amount of commission/ remuneration included in the quoted price(s) for such agents/ representatives in India.

2.1.3 Confirmation of Bidder that the commission/ remuneration, if any, payable to his agents/ representatives in India, may be paid by 'The Principal' in Indian Rupees only.

2.2 Bidders of Indian Nationality shall furnish the following details in their offers:

2.2.1 The 'Bidder/ Contractor' of Indian Nationality shall furnish the name and address of the foreign principals, if any, indicating their nationality as well as their status, i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal authorizing the agent specifically to make an offer in India in response to tender either directly or through the agents/ representatives.

2.2.2 The amount of commission/ remuneration included in the price (s) quoted by Bidder for himself.

2.2.3 Confirmation of the foreign principals of Bidder that the commission/ remuneration, if any, reserved for Bidder in the quoted price(s), may be paid by 'The Principal' in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Services.

2.3 In either case, in the event of contract materializing, the terms of payment shall provide for payment of the commission/ remuneration, if any, payable to the agents/ representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

2.4 Failure to furnish correct and detailed information as called for in clauses above shall render the concerned bid liable to rejection or, in the event of a contract materializing, the same liable to termination by 'The Principal'. Besides this, there would be a penalty of banning business dealings with 'The Principal' or damage or payment of a named sum.

**Note:** Bidder must submit the Integrity Pact duly signed & stamped in their technical bid.

## Eligibility Declarations

(To be submitted as part of Technical bid)

(On Company Letter-head)

(Along with supporting documents, if any)

Tender Document No. Tend No./ xxxx; Tender Title: Non-consultancy Services

Bidder's Name \_\_\_\_\_

[Address and Contact Details] \_\_\_\_\_

Bidder's Reference No. \_\_\_\_\_ Date.....

*Note: The list below is indicative only. You may attach more documents as required to confirm your eligibility criteria.]*

### Eligibility Declarations

*(Please tick appropriate boxes or cross out any declaration not applicable to the bidder)*

We hereby confirm that we comply with all the stipulations of Tender Document and declare as under and shall provide evidence of our continued eligibility to the Procuring Entity as may be requested:

- 1) **Legal Entity of Bidder:** \_\_\_\_\_
- 2) **Bidder/ Agent Status:** \_\_\_\_\_
- 3) We solemnly declare that we (including our affiliates or subsidiaries or constituents):
  - (a) are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;
  - (a) (including our Contractors/ subcontractors for any part of the contract):
    - i) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organization or its Ministry/ Department from participation in its Tender Processes; and/ or
    - ii) Are not convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for offences mentioned in Tender Document in this regard. We have neither changed our name nor created a new "Allied Firm", consequent to the above disqualifications.
  - (b) Do not have any association (as bidder/ partner/ Director/ employee in any capacity) with such retired public official or near relations of such officials of Procuring Entity, as counter-indicated, in the Tender Document.
  - (c) We certify that we fulfil any other additional eligibility condition if prescribed in Tender Document.
  - (d) We have no conflict of interest, which substantially affects fair competition. The prices quoted are competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt has been made or shall be made by us to induce any other bidder to submit or not to submit an offer to restrict competition.
- 4) Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017:
 

*"We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:*

  - a) we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;*
  - b) we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.*

5) **MSME Status:**

Having read and understood the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended and revised till date), and solemnly declare the following:

- a) We are - Micro/ Small/ Medium Enterprise/ SSI/ Govt. Deptt. / PSU/ Others:.....
- b) We attach herewith, Udhyam Registration Certificate with the Udhyam Registration Number as proof of our being MSE registered on the Udhyam Registration Portal. The certificate is the latest up to the deadline for submission of the bid.
- c) Whether Proprietor/ Partner belongs to SC/ ST or Women category. (Please specify names and percentage of shares held by SC/ ST Partners):.....

6) **Start-up Status**

we confirm that we are/ are not a Start-up entity as per the definition of the Department of Promotion of Industrial and Internal Trade – DPIIT.

7) **Make in India Status:**

Having read and understood the Public Procurement (Preference to Make in India PPP - MII) Order, 2017 (as amended and revised till date) and related notifications from the relevant Nodal Ministry/ Department, and solemnly declare the following:

a) **Self-Certification for the category of suppliers:**

(Provide a certificate from statutory auditors/ cost accountant in case of Tenders above Rs 10 Crore for Class-I or Class-II Local Suppliers). Details of local content and location(s) at which value addition is made are as follows:

Local Content and %age	
Location(s) of value addition	

Therefore, we certify that we qualify for the following category of the supplier (tick the appropriate category):

- ☐ Class-I Local Supplier/
- ☐ Class-II Local Supplier/
- ☐ Non-Local Supplier.

b) **We also declare that.**

- ☐ There is no country whose bidders have been notified as ineligible on a reciprocal basis under this order for the offered Services, or
- ☐ We do not belong to any Country whose bidders are notified as ineligible on a reciprocal basis under this order for the offered Services.

8) **Self-Declaration by Indian Agents of Foreign Principals**

- a) Self-attested documentary evidence about their identity (PAN, Aadhar Card, GSTIN registration, proof of address etc.), business details (ownership pattern and documents, type of firm, year of establishment, sister concerns etc.) to establish that they are a bonafide business as per Indian Laws – are submitted as part of Declaration by Agents/ Associates of Foreign Principals annexed herewith.
- b) Agency Agreement shall be submitted with Declaration by Agents/ Associates of Foreign Principals. It shall cover
  - i) the precise relationship, services to be rendered, mutual interests in business - generally and/ or specifically for the tender and
  - ii) any payment the agent or associate receives in India or abroad from the foreign principal, whether a commission or a general retainer fee.

- c) Our Foreign principals, explicitly authorizing us to make an offer in response to the tender, either directly or in association with them, are listed in Form 1.3 annexed herewith. That also indicates their name, address, nationality, status (i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal).
- d) The amount of commission/ remuneration included in the price (s) quoted by Bidder for agents or associated bidder is detailed in Form 1.3.
- e) Confirmation is given in Form 1.3 herewith from the foreign principals that the commission/ remuneration, reserved for Bidder in the quoted price(s), if any, shall be paid by the Procuring Entity in India, in equivalent Indian Rupees on satisfactory completion of the Project or delivery of Services.

9) **Penalties for false or misleading declarations:**

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties as mentioned in this Tender Document.

