On Line Tender Notice No.6 of 2026

Administration of
U.T. of Dadra & Nagar Haveli, Daman & Diu,
Office of the Member Secretary (RKS)
Rogi Kalyan Samiti
NAMO Hospital, Silvassa

No.MS/NAMO Hospital/Washing Clothes/2015-16/43/903 Silvassa.
Date: 05/08/2026

e-Tender Notice

The Member Secretary of Rogi Kalyan Samiti, Silvassa, invites online tender on https://dnhtenders.gov.in/nicgep/app from the Authorized Agencies for Rate for Washing of Hospital Clothes for NAMO Hospital under Rogi Kalyan Samiti, Silvassa.

Sr. No.	Particulars	Estimated Cost	EMD (Earnest Money Deposit)	Tender Fees (Non-Refundable)	e-Tender ID No.
01.	**Rate for Washing of Hospital Clothes for NAMO Hospital, Silvassa.**	**₹.1.47 Crore**	₹.5,15,000/-	₹.2,000/-	2026_UTDNH_8159_1

Bid document downloading Start Date	**:**	**06.08.2026**
Bid document downloading End Date	**:**	**27.08.2026, 12:00 Hrs.**
Last Date & Time for receipt of Bid	**:**	**27.08.2026, 14.00 Hrs.**
Preliminary Stage Bid Opening Date	**:**	**27.08.2026, 15.00 Hrs.**
Technical Stage Bid Opening Date	**:**	**27.08.2026, 15.30 Hrs.**

Bidders have to submit price bid in Electronic format only on https://dnhtenders.gov.in/nicgep/app website till the last date and time for submission. Price Bid in Physical format shall not be accepted in any case.

Only tender fees and EMD should be submitted in original to be sent to the above mentioned address by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tender received in hard copy will not be accepted.

1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of Demand Draft/Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Silvassa.
3. The EMD will be accepted in form of FDR/Demand Draft or Bank Guarantee from any Commercial Banks in an acceptable form payable at Silvassa in favor of "Member Secretary, Rogi Kalyan Samiti, Silvassa".

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on e-mail: cppp-nic[at]nic[dot]in, Mobile No: +91-7878007972 and +91-7878007973, Tel No. 1800 3070 2232 Website: www.dnhtenders.gov.in.

Sd/-
Member Secretary (RKS)
NAMO Hospital, Silvassa
e-mail Id: namohospital.silvassa@gmail.com
Tel. No.(0260) 2642940, 2640615

Copy to :-

1) Information & Publicity Department, DNH & Daman for wide publicity in Newspapers.
2) Director, I.T. Department, DNH & DD with a request to publish in Website.
3) Website In-Charge, NAMO Hospital with a request to publish in NAMO Hospital Website.
4) The Accounts Section, (RKS), Silvassa for information.

A - Terms and Conditions for the "Rate for Washing of Hospital Clothes" for NAMO Hospital, under Rogi Kalyan Samiti, Silvassa."

Only the **EMD** and **Tender Fees** should be enclosed in the **BID**.

- **Tender Fees (Non Refundable) ₹.2,000/- :**

a. The Tender Fees should not be forwarded by cash.

b. The Tender Fees (Non Refundable) will be accepted only in form of Demand Draft/ Bankers Cheque in favor of **"Member Secretary, Rogi Kalyan Samiti, Silvassa"** from any Nationalized or Scheduled Bank of India payable in Silvassa.

c. All tenders must be accompanied by Tender fees as specified in schedule otherwise tender will be rejected.

- **Earnest Money Deposit: (EMD) ₹.5,15,000/- :**

a. All tenders must be accompanied by EMD as specified in schedule otherwise tender will be rejected.

b. EMD can be paid in either of the form of following :

i. Demand Draft
ii. Fixed Deposit Receipts
iii. Bank Guarantee
iv. e-Bank Guarantee

In favor of **"Member Secretary, Rogi Kalyan Samiti, Silvassa"** from any Nationalized Banks or Scheduled Bank authorized by RBI to undertake Government Business.

c. EMD should be valid upto **12 (Twelve Months)** from the date of its issuance.

d. EMD in any other forms will not be accepted.

e. EMD/Security Deposit shall be liable to be forfeited in following circumstances:

i. Tender is rejected due to failure of providing the requisite documents in proper format or giving any misleading statement or submission of false affidavit or fabricated documents.

ii. In case, the agency does not execute the order placed with him within stipulated time, the EMD of the agency will be forfeited to the Government and the contract for providing of Security Services shall terminated with no further liabilities on either party to the contract.

f. The amount of Earnest Money paid by the tenderer(s) whose tenders are not accepted will be refunded to them by cheque or Demand Draft (as may be convenient to the Tender Inviting Officer if the amount is above ₹.200/-) drawn on any branch of BOB Bank or its subsidiary Commercial Bank. Where this mode of payment is not possible the amount will be refunded at the cost of the tenderer.

g. The Earnest Money(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Earnest Money required by these conditions.

