

Bid Document

Bid Details	
Bid End Date/Time	04-10-2022 14:00:00
Bid Opening Date/Time	04-10-2022 14:30:00
Bid Offer Validity (From End Date)	120 (Days)
Ministry/State Name	Delhi
Department Name	Health And Family Welfare Department Delhi
Organisation Name	N/a
Office Name	Indira Gandhi Hospital Sector 9 Dwarka
Item Category	Laundry Service - Healthcare purpose
Contract Period	5 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	250 Lakh (s)
Years of Past Experience Required for same/similar service	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	50000000
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	IDBI Bank
EMD Percentage(%)	2.00
EMD Amount	1000000

ePBG Detail

Advisory Bank	IDBI Bank
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	62

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Medical Director

INDIRA GANDHI HOSPITAL SECTOR 9 DWARKA, Health and Family Welfare Department Delhi, N/A,
(Medical Director, Indira Gandhi Hospital, New Delhi)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	No
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt

Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Bidder Annual Turnover should be greater than or equal to 30% of the bid valueThe Bidder Annual Turnover Should Be Greater Than Or Equal to 50% Of The Bid Value.

Minimum X years (up to 3 years) of experience in Healthcare Laundry serviceThe Bidder Should Have Experience Of Successfully Providing In-House Laundry Services To Hospitals/Nursing Homes Run By State Govt/Central Govt/Autonomous/Corporate Hospitals For At Least Three(03) Years on Build Own & Operate Model As On Date Of Invitation Of Bids.

Additional Project Experience : Total X Number Of Projects For Providing Laundry Service With Value Not Less Than Y In The Past Z Year For hospitals, nursing homes and other healthcare facilities, From Central Government/ State Government/ PSUs/Urban Local Body/ Private Sector Entity:i. One Similar Work Of At Least 80% Of The Bid Value

Or

ii. Two Similar Works & Each At Least 50% Of The Bid Value

Or

iii. Three Similar Works & Each At Least 40% Of The Bid Value

Geographic Presence in states:Delhi GNCTD

Scope of work:[1663234097.pdf](#)

Laundry Service - Healthcare Purpose (68220)

Technical Specifications

Specification	Values
Core	
Type of Laundry service	Onsite Laundry (with Service Provider Machine)
Type of Laundry Solution	Wet Cleaning
Cycle	Daily
Frequency	3
Unit of Laundry Service	Kg
Quantity Range	More than 1000 Kg
Size	Not Applicable
Select Bed Capacity of the Hospital	more than 1000
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Weight in Kg per month / Number of Pieces per month	Additional Requirement
1	Anil Kumar	110077,Indira Gandhi Hospital, Sector 9 , Dwarka, Delhi - 110077	68220	Number of months within contract period : 60

Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

- Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.

3. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. Generic

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

5. Generic

OPTIONAL SITE VISIT:

1. The Bidder is advised to visit and examine the installation site and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid. The costs of visiting the site shall be borne by the Bidder. 0

2. The Bidder representative shall be allowed entry upon consignee premises for such visits, only upon the express conditions that the Bidder will release and indemnify the Buyer and Consignee against all liabilities arising out of such visit including death or injury, loss or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such visit.

3. The Bidder shall not be entitled to hold any claim against Buyer for noncompliance due to lack of any kind of pre-requisite information as it is the sole responsibility of the Bidder to obtain all the necessary information with regard to site, surrounding, working conditions, weather etc. on its own before submission of the bid.

6. Generic

- The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
- The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
- The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally

liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

7. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

8. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

9. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

10. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

11. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

12. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of Name of Seller A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

13. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. In case there is any discrepancy/incongruity between the terms and conditions of the GeM/SLA and the bid document uploaded by the buyer, the conditions stated in the document uploaded shall prevail.

2. The bidders are advised to visit and examine the hospital premises on their own responsibility before quoting the price. The costs of visiting site shall be borne by the bidder.

3. The buyer reserves the right to increase the quantity to be ordered up to 25% of bid quantity at the time of placement of contract. The buyer also reserves the right to increase the ordered quantity by up to 25% of contracted quantity during the currency of the contract at the contracted rates. The Buyer reserves the right to decrease the quantity to be ordered up to 50% of bid quantity at the time of placement of contract or during currency of the contract at the contracted rates.

4. Bid Security Declaration must be uploaded by the firm claiming exemption of bid security/EMD as mentioned. Format for Bid Security Declaration is attached in ATC Document.

5. Indira Gandhi Hospital, Dwarka is relatively a new Hospital which has been operationalized recently. Total Bed Capacity of the Hospital is 1241. Current bed occupancy ratio at the time of publishing this

tender is approximately 50-100 patients per day in IPD/Emergency. Current OPD Footfall is approximately 2000 patients per day.

6. The contract, if awarded, shall be valid initially for a period of five years and further extendable for another five years from the date of award subject to continuous satisfactory performance and mutual consent.

7. The Medical Director, Indira Gandhi Hospital provides no minimum business guaranty.

8. Bidders shall upload all the required documents requested in ATC Document failing which the bid shall be summarily rejected

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14. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---