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorized to sign bid for and on behalf of

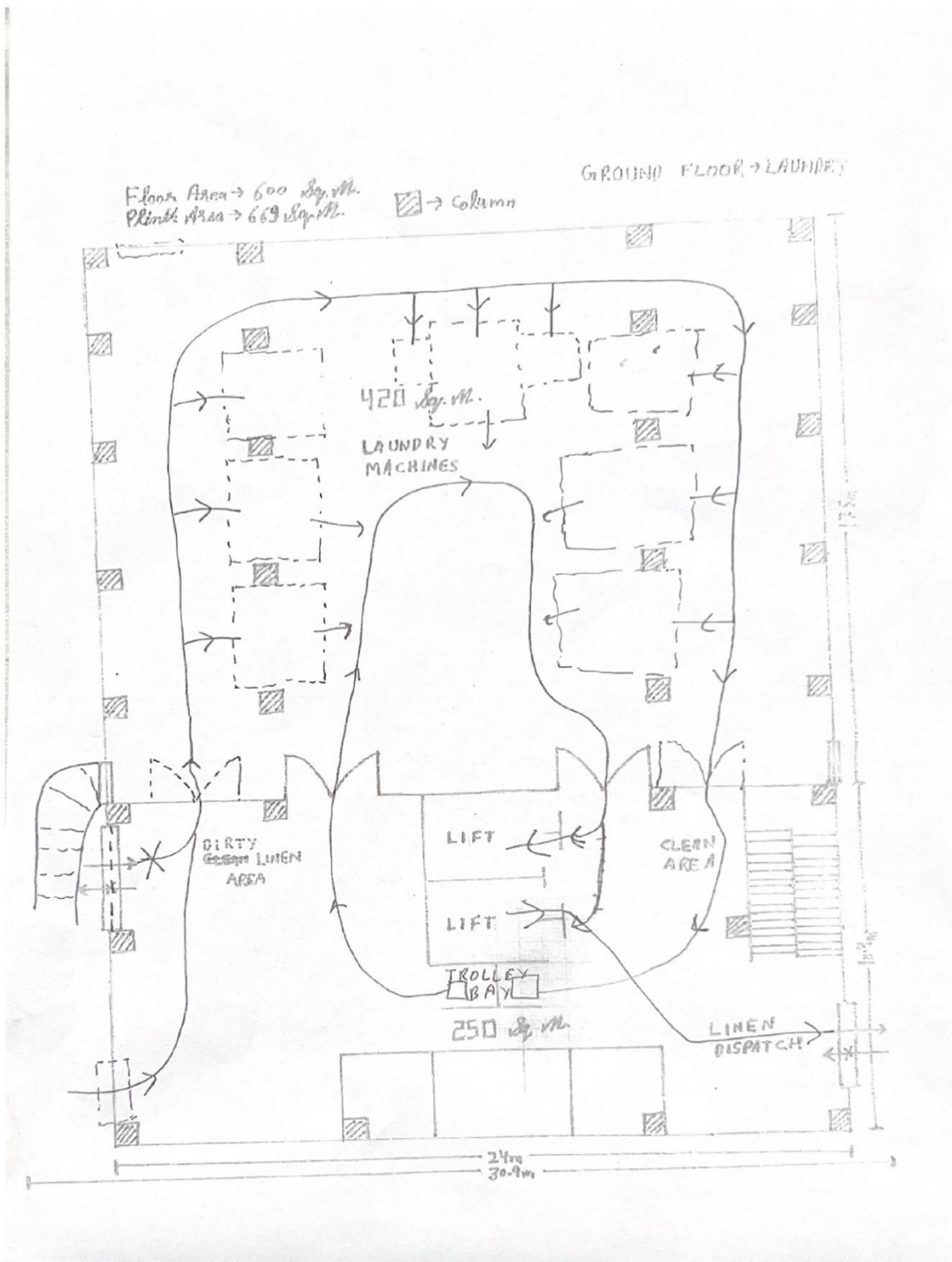
.....

.....

[name & address of Bidder and seal of company]

DA: As in Sr 9 to 13 above, as applicable

# Site Layout Plan for Laundry Services.



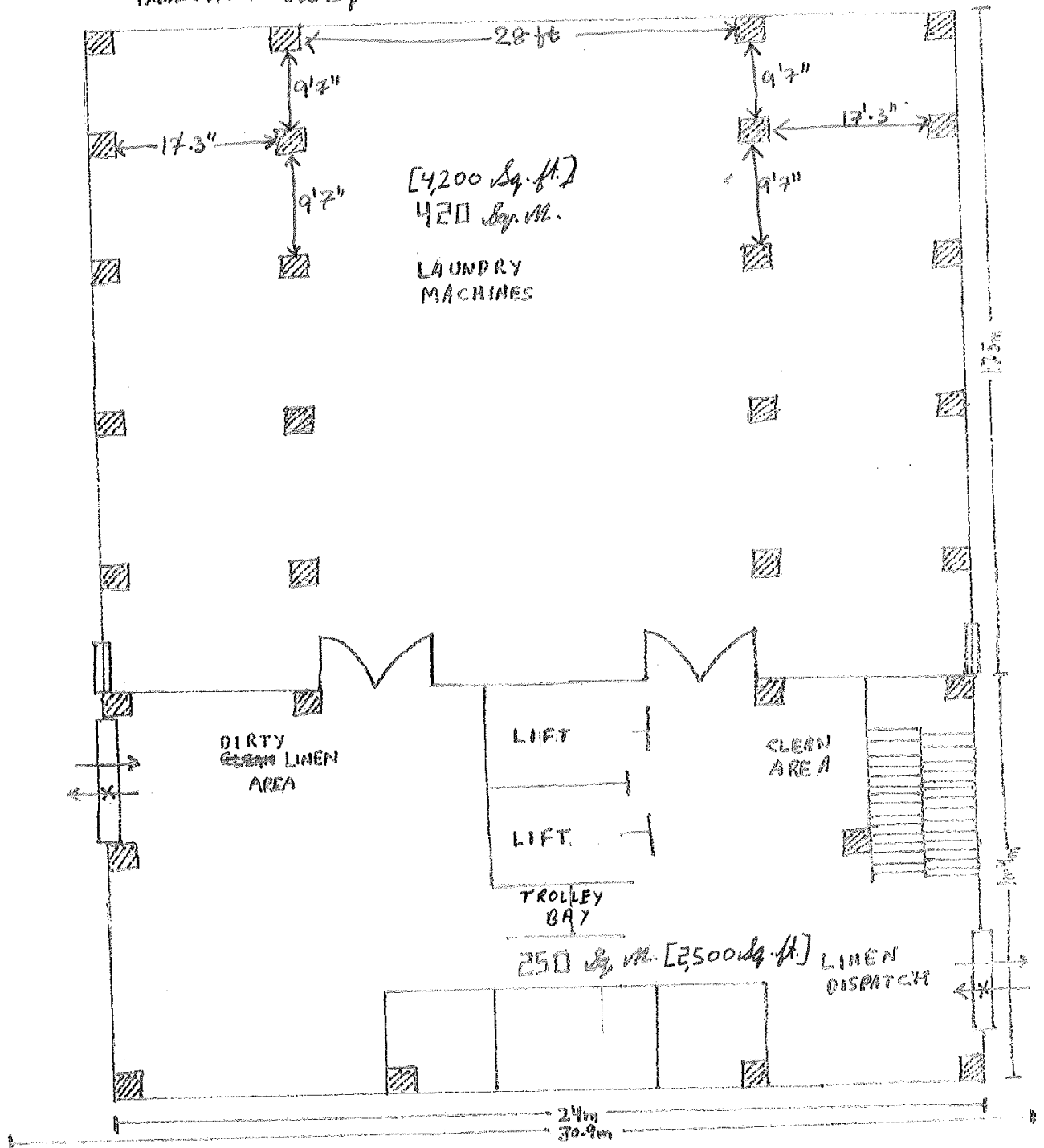
**Note:** The above process flow diagram is only an indicative diagram and the vendor may frame/modify the layout as per the process flow feasible. The ideal process of unidirectional flow of dirty linen has to be optimized.

Plinth Area  $\rightarrow$  6,690 Sq. ft.  
 Floor Area  $\rightarrow$  6,000 Sq. ft.