B - Eligibility Criteria

In order to qualify for participation in the tender process, interested bidders must meet the following eligibility requirements and submit all supporting documents as listed below.

Each document is mandatory and must be enclosed with the bid to ensure proper evaluation and consideration.

1. **PAN Card :-** A self-attested copy of the Permanent Account Number (PAN) card issued by the Income Tax Department of India must be submitted.

2. **GST Registration Certificate:** - A valid Goods and Services Tax (GST) registration certificate must be provided in the name of the bidding entity.

3. **Undertaking and Verification of Required Documents/ Certificates/ Permissions as per Annexure-A :-** A duly filled, signed, and stamped copy of **Annexure-A** (comprising the undertaking and declarations of the required documents/ certificates/ permission as per Annexure A) confirming compliance with tender requirements must be submitted.

4. **Schedule of Required Documents/ Certificates/ Permissions in Annexure-B –** A scanned, stamped and duly signed copy of **Annexure-B** from the tender document must be uploaded.

5. **Certification that** the Bidder or any of its allied is not **Blacklisted by any** Central/ State Government/ Public Undertaking/ Institute at the time of bid submission as per prescribed format in Annexure-C. This certification should be Self-undertaking on Rs.100/- non-Judicial stamp paper for validity. Persistent default or non-performance may result in blacklisting of the firm for upto Two Years as per Rule 151 (iii) of GFR 2017.

6. **Submission on bidders Letter Head with sign and stamp:**
The bidder shall submit a detailed list of laundry machinery, equipment and other facilities like water supply/ Water storage capacity available on hand, alongwith their respective capacity, for successful execution of the subject work.

7. **Earnest Money Deposit (EMD): -** The prescribed EMD must be submitted. If claiming EMD exemption, a duly signed undertaking, in lieu of submitting EMD, as per **Annexure -D** must be enclosed.

8. **Statement of Annual Income/Turnover :-** The average annual turnover of the bidder for the last 3 financial year must be at least Rs.45 Lakhs, the bidder shall provide proof of annual income/turnover for the last three financial years, 2023-24, 2024-25, 2025-26. Acceptable documents include **audited financial statements** duly certified by a Chartered Accountant with valid UDIN.

9. **Work Experience Certificate**: - The bidder must have relevant experience in execution of similar services in the last three years or a valid **work order/completion certificate** must be submitted showing experience in handling projects worth at least Rs.35 Lakhs.

10. **Tender Documents :** Terms and conditions documents of the department duly stamped and signed on each pages.

11. **Scope of Work** : Scan copy of Scope of Work correctly filled with Compliance and Stamped and Signed on each page.

C - Bid Evaluation Criteria

A. Preliminary Evaluation

- Verification of Tender Fees and Earnest Money Deposit (EMD) submission.

B. Technical Evaluation

1. Scrutiny of the technical specifications and all other relevant documents as required by the Department, in comparison with the quoted specifications.
2. Examination of the Compliance Statement submitted by the bidder.
3. **The inspection of the laundry facility of the bidders shall be carried out. The cost of the inspection will be borne by the respective bidder.**
4. The inspection shall be with respect to machinery and protocols for providing the laundry service as per below table A & B :
5. Only bidder with all proper machinery and all protocols for providing laundry services shall qualify at the technical evaluation stage.

