



icmr | **NIRRCH**
INDIAN COUNCIL OF MEDICAL RESEARCH | NATIONAL INSTITUTE FOR RESEARCH
IN REPRODUCTIVE AND CHILD HEALTH

**ICMR - National Institute for Research In Reproductive
and Child Health**

**Jahangir Merwanji Street, Parel, Mumbai - 400012
Department of Health Research, Ministry of Health &
Family Welfare, Govt. of India**

Phone: 022-2419 2134 / 2135 Email: stores@nirrh.res.in

Tender No. NIRRCH/GEN/2022-2023/01

Date: June 20, 2022

Subject: Tender for Laundry Service

Due Date: 04th July 2022

Sir / Madam,

The Institute is interested in the availing the services of the **Laundry as per the details mentioned in detailed specifications**. If you can supply the same, please send us your quotation in a sealed cover, super-scribed with our tender number, due date and subject, so as to reach this Institute well before the above due date.

While submitting your tender, the terms and conditions specified overleaf viz. 1 to 35 may please be carefully observed. Tenders are liable to be ignored if any of these conditions are not complied with.

**Sd/
DIRECTOR**



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TECHNICAL SPECIFICATIONS

SCHEDULE OF REQUIREMENTS INCLUDING SPECIFICATIONS

Laundry service is an essential service and full co-operation, commitment, dedication and punctuality are expected from the vendors providing the laundry services. The main objective of the laundry service will be to provide better, properly planned and cleaned laundry supplies.

REQUIREMENTS:

ICMR-NIRRCH has the requirement to launder/dry-clean linens, which comprises of following:

Items Name	Monthly Qty
1. Pant -Terry Cotton	150 to 200
2. Shirt -Terry Cotton	150 to 200
3. Aprons Cotton Special	300 to 350
4. Towel Big and Small	40 to 50
5. Bed Sheet -Single and Double	10 to 15
6. Draw Sheet	10 to 15
7. Curtain (White & Colour)	10 to 15
8. Vehicle Suit	1 to 2
9. Bed Spread-Single and Double	15 to 20
10. White Napkin	30 to 35
11. Foot Mat	2 to 3
12. Pillow Cover	30 to 35

The above linens are to be collected and delivered to the following locations:

- ICMR-NIRRCH, J.M. Street, Parel, Mumbai -400 012
- International Hostel cum-staff Qtrs. National Bldg. Dr. R.G. Thandani Marg, Sea face, Worli, Mumbai - 400 030.
- Abhyudaya Nagar Clinic, Abhyudaya Nagar, G.D. Ambekar Marg, Kalachouky, Mumbai - 400 033.
- 10 & 11 Kutumb Arogya Kendra, 18A BDD Chawl, Naigaum Dadar, Mumbai - 400 014.
- Ground Floor, J.Wadia Children Hospital O.P.D. A. Donde Marg, Same Bldg. Parel, Mumbai - 400 012.

1. The laundry services are to be operated weekly.
2. The linen to be washed should be collected and washed linen should be delivered in one week's time.
3. The collection of used linen and distribution of washed linen will be carried out by the vendor under supervision of the competent authority of ICMR-NIRRCH.
4. RESPONSIBILITY OF VENDOR:
 - i. Collection and transport of dirty linen: Vendor will be responsible for collection of dirty linen from the different locations, as stated above and transport the same to his laundry complex in a covered vehicle.
 - ii. Sorting, processing of used linen with standard laundering processes including folding, ironing and repairing (if required), finishing & packing should be carried out by the vendor.
 - ii. Delivery and distribution of washed linen: the washed linen should be transported in a clean covered separate vehicle (not the same vehicle used for transportation of dirty linen) from laundry complexes of the vendor to respective ICMR-NIRRCH locations. The vendor will employ personnel for distributing the washed linen in different user areas. Transportation & delivery of washed clothes.
 - iii. The vendor will be responsible for safe disposal of left chemicals & other washing materials and other garbage produced in his laundry, as per the existing norms of the local and government authorities.
 - iv. Standard universal precautions to be followed while collecting & handling infected/soiled linen. BioMedical Waste management rules, wherever applicable will be followed by the vendor in his laundry.
 - v. The vendor should maintain a register about the receipt and delivery of the washed linen and the entry will be verified and authenticated by the officials of ICMR-NIRRCH. The same register should be produced at the time of claim of monthly laundry bill.
 - vi. ICMR-NIRRCH shall not be held responsible for any loss or damage due to any negligence on the part of the service provider. The general safety & ensuring of fire safety of the premises is the responsibility of the contractor.
5. The interested agencies should have the requisite infrastructures, machineries, vehicles, carts and qualified personnel to provide laundry services in ICMR-NIRRCH. No infrastructure, machineries, vehicles, will be provided by ICMR-NIRRCH.