Floor Area  $\rightarrow$  600 Sq. M.  
 Plinth Area  $\rightarrow$  669 Sq. M.

  $\rightarrow$  Column

GROUND FLOOR  $\rightarrow$  LAUNDRY



### **Quality Standards & Certifications to be met for Laundry Equipment**

#### **\*International Standards (Global)**

##### **1. ISO Standards**

- **ISO 9398-1:2003** – Specifications for washer-extractors
- **ISO 9398-2:2003** – Specifications for tumble dryers
- **ISO 9398-3:2003** – Specifications for ironing and finishing machines
- **ISO 10472 series** – Safety requirements for industrial laundry machinery
- **ISO 15783:2002** – Cleaning equipment – Commercial laundry machines – Terminology and definitions
- **ISO 9001** – Quality management systems (common requirement for manufacturers)

#### **\* United States of America**

##### **1. UL (Underwriters Laboratories) Certification**

- **UL 2157** – Electric clothes washing machines and extractors
- **UL 2158** – Electric clothes dryers

##### **2. NSF International**

- In **hospital laundry equipment**, NSF certification (e.g., NSF/ANSI 3-A) may apply if hygiene is critical.

##### **3. OSHA Regulations**

- General machine safety under **29 CFR 1910 Subpart O** (Machine Guarding)
- Applies to industrial laundry facilities for worker protection

##### **4. ASHRAE**

- **ASHRAE 90.1** – Energy efficiency standards may apply to laundry equipment in commercial buildings

#### **\* United Kingdom**

##### **1. UKCA Marking**

- Applies to machinery, electronics, and safety equipment
- Similar compliance as CE (Machinery, LVD, EMC, etc.)

##### **2. BS (British Standards)**

- **BS EN ISO 10472 series** – Safety of industrial laundry machines
- **BS EN 50571** – Specific to commercial laundry electrical safety

#### **\* European Union**

##### **1. CE Marking**

Must comply with several EU Directives as under:

- **Machinery Directive 2006/42/EC**
- **Low Voltage Directive 2014/35/EU**
- **EMC Directive 2014/30/EU**
- **Ecodesign Directive 2009/125/EC**
- **RoHS Directive 2011/65/EU**

##### **2. EN Standards**

- **EN 60335-2-7** – Safety for electric washing machines

- **EN 50571** – Specific for commercial laundry machines

\* **Canada**

- **CSA Certification (Canadian Standards Association)**
  - CSA C22.2 No. 169 – Commercial laundry machines

\* **Australia/New Zealand**

- **RCM Marking** – Regulatory Compliance Mark (for electrical safety + EMC)
- **AS/NZS 60335.2.7** – Specific safety standard for washing machines

\* **India**

- **IS Standards (by BIS)**
  - **IS 1410:1969** – Washing machines (domestic and commercial)
  - **IS 15561:2005** – Safety requirements for commercial electric laundry equipment
- **BEE Certification** – Energy rating for domestic and some commercial appliances
- **ISI Mark** – Mandatory for some electrical products

\* **Japan**

- **JIS Standards (Japanese Industrial Standards)**
  - **JIS C 9335-2-7** – Electric washing machines (based on IEC 60335-2-7)
  - Hygiene and energy standards are regulated through METI (Ministry of Economy, Trade and Industry).

## SECTION – VIII

### QUALIFICATION CRITERIA

The bidders who meet the following criteria shall only be considered for price bid opening:

1. Each tender should be accompanied with an EMD/Bid security amounting to **Rs. 30,00,000 only (Rupees thirty lakhs only)** by way of demand Draft/FDR/BG/ **Insurance Surety Bond** drawn in favor of “Director, AIIMS, New Delhi”, failing which the tender shall not be considered for acceptance and will be out rightly rejected. (In case of Bank Guarantee/FDR, it shall be valid for **315 days (Bid validity for 270 days + 45 Days)** from the date of opening and the same should be from any scheduled bank (as per the list enclosed). Cash/cheque is not acceptable at all. The EMD/Bid security deposited against other tenders cannot be adjusted or considered for this tender. No interest is payable on EMD/Bid security.

**EMD Exemption will be given as per guidelines issued by the GoI.**

For EMD exemptions applicable bidders must submit supporting documents, otherwise the bids will be rejected.

2. Tender shall be rejected if the copy of GST registration certificate is not furnished. Bidder shall furnish a certificate on their letter head stating that up to date returns have been filed and there are no dues with the concerned department. Bidder will also submit the copies of such returns **(2023-24)** submitted to the department of trade & taxes. Goods and sales tax (GST), where legally leviable and intended to be claimed, should be shown separately along with the price quoted.
3. Location: Agency must have their registered office in Delhi or NCR. (Documentary proof required).
4. The applicant should have a solvency of Rs.1 Crore and this should be duly certified by his bankers.
5. The bidder should have sufficient number of technical and administrative employees for the proper execution of the contract. The applicant should submit a list of all these employees along with their designations.
6. The bidder should follow all the labour laws like ESI, EPF, and Minimum Wages etc. and will have to submit documentary proof of registration of firm with these departments.
7. The tenderer should have at least three years of experience in the field of Laundry services. The tenderer will have to submit documentary evidence of the year of incorporation.

8. Laundry Experience based on Organizational/client Size:

The tenderer should have been in business of providing laundry services (supply, installation, testing, commissioning, operations, maintenance of machines & supply of washing chemicals/ detergents) in **one** Govt. Hospital/PSU or private sector hospital with **more than 1000 beds** for a period of at least two calendar years in the past five years (reference date will be the last date of the bid).

Or

The tenderer should have been in business of providing laundry services (supply, installation, testing, commissioning, operations, maintenance of machines & supply of washing chemicals/ detergents) in **two** Govt. Hospital/PSU or private sector hospital with **more than 500 beds simultaneously** for a period of at least two calendar years in the past five years (reference date will be the last date of the bid).

Or

the tenderer should have been in business of providing laundry services (supply, installation, testing, commissioning, operations, maintenance of machines & supply of washing chemicals/ detergents) in at least **one** Govt. organization/ Private/ PSU organization (Railways/ Hotels/ Airlines) **with more than 2500 kgs of linen per day** for a period of at least two calendar years in the past five years (reference date will be the last date of the bid).

Or

In **two** Govt. organization/ Private/ PSU organizations (Railways/ Hotels/ Airlines etc.) **with more than 1500 kgs of linen per day simultaneously** for a period of at least two calendar years in the past five years (reference date will be the last date of the bid).