Table-A : Evaluation Parameters and Qualifying Criteria :

Sr. No.	Evaluation Parameters	Qualifying Criteria	Pass/Fail
1.	**Hygiene and Infection Control :** • Proper segregation of dirty (infected) and clean linen • Use of appropriate detergents • Washing at recommended temperatures (to kill germs) • Prevention of cross contamination.	No mixing of Infected and non-infected linen	Pass/Fail
2.	**Washing Process :** • Correct wash cycle time • Proper water quality • Adequate detergent and chemical dosage • Use of separate machines for infected linen (if required)	Washing Temperature and chemicals meet hospital/ health standards	Pass/Fail
3.	**Cleanliness of Linen :** • No visible stains, blood or body fluids • No unpleasant odor. • Linen should be visually clean and fresh.	Linen must be free from visible dirt, stains and odors	Pass/Fail
4.	**Drying and Finishing :** • Complete drying (no dampness) • Proper ironing/pressing • No damage to fabric (tears, thinning)	Linen must be completely dry and properly folded. No damage affecting usability or patient comfort	Pass/Fail

Sr. No.	Evaluation Parameters	Qualifying Criteria	Pass/Fail
5.	**Handling and Storage :** • Clean linen handled with clean hands/gloves • Stored in a clean, covered and dry area. • Clean and dirty linen areas kept separate.	Compliance with Hospital SOPs and infection control guidelines	Pass/Fail
6.	**Staff and Safety:** • Staff trained in hospital laundry procedures. • Use of PPE (Gloves, Masks, Aprons) • Compliance with hospital infection-control policies.	Compliance with Hospital SOPs and infection control guidelines	Pass/Fail

Table-B : Minimum Machinery and other Requirement :

Sr. No.	Machinery Name	Capacity/Quantity	If Available with Capacity/ Not Available
1.	**Fully Automatic Washing Machine** which includes Hydro Extractor, Tumble Drier and Steam Boiler	Minimum 180 Kg capacity is required.	
2.	**Washing Machine** *(Bidders who don't have Fully Automatic Washing Machine)*	Minimum 180 Kg capacity is required.	
3.	**Hydro Extractor** *(Bidders who don't have Fully Automatic Washing Machine)*	Minimum 70 Kg capacity is required.	
4.	**Tumble Drier** *(Bidders who don't have Fully Automatic Washing Machine)*	Minimum 100 Kg capacity is required.	
5.	**Steam Boiler** *(Bidders who don't have Fully Automatic Washing Machine)*	Minimum 60 Kg capacity is required.	
6.	**Steam Vacuum Table**	Minimum 05 Kg capacity is required.	
7.	**Air Drying Space**	Adequate air-drying space shall be provided for drying washed laundry. The minimum area shall be designed in proportion to the installed washing machine capacity, ensuring sufficient space for drying one full batch/load at a time. The bidder/contractor shall specify the proposed air-drying area (in square metres) based on the capacity of the washing machine provided.	

Sr. No.	Machinery Name	Capacity/Quantity	If Available with Capacity/ Not Available
8.	**Table Press**	Minimum 2500 Kg capacity is required.	
9.	**Water Storage Capacity**	Minimum 15000 Litre is required.	

C. <u>Financial Evaluation :</u>

- The financial bids of only those bidders who qualify in the Technical Evaluation stage shall be opened.
- The entire project is a **turn-key project**.
- The bidder offering the **total lowest evaluated price (L1)** will be considered for **award of contract**.
- **However, the final work order will be issued offline only to the successful L1 bidder, based on the Approximate Yearly Quantities provided in the Table – C seen below. The item wise rates quoted by the L1 bidder in the financial breakup sheet shall be considered for preparation of final offline Work order.**

<u>Table–C : Estimated Annual Quantity :</u>

1. The estimated annual quantity is as follows :

Sr. No.	Particulars	Estimated Annual Quantity/ Last 12 months consumption (in Numbers)
1.	Bedsheet	283351
2.	Pillow Cover	168821
3.	Patient Pant	103301
4.	Patient Shirt	113239
5.	Towel	9036
6.	Napkin	2485
7.	Curtain-Door	3518
8.	Plain Towel & Hole Towel	52100
9.	Gown	141647
10.	Woolen Blanket Small	1232
11.	Woolen Blanket Big	49542
12.	Drawsheet	17874
13.	Pillow	3685

D - Instructions to Bidders

1) The rate should be quoted in the prescribed form given by the department, **the contract will be valid for the period of three years from the date of acceptance of tender** and it should be inclusive of all taxes.

2) All/Taxes/Duties/Royalties Charges payable on the sales/transport etc. within and/or outside the state shall be payable by the supplier.

3) The decision of the Tender Inviting Officer for acceptance/rejection shall be final.

4) All bills should be in **TRIPLICATE** and should invariably mention the number and date of supply order.

5) The Tenders shall be submitted in two bid system, wherein the EMD and Tender Fee only has to be submitted in Tender Box and should super scribing on the envelope as "Sealed Cover for Washing of Hospital Clothes for NAMO Hospital, Silvassa".