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TERMS & CONDITIONS:

1. Tenders (**Two Bids** – Technical Bid and Commercial Bid in separate envelopes to be sent together in a single big envelop) should reach **ICMR-National Institute for Research in Reproductive and Child Health, Jahangir Merwanji Street, Parel, Mumbai 400012, Maharashtra** before the prescribed date and time mentioned in the Tender. The tender not submitted as per the above prescribed manner will be treated as invalid.
2. All outstation tenders should be sent to so as to reach before the prescribed time limit. Late/delayed Tenders shall not be considered under any circumstances.
3. Tender should be accompanied with Bid Security Declaration (in lieu of Earnest Money Deposit [EMD]), wherein it may be stated that ‘If they withdraw or modify their bid/s during period of validity etc. they will be suspended as per the directions of competent authority of the Institute’. The offer without Bid Security Declaration would be summarily rejected.
4. The last date for receipt of tenders in NIRRCH is 04th July, 2022 up to 17.00 hrs. The offers received would be tentatively verified on 05th July, 2022 at 11.00 hrs.
5. The successful tenderers will have to submit Demand Draft / Bank Guarantee in favour of Director, NIRRCH, equivalent to 5% of the order value/contract cost (towards security of performance), which will be retained till the completion of warranty period, starting from date of successful installation and testing of Equipment. The Director reserves the right to exempt from said submission in case of low value orders.
6. The maximum response time during the warranty would be 48 hrs. 0.1% of Basic Cost as penalty per week till the warranty would be applicable.
7. The Director, NIRRCH, reserves the right to call for break-up of the quotation if it is found necessary. Incomplete specifications offered by the tenderer(s) will not be considered and are liable to be rejected.
8. The offers should be kept valid for acceptance for a period up to 31st July 2022.
9. The supply should be completed in 4 weeks from the date of receiving the confirmed order, unless specified otherwise. The supply, installation, testing and commissioning period should be clearly mentioned.
10. The payment will be arranged as per extant Government Rules and Regulations.
11. The prices quoted shall be firm for the duration of contract period. The tendered price should be quoted as the basic cost, without taxes and duties which may be indicated separately.
12. Conditional offers will not be accepted and liable to be rejected without any further reference.
13. The Director, ICMR-National Institute for Research in Reproductive and Child Health (NIRRCH), Mumbai reserves the rights to accept or reject any lowest tender in full or in part of any tender or all tenders without assigning any reasons and cancel the tender at any stage of the

tender process.

14. No infrastructure, machineries, vehicles, will be provided by the ICMR-NIRRCH. The interested agencies should have the requisite infrastructures machineries, vehicles, and qualified personnel's.
15. ICMR-NIRRCH reserves the right to cancel the contract agreement or to withhold the payment (which may be deemed fit according to situation) in the event of non-commencement or unsatisfactory performance of the work contract. In such eventuality the institute further reserves the right to get the work done from open market or through other agencies. In such cases, vendor/agency will be blacklisted for a period of 2 years from participating in such type of tender floated by the institute and their earnest money/security deposit will be forfeited.
16. The contract with the selected bidder shall be made initially for a period of 2(Two) years and extendable on yearly basis based on performance on mutually agreed condition.
17. The bidder/agency selected through this tender shall indemnify the institute against all other damages/charges and expenses for which the institute may be held liable to pay on account of the negligence of the bidder or his employees or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
18. If any information furnished by the bidder is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the institute.
19. The bidder shall comply with the labor laws applicable and this Institute shall not be responsible for any litigation/default from agency side.
20. The complete job of collecting of dirty linens from earmarked place/places to supply of cleaned linens to earmarked place/places shall be carried out by the bidder. (i.e. sluicing, washing, hydro-extraction, drying, repairing of the linens, ironing/calendaring, storing and issue or distribution of cleaned linen).
21. The tenderer will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly up to the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
22. The firm will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.
23. No escalation of rates quoted will be allowed during the period of contract. The agency will honor the Fall Clause in case it provides services at a reduced rate in any other establishment.
24. The agency/bidder shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.
25. Terms of Payment: The monthly bills will be raised by the vendor, based on actual work done during the said month after satisfactory verification by the designated officials and same shall be payable by ICMR-NIRRCH.
26. After due evaluation of the bid, Institute will award the contract to the responsive Bidder who has quoted the lowest average price for the services to be rendered.
27. The Bidder should not have been banned / de-listed / black listed / debarred from business by Government of India or any State Governments of India.
28. The Bidder shall bear all costs associated with the preparation and submission of his bid, and the Purchaser will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
29. The offers should be kept valid for acceptance for a period up to **31st July, 2022**.
30. The successful tenderers will have to enter into an Agreement and submit Bank Guarantee equivalent to 5% of the purchase / contract cost (towards security and performance) which will be retained for a period of sixty days beyond the expiry of the Warranty period.
31. The prices quoted shall be firm for the duration of contract period.
32. The payment terms would be governed by the extant Government of India Rules and Regulations.

33. Conditional offers will not be accepted and are liable to be rejected without any further reference.
34. The successful bidder should undertake to extend the validity of the Bank Guarantee, if offered as security deposit and performance guarantee, in case, the tendered work is delayed beyond the validity period of the Bank Guarantee.
35. Any of the disputes if arise between the Supplier/Tenderer and the NIRCH/ICMR shall be resolved by the sole arbitrator which will be appointed by mutual consent of both the parties thereof failing which one of the Director of other Institute of ICMR in Mumbai (NIH or NIV) shall be appointed within 30 days from the date of cause of action of dispute and the award as may be given by the sole arbitrator shall be binding on both the parties within the Civil Jurisdiction of Hon'ble High Court of Bombay.