9. Proof of successful execution along with certified copies of the award of work/agreement of the above mentioned works along with satisfactory performance report should be submitted. Satisfactory performance report of the works where the firm is currently executing the work must also be submitted along with the bid. **The satisfactory performance report should be duly signed and stamped by the HOD/Head of the Institute on their Letter Head and should mention the no. of years of services performed/being performed satisfactorily/non-satisfactorily by the vendor (mentioning vendor's name). It should also mention the list of all Laundry Machinery & Equipment installed and working performance of Laundry Machinery & Equipment, after sales service rendered by the vendor. Refer Section – VIII B B) Performa for Performance Statement.** The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the services of the bidder with any of the current users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.
10. The bidder must have an annual turnover for past three years (ending 31st March 2024) of at least Rs.6.0 Cr. or a cumulative sum of Rs.18.0 cr. during the last three years in the business. Proof of annual billing & annual turnover should be CA certified.
11. In case manufacturer(s) is/are not quoting directly and bids are offered by their authorized agent, in such cases, 'Exclusive MAF' as per format at '**Section – XI A)**' to be submitted for major items: a) Barrier Washer Extractor b) Drying Tumbler c) Flatwork Ironer. For other Laundry Equipment bidder to submit MAF as per Section-XI.
12. Bidder(s) should submit the following documents: • Copy of order along with performance certificate in support of mechanized (in house/ centralized/ outsourced) laundry operations duly certified by the issuing hospitals/ railways/ hotels/ institutes, etc.
13. Bidder must upload photographic evidences of the mechanized laundry installed by the bidder (\*Mechanized laundry refers to the laundry having commercial Washer extractors, dryers and mechanized ironing).
14. Proof of Annual Billing and Annual turnover should be CA certified.
15. The approved vendor must undertake to maintain supply of all genuine spare parts/accessories for optimal upkeep of the laundry equipment's during the contract period and will submit an undertaking on their firm's letterhead, in this regard. In case, of any dispute in the quality of parts, the decision of the institute in this regard shall be final.
16. The service provider has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested by notary that there is no Vigilance/CBI case pending against them and they have not been blacklisted/debarred in the past by any Govt. Or private organization and that their contract/agreement has never been terminated for poor performance of work.
17. **Preference to Make In India products (For bids less than 200 Crore):**Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products.
18. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document as 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted.

19. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as guideline issued vide order No. P-45021/2/2017-PP(BE-II)Part(IV)VOL.II dated 19<sup>th</sup> July 2024 Issued by DPIIT and subsequent Amendments, if any issued on or before submission of the bid.
20. Only Class-I and Class-II Local suppliers will be eligible to bid as per guideline issued vide order No. P-45021/2/2017-PP(BE-II)Part(IV)VOL.II dated 19<sup>th</sup> July 2024 Issued by DPIIT and subsequent Amendments, if any issued on or before submission of the bid.
21. Non - Local suppliers including MSEs falling in the category of Non-local Suppliers, shall be eligible to bid only against Global Tender Enquiry as per OM issued by Department of Expenditure, Ministry of Finance, Govt. of India vide Ref. No. F.1/4/2021-PPD dated 18.05.2023 including subsequent Amendments, if any.
22. In case Buyer has selected Purchase preference to Micro and Small Enterprises (MSE) clause in the bid, the same will be evaluated as per guideline issued by Department of Expenditure, Ministry of Finance, Govt. of India vide Ref. No. F.1/4/2021-PPD dated 18.05.2023 including subsequent Amendments, if any, issued on or before award of the contract.
23. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs as defined in OM No. F.1/4/2021-PPD dated 18.05.2023 including subsequent Amendments, if any, issued on or before award of the contract issued by Public Procurement Division, Ministry of Finance, Department of Expenditure, Govt. of India. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% of total value.
24. **Technical presentation:** The bidder may also have to make a detailed presentation as part of technical evaluation regarding the execution of work, with emphasis on the layout of the laundry, personnel to be deployed, their distribution, equipment and its utilization, consumables and chemicals to be used, training programs, standard operating procedures and reporting mechanisms to assess quality of work. Failure to satisfy the Institute authorities and inability to submit a detailed plan of action regarding the execution of work will lead to rejection of the firm. The firm will have to give undertaking stating their consent to give technical presentation among the Committee members at a date, time & venue as intimated by the purchaser.
25. **Site Visit:** The vendors will provide the list of all the operational Laundry Facilities established by them having similar/same quoted models. **Bidder to mention details of similar contracts executed/ being executed in Section – VIII B) Performa for Performance Statement and submit copies of these contracts and performance certificates of these contracts duly signed by the HOD/Head of the Institute on their Letter Head. It should mention the no. of years of services performed/being performed satisfactorily/ non-satisfactorily by the vendor (mentioning vendor's name). It should also mention the list of all Laundry Machinery & Equipment installed and working performance of Laundry Machinery & Equipment, after sales service rendered by the vendor.**
26. The vendor will also give undertaking to facilitate the site visits as chosen/required by AIIMS out of any of these operational laundry facilities for inspection of same/similar Equipment installed by the vendors at hospitals sites for assessment. The entire expense for such site visits shall be borne by AIIMS.

## Section – VIII B

### B )Performa for Performance Statement

(For the period of last five years)

ATE No.: \_\_\_\_\_

Date of Bid Opening : \_\_\_\_\_

Name and address of the Bidder : \_\_\_\_\_

Organiz ation Name by (full address)	Rate Contract no. and date ##	Description of work	Value of order (Rs.)	Period of Contract		
				Date of Contract	Date of Start of Service	Date of end of Service or till the service continue
1	2	3	4	6	7	8

We hereby certify that the details of all orders received in last 5 years of quoted services has been furnished. We hereby further certify that if at any time, information furnished by us is proved to be false or incorrect; we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the Bid Security.

Name \_\_\_\_\_

Business Address \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Bidder \_\_\_\_\_

Date: \_\_\_\_\_

Seal of the Bidder \_\_\_\_\_

\*\* The scanned copy of documentary proof will be a latest performance certificates from the end users on their Letter Heads with cross-reference of contracts/order no. and date may be uploaded

## The bidders are requested to upload the scanned copy of Contract copies along with the Techno-commercial Bid.

\*\*\* **Performance certificate should mention the no. of years of services performed/being performed satisfactorily/ non-satisfactorily by the vendor (mentioning vendor's name). It should also mention the list of all Laundry Machinery & Equipment installed and working performance of Laundry Machinery & Equipment, after sales service rendered by the vendor.**

**Section – IX**  
**TENDER ACCEPTANCE FORM**

To \_\_\_\_\_

**The Director,  
All India Institute of Medical Sciences Ansari  
Nagar, New Delhi-110 029 India.**

Ref. Your Bid No. \_\_\_\_\_ due for opening on  
\_\_\_\_\_ *insert date*

We, the undersigned have examined the above mentioned Tender Enquiry Document, including amendment/corrigendum (*if any*), the receipt of which is hereby confirmed. We now offer to deliver in conformity with your above referred document for the sum as shown in the Price Schedules (BoQ) uploaded herewith and made part of this bid. If our bid is accepted, we undertake to supply the items for which Contract has been concluded, in accordance with the delivery schedule specified in the Schedule of Requirements.

We further confirm that, if our bid is accepted, we shall provide you with a Performance Security of required amount in an acceptable form in terms of “General Conditions Contract”, Section - IV read with modification, if any “Special Conditions of Contract”, in Section - V, for due performance of the Contract.

We agree to keep our bid valid for acceptance as required in the “General Instruction to Bidders”, read with modification, if any in “Special Instructions to Bidders”, Section – III or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal Contract is executed, this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred advertised tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by Central Govt. Ministries/AIIMS, New Delhi.

We confirm that we fully agree to the terms and conditions specified in above mentioned Tender Enquiry Document, including amendment/ corrigendum if any.

We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the Bid Security/Performance Security.”