6) For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below :

   The Member Secretary,
   Rogi Kalyan Samiti,
   NAMO Hospital Campus,
   U.T. of Dadra & Nagar Haveli,
   Silvassa - 396 230
   Tel: 0260-2642940, 2640615

7) The right to accept or reject without assigning any reasons or all tenders in part or whole is reserved with the Tender Inviting Officer and his decision(s) on all matters relating to acceptance or rejection of the tenders as a whole or in part will be final and binding to all.

8) The Tenders and Financial bid should be submitted online on https://dnhtenders.gov.in/nicgep/app in two bid system.

9) In case, the service provider is not able to wash the clothes within the given time period, the EMD of the service provider will be forfeited to the Government and the contract shall terminated with no further liabilities on either party to the contract.

Keydates :

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E - Conditions of Contract

1. The Contract will be valid for the period of **(3) Three Years**.

2. The rate should be quoted online in the financial bid in the prescribed form given by the department; the Rates quoted shall be inclusive of all applicable taxes, no additional payment of any kind shall be made by the department beyond the quoted rates. The quoted rates shall remain valid for a period of **one (1) Year** from the date of award of contract. The contract may be extended yearly based on the performance of the agency for another period of **two (2) more Years** on the same tender rates. In the event that the next tender process is not finalized before the expiry of the contract or its extended period, the existing rates and terms shall continue to remain applicable until the new tender is finalized or a fresh contract is awarded, whichever is earlier.

3. The Contractor is required to meet the entire Eligibility/Qualifying Criteria to participate in the tender as mentioned below :

   a) The firm should be well established in the field of professional washing and cleaning of services of linen.

   b) Only experienced and qualified firm’s having proven credentials of unblemished performance of reputed/ major establishments for similar work should apply along with supporting documents.

F - Terms of Supply

1) The selected agency must have a laundry facility preferably located within a **20 kms** radius of the hospital.
2) The selected agency shall collect soiled linen from the Operation Theatre (OT), Labour Room and other designated hospital areas, including patients' clothing, on a daily basis. The agency shall ensure that the washed and cleaned linen is delivered back to the hospital every day.
3) The Linen should be washed dried packed and returned to the hospital within one day.
4) The Selected agency has to carry out Four to Five Trips daily for the collection and delivery of the linen.
5) The selected agency shall have to provide the services with whom agreement is made and this cannot be entrusted to any other agency or sub-agency. If it is found so, their Security Deposit will be forfeited and the agreement will be cancelled.
6) The Contractor is required to meet the entire Eligibility/Qualifying Criteria to participate in the tender as mentioned below:

   a) The firm should be well established in the field of professional washing and cleaning of services of linen.

   b) Only experienced and qualified firm's having proven credentials of unblemished performance of reputed/ major establishments for similar work should apply along with supporting documents.

   c) Similar work means: "Work of mechanized washing and drying of linens for NAMO Hospital or any other establishment",including those working for similar Hospitals in Vapi, Valsad, Daman, Railways etc.

   d) The tenderer has to submit the details of machinery/ plant and other credentials. NAMO Hospital if so feels, shall inspect the infrastructure and facilities available with firm so as to assess the capability of the firm to execute the work successfully.

6. Washed linen should be supplied by contractor on his own cost to the NAMO Hospital.

7. **Inspection:** Inspection of the premises and factory/Workshop of the tenderer shall be carried out by a team of officers/inspectors nominated by the Convener of the Tender Committee before award of the contract. This team of the Officers shall carry out a Comprehensive inspection of the premises/Workshop of the tenderer and give a report on the eligibility/capacity of the said tenderer to carry out a satisfactory quality job as well as clean the prescribed quantity of linen. Such inspections both before the award of the contract and at periodical intervals after the award of the contract shall be carried out.

8. **List of items and Quantity variation:** The approx. quantity of work to be carried out by the contractor is to be mentioned in Tender. However, the contractor shall be bound to oblige for quantity variation upto 50% of the quantity, increased/decreased the NAMO Hospital shall have full right either to increase/decreased the overall value of the contract or to reduce the period of contract. If, however, the quantity is reduced, the NAMO Hospital shall not assign any reason thereof.

9. **Arrangement for carting:** The contractor shall be bound to provide arrangements for carting of soiled linen from NAMO Hospital and further transport of soiled linen to the premises of the contractor (including transport arrangement etc.). Similar transport arrangement from contractor's premises to the NAMO Hospital.