**Name:** \_\_\_\_\_

**Business**

**Address** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Price Schedules: Section X

**Price Break-up format to be uploaded under financial cover in CPP Portal.**

**PART-A: Price Schedule for Supply, Installation, Testing, and Commissioning of Hospital Laundry Equipment with 02 years comprehensive warranty.**

AIIMS shall pay upfront award value i.e. CAPEX cost for supply, installation, testing & commissioning of New Laundry set-up including turnkey works with 02 years comprehensive warranty on buy-back basis. CAPEX shall be inclusive of cost of equipment costing laundry & turnkey works with 02 years comprehensive warranty, comprehensive warranty and maintenance, cost of any accessories, carts, non-disposable bags, etc. used in collection / distribution / storage of linen, any furniture installed within the laundry, any boilers, RO system, quality control equipment etc. if installed by the bidder and must be clearly quoted under the column of CAPEX in the technical and price bid.

S.No.	Area	Description	Minimum Load/ Capacity/Quantities required	Quantities offered	Cost per Unit	Total Cost
1.	Collection	Capacity/Model with cycle time quoted wherever applicable				
		Dirty Linen Collection & Transportation Trolley- minimum 100-130 kg capacity	50 nos.			
		Infected/Wet Dirty Linen Collection & Transportation Trolley - capacity minimum 40-60 kg.	25 no.			
2.	Washing	Receiving counter	As per the projected load of laundry services			
		Computer with Printer	As per the projected load of laundry services			
		Industrial Weighing machine	As per the projected load of laundry services			
		Chair with Hand rest	As per the projected load of laundry services			

		Storage Cupboard (2x2)	As per the projected load of laundry services			
		Almirah	As per the projected load of laundry services			
		Dust Bin	As per the projected load of laundry services			
		Laundry scrub station with 2 sink	As per the projected load of laundry services			
		Office Table	As per the projected load of laundry services			
3.	Barrier Washer Extractor with Load about 9,000 Kg/day*(2shifts/day) Shift duration: 8 hours	Sluicing Machine with automatic dosing-capacity minimum 50- <b>60</b> Kg (Electricity &/or PNG Heated)	01 no.			
		Barrier Washer Extractor with automatic dosing pump capacity minimum 100-120 Kg (PNG &/or Electricity Heated)	<b>5 nos.</b>			
		Barrier Washer Extractor with automatic dosing pump capacity minimum 200-220 Kg (PNG &/or Electricity Heated)	2 nos.			
4.	Drying with minimum Load 5000 Kg/ Day (2 shifts/day) Shift duration: 8 hours	Drying Tumbler Front Loading capacity minimum 100- <b>130</b> Kg of single machine	07 nos.			
5.	Flatwork Ironer with minimum	Flatwork Ironer with Automatic feeder, folder & Stacker (3000-3300 mm L)	02 nos.			

	Load 3000-4000Kg/ Day *(2shifts/ day) Shift duration: 8 hours	Heating Type: Steam or/Gas/ or Electricity				
		Utility Press with Ironing table (5000 Kg/Day)	2 nos.			
		Heavy Duty Sewing machine (200-500 units/day)	2nos.			
6.	Storage Room	Mobile Table with castor wheels	As per requirement			
		Fresh linen storage racks	As per requirement			
		Folding table	As per requirement			
7.	Delivery	Dispatch Counter with PC	As per the projected load of laundry services			
		Clean Linen Transportation Trolley- minimum 100-130 kg capacity	50 no			
8.	Additional Items	Reverse Osmosis/ water softener Plant 10000 LPH	As per the projected load of laundry services			
		Hot water System - Gas Geyser	As per the projected load of laundry services			
		Air compressor (If required)	As per the projected load of laundry services			
		Turn Key as per specs	As per the projected load of laundry services			
9.	Offices	Computer (i5 All in One)	Computer (i5 All in One) with UPS – 6nos.			
		Printer (Three in one)	6 nos.			
		Office table	As per requirement			
		Executive Chair (Revolving) with arm rest	As per requirement			
		Visitor chair with arm rest	As per requirement			
		Storage cabinet	As per requirement			

		Modular Work Station	As per requirement			
10.						
11.	Chemical Dosing System	Automatic Chemical Dosing System	01			
	<b>TOTAL</b>					

**Note:** Vendor has to carry out due diligence while arriving at the requirement of equipment as per the projected load of laundry services.

\*\* For laundry machines, the bidder is required to bid for the minimum combination of above mentioned capacities of Laundry machines proposed to be installed keeping in mind that at least 7000 kg linen per day which can go up to 10,000 kg. per day. Minimum 05 no. Barrier Washer Extractors with Auto Dosing Pump each of 100 kg. capacity must be included while arriving at the combination of machines required as per the projected load of laundry services).

**PART-B: Buy-Back Price quoted for the Existing Old Laundry Machinery & Equipment**

S. No.	Buy-Back Price quoted for the Existing Old Laundry Machinery & Equipment
1.	INR
	In words:

\_\_\_\_\_

**PART-C: Price Schedule for Turnkey Works Activities**

Price quoted for Turnkey Works activities with 02 years comprehensive warranty which includes works related to civil, electrical, mechanical, plumbing, HVAC, any miscellaneous associated charges etc. at the allotted site.

Sl. No	Description of Turnkey Works	Cost of Turnkey Work (excluding GST) (A)	Applicable GST (%) – (B)	Total Cost of Turnkey Works at Consignee Site (A+B)
1.	<ul style="list-style-type: none"><li>Turnkey Work including dismantling of all the existing old machines and engineering fixtures and taking them away along with the debris created due to this activity at the space allotted by AIIMS and activities with 02 years comprehensive warranty which includes works required for site modifications viz. civil, electrical, mechanical, air-conditioning etc. required for Supply, Installation, Testing and Commissioning of new Laundry Equipment.</li></ul>			

**Note:**

1. All the information must be entered in the relevant columns.

**PART- D: PRICE SCHEDULE FOR 08 YEARS ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT AFTER 02 YEARS COMPREHENSIVE WARRANTY PERIOD**

CAMC cost after 02 years comprehensive warranty and should not be quoted under CAPEX and OPEX.

S.N	1	2	3	4								5
	Schedule No.	Brief Description of Goods/Equipment	Quantity of Goods/Equipment	Annual Comprehensive Maintenance Contract Cost for Each Unit Year wise *								Total Annual Comprehensive Maintenance Contract Cost for 08 Yrs.
				3 <sup>rd</sup> Yr.	4 <sup>th</sup> Yr.	5 <sup>th</sup> Yr.	6 <sup>th</sup> Yr.	7 <sup>th</sup> Yr.	8 <sup>th</sup> Yr.	9 <sup>th</sup> Yr.	10 <sup>th</sup> Yr.	[(Column 3) X (Column 4a+4b+4c+4d+4e+4f+4g+4h) ]
				a	b	c	d	e	f	g	h	

\* After completion of **02 years comprehensive warranty period**

**NOTE:-**

1. In case of discrepancy between unit price and total prices, THE UNIT PRICE shall prevail.
2. The cost of Comprehensive Maintenance Contract (CAMC) which includes preventive maintenance including testing & calibration as per Technical/ service /operational manual, labour and spares, after satisfactory completion of Comprehensive warranty period may be quoted for next 8 Years on yearly basis for complete equipment and
3. The cost of CAMC may be quoted along with taxes applicable on the date of Tender Opening. The taxes to be paid extra, to be specifically stated. In the absence of any such stipulation the price will be taken inclusive of such taxes and no claim for the same will be entertained later.
4. Cost of CAMC will be added for Ranking/Evaluation purpose.
5. The payment of CAMC will be made as per tender document.
6. The uptime comprehensive warranty will be 95 % on 24 (hrs) X 7 (days) X 365/366 (days) basis or as stated in Tender Enquiry Document.
7. All software updates should be provided free of cost during CAMC period.
8. The stipulations in Technical Specification will supersede above provisions
9. The supplier shall keep sufficient stock of spares required during Annual Comprehensive Maintenance Contract period. In case the Spares are required to be imported, it would be the responsibility of the supplier to import and get them custom cleared and pay all necessary duties.
10. Cost of CAMC for all the equipment quoted in the technical bid has to be quoted in the above table, failing which, it will be presumed that the CAMC will be provided free of cost for all such equipment by the vendor.

Name\_\_\_\_\_

Business Address\_\_\_\_\_

Place: \_\_\_\_\_ Signature of Tenderer\_\_\_\_\_

Date: \_\_\_\_\_ Seal of the Tenderer\_\_\_\_\_

**PART- E: Price Schedule for Operation of laundry services for a period of 10 years at AIIMS, New Delhi.**

Bidder has to quote unit rate (OPEX) for washing of all linen. This unit rate for each linen item must be inclusive of the cost of manpower, consumables, fuel (electricity/ PNG/ Solar energy), any other recurring cost incurred for the collection, sorting, washing, drying, repair, ironing, packing, storage, distribution, transportation, quality control, routine cleaning of laundry premises including equipment etc. of the complete laundry system as per SOP prescribed in tender. Unit rate (OPEX) for washing of all linen would not include Unit cost of the linen. This unit rate shall be the basis for calculating operational cost **for 10 years** (OPEX) of the laundry system and the OPEX shall be paid on monthly basis by multiplying the unit rate with the actual quantity of linen washed. Bidder is responsible for cleaning, repair & maintenance of infrastructure of laundry area installed and commissioned by the bidder on regular basis.

Sr. No.	Name of Linen items	Estimated Annual quantity (A)	Net price per unit in Rs. (1 <sup>st</sup> year)	Net price per unit in Rs. (2 <sup>nd</sup> year)	Net price per unit in Rs. (3 <sup>rd</sup> year)	Net price per unit in Rs. (4 <sup>th</sup> year)	Net price per unit in Rs. (5 <sup>th</sup> year)	Net price per unit in Rs. (6 <sup>th</sup> year)	Net price per unit in Rs. (7 <sup>th</sup> year)	Net price per unit in Rs. (8 <sup>th</sup> year)	Net price per unit in Rs. (9 <sup>th</sup> year)	Net price per unit in Rs. (10 <sup>th</sup> year)	Total Operation Cost (OPEX) for 10 years = A x Net Price Per Unit for (1 <sup>st</sup> year + 2 <sup>nd</sup> year + 3 <sup>rd</sup> year + 4 <sup>th</sup> year + 5 <sup>th</sup> year + 6 <sup>th</sup> year + 7 <sup>th</sup> year + 8 <sup>th</sup> year + 9 <sup>th</sup> year + 10 <sup>th</sup> year.)
1	Bed Sheet	12,35,000											
2	Draw Sheets	3,20,000											
3	Patient Coat	2,50,000											
4	Patient Pajama	2,30,000											
5	Women skirt	10,000											
6	Women Jacket	100											
7	Pillow cover	1,95,000											
8	Turkish Towel	46,000											
9	Hand Towel	1,45,000											
10	O.T. Towel	14,00,000											
11	D. L. Wrapper	5,60,000											
12	Screen Cover	2000											

13	O.T. Gown	2,90,000											
14	Curtain	82,000											
15	Surgical Shirt	2,56,000											
16	Surgical pajama	3,40,000											
17	Surgical Frock	1,45,000											
18	Perineal Sheets	51,000											
19	Abdominal Sheets	17,000											
20	Couch cover	18,000											
21	Trolley Cover	2,11,000											
22	Ch. Coat	82,000											
23	Ch. Pajama	31,000											
24	Baby frock	13,000											
25	Baby sheets	48,000											
26	Door Panel	500											
27	Legging	21,000											
28	Syringe Wrapper	90,000											
29	Blankets	68,000											
30	Binder	1100											

Name\_\_\_\_\_

Business Address\_\_\_\_\_

Place: \_\_\_\_\_ Signature of Tenderer\_\_\_\_\_

Date: \_\_\_\_\_ Seal of the Tenderer\_\_\_\_\_

### **Price Ranking:**

L-1 calculation will be based on the basis of price offer by the bidder in price schedule with calculation as under:

$$\mathbf{L-1 = (Part A - Part B) + Part C + Part D + Part E}$$

**Wherein:**

1. **Part-A:** Cost of Laundry Equipment with 02 years comprehensive Warranty (CAPEX) as per BOQ.
2. **Part B:** Buy-Back Price Offered for existing old Machinery & Equipment.
3. **Part C:** Turnkey Works with 02 years comprehensive Warranty.
4. **Part D:** 08 years Post Warranty CAMC from 03<sup>rd</sup> to 10<sup>th</sup> year.
5. **Part E:** 10 years operational cost (OPEX) for laundry services..
6. **Total price quoted in respective Price Formats A, B, C, D & E (in pdf) must match with the price quoted in respective column of BOQ.xls on CPP portal. However, if there is discrepancy between the total price quoted in BOQ.xls on CPP portal and its price breakup provided in Price Schedule Formats i.e. Part-A (in pdf), Part-B (in pdf), Par-C (in pdf), Part-D (in pdf) & Part-E (in pdf), in that case the price quoted in BOQ.xls on CPP portal shall prevail.**

**SECTION – XI**  
**MANUFACTURER’S AUTHORISATION FORM**

**To**

**The Director,**

All India Institute of Medical Sciences

Ansari Nagar, New Delhi-110 029 India.

Dear Sir,

Ref: Your Bid no. \_\_\_\_\_ dated \_\_\_\_\_

We, \_\_\_\_\_ who are proven and reputable manufacturers of \_\_\_\_\_ (name and description of the goods offered in the bid) having factories at \_\_\_\_\_, hereby authorize Messrs \_\_\_\_\_ (name and address of the agent) to submit a bid, process the same further and enter into a contract with you against your requirement as contained in the above referred TE document for the above goods manufactured by us.

We also state that we are not participating directly in this bid for the following reason(s):  
\_\_\_\_\_ (please provide reason here).

We further confirm that Messrs. \_\_\_\_\_ (name and address of the above agent) is authorised to submit a bid, process the same further and enter into a contract with you against your requirement as contained in the above referred TE documents for the above goods manufactured by us.

We also hereby extend our full comprehensive warranty, CAMC as applicable as per clause 15 of the General Conditions of Contract, read with modification, if any, in the Special Conditions of Contract for the goods and services offered for supply by the above firm against this TE document.

We also hereby confirm that we would be responsible for the satisfactory execution of contract placed on the authorized agent and the spares for the equipment shall be available for at least 10 years from the date of supply of equipment. We also confirm that in any case if we discontinue the aforementioned agent, we shall still be directly responsible in executing the contract for the remaining duration of the contract.