10. **Water supply:** The contractor shall give details of water connection, including whether it is owned by the contractor or water is obtained through Municipal Supply, quantity of water consumed and hours of supply, storage arrangements. Copy of certificate in this regard shall be furnished.

11. **Electric Supply:** The contractor shall give details of electric supply. Including load (based on rating of equipment/machinery), sanctioned load, consumption as well as the reliability of the supply. The contractor has to furnish the copy of Electricity bills and also has to ensure continuous supply of electricity.

12. **Change in the particulars given in credentials**: The contractor shall be required to furnish in case of any change in the particulars in the Credentials including address, phone No., details of the equipments, etc. before award of the contract and during the period of the contract to NAMO Hospital in seven days of such a change.

13. **Cleaning/Washing Process**: The contractor should follow the procedure mentioned below during the process of machine wash/steam cleaning and drying:

    (a) Linens are to be machine washed.
    (b) Washing should be done in clean safe and soil water using approved Chemicals/detergent/ soileners. (ISI Marked)
    (c) Only Hydrogen Peroxide or sodium hypo chloride and soft liquid bleach should be used for bleaching water.
    (d) For white fabrics either acetic acid or a standard neutralizer supplied from a reputed manufacturer for neutralization.
    (f) Oxalic acid and Acetone may also be used to remove various type of stains.
    (g) Perfume/Fabric Conditioner should be used while washing and cleaning.
    (h) Softeners such as ceramine, HCs Silicon Softener, Clax Comfort can also be used for softening the towels.

(i) Bleaching may be used for bed sheets and pillow covers.
(j) Ironing/pressing should be done satisfactorily.
(k) There should be facilities for Washing, Staining, Water Extrication, Drying as per Standard Norms.
(l) The contractor shall perform the work of washing, cleaning, drying, pressing and dressing of all items of clothes and other items/clothes/linen with the help of machines installed at their own premises. The cleanliness of the clothes should be made to the best satisfaction.
(m) The contractor shall steam clean and dry-clean during the period specified in para-(I) as and when orders are placed on running contract basis by this administration.
(n) The approximate requirement of the linen to be washed in as shown in the Scope of Work of the tender papers which is subject to increase decrease in which case the contractor will make no extra claim. Payments will be made as per material actually handled/washed.
(o) The worker to be engaged by the contractor shall be Medically fit and free from any communicable diseases.

14. The contractor or his authorized agents/servants must be careful during the course of working for washing, cleaning, drying, pressing that any clothes that any clothes or bedrolls is not torn, damaged, missing or pilfered in the custody of the contractor. In case, any of the clothes, blankets is found missing, pilfered, damaged, torn from the custody of the contractor or his servant or from the both the contractor will be held responsible to deposit the cost of goods to NAMO Hospital. In case of such frequent missing, loss, damage of the bedrolls, clothes the administration will be at liberty to terminate the contract and realize the loss from the contractor's bill or other dues/deposits as available to NAMO Hospital.

15. (a) The NAMO Hospital will account for the clothes after each use item wise and must record in the register. For washing purpose the quantity of bedrolls and other items, if any, should be counted and written in the register and a printed receipt prepared and then the same should be handed over to the contractor or his authorized agent after taking his clear signature in the receipt book/register as a token of acknowledgement.

(b) Similarly the contractor or his authorized agent after washing, cleaning, drying, pressing dressing will return the clothes by counting of each item, in good condition to the NAMO Hospital. After taking the acknowledgement of NAMO Hospital. In case of any difficulty of the clothes, the same should be recorded in the register and return in the receipt to the office of the NAMO Hospital.

(c) The NAMO Hospital should submit the month washing charges bill of the contractor with his remarks/certification that cleaning of Linen is satisfactory along with a list of deficiency as recorded in the register for passing of bills.

(d) The contractor shall satisfy himself when taking over the linen for steam cleaning and blankets for washing that the same is satisfactory in good condition. Linen found damaged or lost after cleaning shall be replaced or cost thereof paid by the contractor as decided by the Senior. NAMO Hospital paying due consideration to the condition of the linen when originally given for steam cleaning to the contractor. The decision of the Medical Superintendent of NAMO Hospital in this respect will be final.

16. (a) That the contractor should made the necessary arrangement to take the used linen and other linen and clean the same as quickly as possible and not for later than 24 hrs of receipt of the bedrolls item with the washing machine and after completion of washing cleaning, drying, pressing and should return back the bedrolls and other linens in good condition to the NAMO Hospital for further use of the same. In the peak season the contractor should make additional arrangement to engage labor, machines and washing materials for quicker cleaning by the contractor as required. The contractor shall take the entire responsibility for the adequate arrangement of means to be used by him for the fulfillment of the contract.