We also confirm that the price quoted by our agent shall not exceed the price which we would have quoted directly”

Yours faithfully,

[Signature with date, name and designation]

for and on behalf of Messrs \_\_\_\_\_

[Name & address of the manufacturers]

**Note:**

1. This letter of authorization should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.
2. Original letter may be sent.

**SECTION – XI A**  
**MANUFACTURER'S AUTHORISATION FORM**

**(Exclusive for Barrier Washer Extractors, Flatwork Ironer with Automatic feeder, folder & Stacker and Drying Tumbler Front Loading)**

**To**  
**The Director,**  
All India Institute of Medical Sciences  
Ansari Nagar, New Delhi-110 029 India.

Dear Sir,

Ref: Your Bid no. \_\_\_\_\_ dated \_\_\_\_\_

We, \_\_\_\_\_ who are proven and reputable manufacturers of \_\_\_\_\_ (name and description of the goods offered in the bid) having factories at \_\_\_\_\_, hereby authorize Messrs \_\_\_\_\_ (name and address of the agent) to submit a bid, process the same further and enter into a contract with you against your requirement as contained in the above referred TE document for the above goods manufactured by us.

We also state that we are not participating directly in this bid for the following reason(s):  
\_\_\_\_\_(please provide reason here).

**We further confirm that no supplier or firm or individual other than Messrs.** \_\_\_\_\_ (name and address of the above agent) is authorised to submit a bid, process the same further and enter into a contract with you against your requirement as contained in the above referred TE documents for the above goods manufactured by us.

We also hereby extend our full comprehensive warranty, CAMC as applicable as per clause 15 of the General Conditions of Contract, read with modification, if any, in the Special Conditions of Contract for the goods and services offered for supply by the above firm against this TE document.

We also hereby confirm that we would be responsible for the satisfactory execution of contract placed on the authorized agent and the spares for the equipment shall be available for at least 10 years from the date of supply of equipment. We also confirm that in any case if we discontinue the aforementioned agent, we shall still be directly responsible in executing the contract for the remaining duration of the contract.

We also confirm that the price quoted by our agent shall not exceed the price which we would have quoted directly"

Yours faithfully,

[Signature with date, name and designation]  
for and on behalf of Messrs \_\_\_\_\_  
[Name & address of the manufacturers]

**Note:**

1. This letter of authorization should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.
2. Original letter may be sent.

**SECTION – XII**  
**BANK GUARANTEE FORM FOR BID SECURITY**

Whereas \_\_\_\_\_ (Name and address of the Bidder)  
(hereinafter called the "Bidders")

has submitted its Bid dated \_\_\_\_\_ for the supply of \_\_\_\_\_  
(hereinafter called the "Bid")

against the purchaser's ATE No. \_\_\_\_\_

Know all persons by these present that we \_\_\_\_\_

having our registered office at \_\_\_\_\_  
(Hereinafter called the "Bank")

are bound unto AIIMS, New Delhi  
(hereinafter called the "Purchaser")

in the sum of \_\_\_\_\_ for which payment will and truly to be  
made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.  
Sealed with the Common Seal of the said Bank this

\_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

**The conditions of this obligation are:**

- 1) If the Bidder withdraws or amends, impairs or derogates from the bid in any respect within the period of validity of this Bid.
- 2) If the Bidder having been notified of the acceptance of his Bid by the Purchaser during the period of its validity:-
  - a. If the bidder fails or refuses to furnish the performance security for the due performance of the Contract/Purchase Orders or
  - b. If the bidder fails or refuses to accept/execute the Contract/Purchase Orders or
  - c. If it comes to notice at any time, that the information/documents furnished in its Bid are false or incorrect or misleading or forged

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or more the three conditions, specifying the occurred condition(s).

This guarantee will remain in force upto \_\_\_\_\_ (insert date of additional forty-five days after Bid validity) and any demand in respect thereof should reach the Bank not later than the above date.

.....  
..... (Signature with date of the authorized officer of  
the Bank)

.....  
..... (Name and designation of  
the Officer)

.....  
.....  
..... (Seal, name & address of the Bank and address of  
the Branch)

**SECTION – XIII**  
**BANK GUARANTEE FORM FOR PERFORMANCE SECURITY**

WHEREAS \_\_\_\_\_ (Name and address of the Supplier) (Hereinafter called “the Supplier”)

has undertaken, in pursuance of Rate Contract No. \_\_\_\_\_

dated \_\_\_\_\_ valid from \_\_\_\_\_ to \_\_\_\_\_ for supply

\_\_\_\_\_ (*insert description of goods*)  
(Hereinafter called “the Contract”),

To  
AIIMS, Ansari Nagar, New Delhi-110 029 (Hereinafter called “the Purchaser”)

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you,  
on behalf of the supplier, up to a total of

\_\_\_\_\_ (*insert Amount of the Performance Security in words and figures*), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee will remain in force up to \_\_\_\_\_ (*insert last date of currency of Contract plus Comprehensive warranty Period (if applicable) plus additional Ninety days*) and any demand in respect thereof should reach the Bank not later than the above date.

.....  
..... (Signature with date of the authorized officer of the Bank)

.....  
..... Name and designation  
of the officer

.....  
.....  
..... Seal, name & address of the Bank and address of the Branch

**SECTION – XIV**  
**CONTRACT FORM**

*(To be executed on Non-Judicial Stamp Paper worth of Rs.100/-)*

ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
*(Insert Name of concerned Centre/Hospital/Department/Section)*  
ANSARI NAGAR, NEW DELHI-110 029

Contract No. \_\_\_\_\_ dated \_\_\_\_\_

To \_\_\_\_\_

*(insert name of Supplier with address)*

This is in continuation to this office's Notification of Award No.:

\_\_\_\_\_ dated \_\_\_\_\_

1. Name & address of the Supplier: \_\_\_\_\_
2. Advertised Tender Enquiry No. of Tender Documents: \_\_\_\_\_  
and subsequent Amendment No.: \_\_\_\_\_, dated: \_\_\_\_\_  
(if any), issued by the Purchaser
3. Supplier's Bid No.: \_\_\_\_\_ dated: \_\_\_\_\_ and subsequent communication(s) No.: \_\_\_\_\_ dated: \_\_\_\_\_ (if any), exchanged between the supplier and the purchaser in connection with this Tender Document.
4. In addition to this Contract Form, the following documents etc, which are included in the Tender Enquiry Documents mentioned under paragraphs 2 and 3 above, shall also be deemed to form and be read and construed as integral part of this Contract:
  - i) General Conditions of Contract;
  - ii) Special Conditions of Contract;
  - iii) Schedule of Requirements;
  - iv) Scope of Work;
  - v) Tender Acceptance Form uploaded by the supplier;
  - vi) Price Schedule(s)/BoQ uploaded by the supplier in its Bid;
  - vii) Purchaser's Notification of Award

Note: The words and expressions used in this Contract shall have the same meanings as are respectively assigned to them in the conditions of Contract referred to above. Further, the definitions and abbreviations incorporated under clause 1 of Section II – "General Instructions to Bidders" of the Tender Enquiry Document shall also apply to this Contract.