    (b) The contractor shall complete the steam cleaning/washing of linens and blankets as and when required by the NAMO Hospital during the currency of the contract adhering to delivery period as specified in the schedule condition annexed here to.

17. That the payment of the washing charges as per the rate quoted by the contractor and accepted by the NAMO Hospital in the tender will be arrangement after completion of one English calendar month. The bill prepared in triplicate by the contractor should be certified by the NAMO Hospital.

18. That the NAMO Hospital representatives may at anytime, during the working hrs. of the washing depot of the contractor, inspect the work of washing, cleaning, drying, pressing and dressing of the clothes and examine the registers of receipt and delivery of the clothes, accountal particulars of the linen and other items stock on hand of the contractor etc.

19. Any Representative of NAMO Hospital visit the depot with prior information or without information, may inspect the washing process and that the contractor must provide necessary assistance without any hesitation. Further, NAMO Hospital reserves the right to conduct surprise checks of the machinery and records, documents etc. maintained by the contractor. The contractor shall extend all possible help and facilities about the working of machinery and maintenance of records, documents etc. to such inspector and officers.

20. (a) That in the event of breach of any of the terms and conditions of this agreement by the contractor, his servants or any person acting for and on behalf of the contractor, or failing to perform all or any of the services required of him by this agreement to the satisfaction to the NAMO Hospital or of the contractor becoming insolvent and bankrupt or so, the NAMO Hospital reserves the right to terminate the agreement by giving seven (7) day's notice in writing to the contractor and the work of the contractor will cease from the date of issue of such notice and/or the said failure of the works entrusted to the contractor.

The security deposit shall stand forfeited to the NAMO Hospital in this respect the decision of the Medical Superintendent of NAMO Hospital, Silvassa for forfeiture of security deposit shall be final and binding on the contractor.

b) The contractor shall not be entitled to claim for any damage or compensation for such termination of his contract under this agreement

c) That it must be clearly understood that if the contractor fails to perform the contract and to observe/fulfill any of the conditions thereof to the satisfaction of the NAMO Hospital, the contract may be terminated at sole risk and cost of the contractor without rendering the administration liable in any way for compensation or damage for such action, if any, without prejudicing the right of the administration to forfeit the security deposit.

21. That the contractor shall not employ or permit any child who has not completed his eighteen years of age as per the children Act of 1938 and any statutory modification thereof and the rules framed under the said Act from time to time. He shall further before employing any person have his age verified as laid down in the rules framed under the said Act.

22. That not withstanding anything said or contained in this agreement, the contractor shall immediately after the termination of the contract for working of washing of clothes etc. hand over the NAMO Hospital articles if any, taken by him to the NAMO Hospital and vacate the NAMO Hospital premises, failing which the NAMO Hospital administration will be entitled to take any step as required to take over the possession of the premises and articles from him/them. The contract will be held responsible for cost borne by the NAMO Hospital while taking over the possession of the premises and articles, if any from the contractor.

23. No extra charge for packing, forwarding and insurance etc. will be paid on the rates quoted.

24. (a) The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 5% of the total value of articles, which may be ordered, as the amount of security deposit.
(b) Non receipt of Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.
(c) However in case if any articles are received for which the Security Deposit may not have been deposited, the full Security Deposit as may be due from the supplier will be recovered from the bill(s) for such articles.

25. The amount of Earnest Money paid by the successful Tenderer(s) will be adjusted against the amount of Security Deposit to be paid by the successful tenderer(s) as per condition No.23 above.

26. The tender should be neatly typed or hand written only on letter head carries the name of supplier and the signature of the tenderer. No overwriting, correction or erasures will be considered.

27. **(a) The successful bidder should give performance guarantee amounting to 5% of the contract value in any of the following forms:**

(i.) A deposit of Cash,

(ii.) Irrevocable Bank Guarantee,

(iii.) Government Securities including State Loan Bonds at 5 percent below the Market Value.

(iv.) Deposit Receipts, Pay Orders, Demand Drafts and Guarantee Bonds. These forms of Performance Guarantee could be either of the State Bank of India or of any of the Nationalized Banks ;

(v.) Guarantee Bonds executed or Deposits Receipts tendered by all Scheduled Bank;

(vi.) A Deposits in the Post office Saving Bank ;

(vii.) A Deposits in the National Savings Certificates ;

(viii.) Unit Trust Certificates at 5 percent below market value or at the face value whichever is less. Also FDR in favour of FA &CAO (free from any encumbrance) may be accepted.

(b) The performance guarantee should be furnished by the successful contractor after Purchase Order has been issued, but before signing of the agreement and should be valid upto expiry of the contract period. The agreement should normally be signed within 15 days (Fifteen days) after the issue of Purchase Order and Performance Guarantee should be submitted within the time limit.

(c) Performance Guarantee shall be released after satisfactory completion of the work and contract period is over.

The procedure for releasing should be same as for Security Deposit.

(d) Wherever the contracts are rescinded, the security deposit will be forfeited and the performance guarantee shall be encashed and the balance work will be got done separately.

(e) The balance work will be got done independently without risk and cost of the original contractor.

(f) The original contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a joint venture or a partnership firm, then every member / partner of such a firm would be debarred from participating in the tender for the balance work either in his / her individual capacity or as a partner of any other joint venture / partnership firm.

28. (a) **(i)** The contractor shall perform the work of washing, cleaning, drying, pressing and dressing of all items of clothes and other items/clothes/linen with the help of machines installed at the there own premises. The cleanliness of the clothes should be made to the best satisfaction of the NAMO Hospital.

(ii) The contractor shall steam clean and dry-clean during the period specified in para-(I) as and when orders are placed on running contract basis by this administration. The approximate requirement of the linen to be washed in as shown in the Annexure "A" of the tender papers which is subject to increase decrease in which case the contractor will make no extra claim. Payments will be made as per material actually handled/washed/dry-cleaned.
(b) The worker to be engaged by the contractor shall be Medically fit and free from any communicable diseases.

29. Only on satisfactory completion of the supply order for and on payment of all bills of the supplier, as to be admitted for payment, the amount of Security Deposit/Earnest Money will be refunded after expiry of guarantee/warranty period, if any, or any such date/period as may be mutually agreed upon.

30. The tender inviting officer will consider extension of time for remitting the Security Deposit as demanded. However, in case of denial to consider such extension the supplier is bound to abide by the limit given and liable to make good for the loss made to the Government on account of his failure to abide by the time limit.

31. In case of failure to replace the accepted and rejected articles from the supplies made, as mentioned in the conditions the loss undergone by the Government will be recovered from the suppliers Security Deposit/Earnest Money or payment due of any bill(s) to the extend required.

32. Demurrage charges paid by the Tender Inviting Officer on account of delayed receipt of dispatch documents intimation will be recovered from the bills payable to the supplier.

33. The Earnest Money(s)/Security Deposit(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is/are not adjustable with Earnest Money or Security Deposit required by these conditions.

34. The entire projects is on a **turn-key basis**, the scope of services have been mentioned in the tender documents.

35. All bills for amount above Rs.5000/- should be pre-receipted on a Revenue Stamp of proper value. Bills for amount exceeding Rs.5000/- not pre-receipted on Revenue Stamp of proper value will not be accepted for payment.

36. GST will be applicable as per present rules Time to Time.

37. Each bill in which GST is charged must contain the following certificates on the body of the bill: "CERTIFIED" that the goods on which GST has been charged have not been exempted under the Central GST Act or the Rules made there under and the amount charged on account of GST on these service is not more than what is payable under the provisions of relevant Act or Rules made there under".

38. The tenders/offers received do not confirm with the terms and conditions of this office will be summarily rejected. If any firm desires to consider exemption from payment of Earnest Money Deposit, certified copies of its Registration with D.G.S. & D. should be attached to their tenders.

39. Rates quoted are for NAMO Hospital, Silvassa.

40. The tender fee must be enclosed in demand draft in favour of undersigned with the tender documents.

41. The right to accept or reject the tender without assigning any reason is reserved with the Tender Inviting Officer.

42. **<u>Health Check-up of Staff</u>** : The successful bidder shall ensure that all personnel deployed under this contract are medically fit to perform their assigned duties. Each employee shall undergo a health check-up by a registered medical practitioner before deployment and thereafter at least once every year. The contractor shall maintain valid medical fitness certificates for all deployed staff and submit copies to the department whenever asked. No employee suffering from a communicable disease or any medical condition that may affect workplace safety or service quality shall be deployed until declared medically fit by a registered medical practitioner. All costs associated with the medical examinations shall be borne by the contractor.