5. Some terms, conditions, stipulations etc. out of the above-referred documents are reproduced below for ready reference:
  - i) Brief particulars of the Services which shall be supplied by the supplier against Contract are as under:

S.No.	Item	Cost
1.		

ii) Performance Security of Rs. \_\_\_\_\_ valid up to \_\_\_\_\_ to be furnished by \_\_\_\_\_

6. Currency of Contract from: \_\_\_\_\_ to: \_\_\_\_\_

7. Payment terms: As per General Conditions of Contract.

8. The Supplier will supply the services as per Contract against Rate Contract issued by various Centers/Hospital/Section/Departments/Store Sections of AIIMS, New Delhi.

\_\_\_\_\_  
Signature, name and designation of the Purchaser authorized official for and on behalf of Director, AIIMS, may be called as First Party

Received and accepted this Contract

\_\_\_\_\_  
Signature, name and address of the supplier's executive duly authorized to sign on behalf of the supplier, may be called as Second Party

for and on behalf of

\_\_\_\_\_  
(Insert Name and address of the supplier)

(Seal of the Supplier)

Date: \_\_\_\_\_

Place: \_\_\_\_\_

## SECTION –XV

### **Checklist of documents to be submitted in the bids**

S. No.	Parameter	Supporting Document	Page number
1.	Details of EMD/Bid Security submitted/ Exemption, if any, with supporting documents.		
2.	Tender Acceptance Form as per Section-IX on firm's letter head.		
3.	The tenderer should have at least three years of experience in the field of Laundry services. The tenderer will have to submit documentary evidence of the year of incorporation.		
4.	Agency must have their registered office in Delhi or NCR. (Documentary proof required).		
5.	The applicant should have a solvency of Rs.1 Crore and this should be duly certified by his bankers.		
6.	Photo-copies of IT/ PAN		
7.	Photo-copies of GSTN Registration Certificate		
8.	The bidder should follow all the labour laws like ESI, EPF, and Minimum Wages etc. and will have to submit documentary proof of registration of firm with these departments.		
9.	Laundry operation Experience in accordance with the clause no. 8 & 9 of Qualification Criteria Section – VIII. Bidder to submit contract copies and performance certificates as supporting documents.		
10.	Bidder(s) should submit the following documents: • Copy of orders along with performance certificates in support of mechanized (in house/ centralized/ outsourced) laundry operations duly certified by the issuing hospitals/ railways/ hotels/ institutes, etc.		
11.	The bidder must have an annual turnover for past three years (ending 31st March 2024) of at least Rs.6 Cr. or a cumulative sum of Rs.18 cr. during the last three years in the business. Proof of Annual Billing and Annual turnover should be CA certified.		
12.	In case manufacturer(s) is/are not quoting directly and bids are offered by their authorized agent, in such cases, 'Exclusive MAF' as per format at 'Section - XIA)' to be submitted for major items: a) b) Barrier Washer Extractor c) Drying Tumbler d) Flatwork Ironer. For other Laundry Equipment, bidder to submit MAF as per Section-XI.		
13.	Non-blacklisting certificate on firm's letterhead.		
14.	The bidder has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested by notary that there is no Vigilance/CBI case pending against them and they have not been blacklisted/ debarred in the past by any Govt. Or private organization and that their contract/agreement has never been terminated for poor performance of work.		
15.	Clause by Clause technical compliance of all the technical & quality parameters of laundry equipment including deviations, if any, with justifications on firms letter head. (including amendments)		
16.	Bidder must upload photographic evidence of the mechanized laundry (*Mechanized laundry refers to the laundry having at least one number of commercial Washer extractor, dryer and mechanized ironing).		

17.	The approved vendor must undertake to maintain supply of all genuine spare parts/accessories for optimal upkeep of the laundry equipment's during the contract period and will submit an undertaking on their firm's letterhead, in this regard. In case, of any dispute in the quality of parts, the decision of the institute in this regard shall be final.		
18.	Eligibility Declaration as per format enclosed along with supporting documents.		
19.	The firm will have to give technical presentation and undertaking as per point no. 24 of Qualification Criteria Section - VIII		
20.	Site Visit: The vendors will provide the list of all the operational Laundry Facilities installed/developed by them having similar/same quoted models. The vendor will also give undertaking to facilitate the site visits as chosen/required by AIIMS out of any of these operational laundry facilities for inspection of same/similar Equipment installed by the vendors at hospitals sites for assessment. The entire expense for such site visits shall be borne by AIIMS.		
21.	Quality Standards/Certifications to be met for Laundry Equipment		
22.	Fall Clause Undertaking: The bidder has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested by notary as per GCC Clause 33, under Section-IV.		
23.	Any other documents, if required.		

**SECTION – XVI**  
**CONSIGNEE RECEIPT CERTIFICATE**

**(To be given by consignee's authorized representative)**

The following store(s) has/have been received in good condition:

- 1) Contract No. & date: \_\_\_\_\_
- 2) Supplier's Name: \_\_\_\_\_
- 3) Consignee's Name & Address: \_\_\_\_\_
- 4) Name of the item supplied : \_\_\_\_\_
- 5) Quantity Supplied : \_\_\_\_\_
- 6) Date of Receipt by the Consignee : \_\_\_\_\_

Signature of Consignee with date: \_\_\_\_\_

Name and designation of Consignee: \_\_\_\_\_

Seal of the Consignee: \_\_\_\_\_

**SECTION – XVII**  
**FINAL CONSIGNEE ACCEPTANCE CERTIFICATE**  
**(To be given by consignee's authorized representative)**

This is to certify that the goods as detailed below have been received in good conditions along with all the standard and special accessories in accordance with the Contract/Purchase Order and the same has been satisfactorily installed, tested, commissioned and accepted.

1) Contract No. & date: \_\_\_\_\_

2) Supplier's Name: \_\_\_\_\_

3) Consignee's Name & Address: \_\_\_\_\_

4) Name of the item Supplied: \_\_\_\_\_

5) Quantity Supplied: \_\_\_\_\_

6) Date of Receipt by the Consignee: \_\_\_\_\_

7) Quantity Accepted: \_\_\_\_\_

8) Date of Acceptance by the Consignee: \_\_\_\_\_

9) The supplier has fulfilled its contractual obligations including installation (if applicable) satisfactorily

Signature of Consignee with date: \_\_\_\_\_

Name and designation of Consignee: \_\_\_\_\_

Seal of the Consignee: \_\_\_\_\_

**SECTION – XVIII**  
**FINAL CONSIGNEE ACCEPTANCE CERTIFICATE**  
**(To be given by consignee's authorized representative)**

This is to certify that the goods as detailed below have been received in good conditions along with all the standard and special accessories in accordance with the Contract/Purchase Order and the Turnkey Works have been satisfactorily completed.

- 1) Contract No. & date: \_\_\_\_\_
- 2) Supplier's Name: \_\_\_\_\_
- 3) Consignee's Name & Address: \_\_\_\_\_
- 4) Name of the item Supplied: \_\_\_\_\_
- 5) Quantity Supplied: \_\_\_\_\_
- 6) Date of Receipt by the Consignee: \_\_\_\_\_
- 7) Quantity Accepted: \_\_\_\_\_
- 8) Date of Acceptance by the Consignee: \_\_\_\_\_
- 9) The supplier has fulfilled its contractual obligations including installation (if applicable) satisfactorily

Signature of Consignee with date: \_\_\_\_\_

Name and designation of Consignee: \_\_\_\_\_

Seal of the Consignee: \_\_\_\_\_

[illegible]