43. **<u>Pricing and Delivery</u> :**
    - Rates must be **inclusive of all taxes and charges**; no extra payment will be made.
    - Delivery shall be **at NAMO Hospital, Silvassa, D&NH.**
    - The supplier shall arrange **door delivery up to the Mentioned Address (till the designated area) irrespective of floor**, including labour and transportation.
    - All taxes, duties, royalties, or charges payable on sales/transport within or outside the State shall be borne by the supplier.

44. **<u>Blacklisting and Litigation</u> :**
    - The bidder or its associated entities is **not** blacklisted by any State/Central Government at the time of participation of this tender.
    - An **affidavit** confirming the same must be submitted.
    - Details of any **litigation or arbitration** related to contracts in the last three years must be disclosed.

- Submission of a **false affidavit** shall result in blacklisting, termination of the contract, and recovery of all resulting losses.
- If the bidder/principal is under investigation or penalized by CVC or any State /Central Government body for similar work, the bid will be **rejected outright.**

45. **Submission of Invoices :**
Monthly Payment will be made on submission of bill in triplicate after satisfactory completion of all the formalities of execution of services at NAMO Hospital, Silvassa.

46. **Termination of Contract :**
The Tender Inviting Authority may terminate the contract at any time. If the Government terminates the contract due to a **breach of conditions**, termination shall take effect **immediately**, without prior notice.

47. **Grounds for Termination :**
- The Director of Medical and Health Services Reserves the right to terminate the contract wholly or in part at any time without assigning any reason by giving 15 days written notice to the supplier.
- The contract shall be liable for immediate termination without prior notice in the following cases:
- The firm is debarred, disqualified, ceases to exist, or is convicted of any offence.
- If the supplier fails to deliver any or all of the items within the time period specified in the purchase order.
- If the suppler supplies substandard or non-conforming goods or fails to replace rejected items within the stipulated time.
- If the supplier breaches any term and condition of the contract including false declaration, misrepresentation or violation of tender norms.
- if the supplies become insolvent, goes into liquidation or is blacklisted by any government authority.
- If the bidder not execute service after the standard delivery period.

Signature & Designation of
Tender Inviting Officer

Sd/-
Member Secretary (RKS)
NAMO Hospital, Silvassa
e-mail Id: namohospital.silvassa@gmail.com
Tel. No.(0260) 2642940, 2640615

The above terms and conditions are accepted and are binding to me/us.

Place: Signature of tenderer
Dated: Name of tenderer with seal of the firm

G - PAYMENT TERMS

a. **Payment :** 100% payment of the invoice amount shall be made **only after successful execution of the services and submission of the Security Deposit**. The payment will be on monthly basis.

b. **Price Escalation :**
No request for **price escalation** shall be entertained under any circumstances.

c. **Billing :** All bills shall be prepared in **triplicate** and must mention the **supply order number and date.**

d. **Revenue Stamp :**
Bills exceeding ₹.5,000/- must be **pre-receipted** on a **Revenue Stamp** of appropriate value. Bills not pre-receipted will not be accepted for payment.

e. **Tax Certification :**
Each bill charging GST is charged must contain the following certificates on the body of the bill: "Certified that the goods on which GST has been charged have not been exempted under the Central GST or the Rules made there under and the amount charged on account of GST on this service is not more than what is payable under the provisions of relevant Act or Rules made there under".

f. **Additional Charges :**
No extra charges for **packing, forwarding or insurance** will be paid beyond the quoted rates.

g. **Item Specification :**
Rates should be quoted **only** for the specified items as per the tender terms.

h. **Advance Payment :**
No advance payment shall be made; payments will be released only after inspection and acceptance as per GFR Rule 172.

i. **The department will make every effort to release payments at the earliest, sometimes the payments may be delayed due to administrative reasons and the delay may extend upto six months. The successful bidder shall accept this condition of delayed payment and shall continue to provide hospital laundry/washing services without interruption or deterioration in the quality of service. No claim for suspension, discontinuation or withholding of services on account of such payment delay shall be entertained.**

H - SECURITY DEPOSIT (SD)

a) The successful tenderer shall deposit **5% of the total order value** as Security Deposit **within 10 days** from the date of issue of order.

b) Failure to deposit the Security within the stipulated period shall result in **automatic cancellation of the order** without prior intimation.

c) Security Deposits submitted against previous tenders or supply orders **shall not be adjusted** against the current requirement.

d) In case of failure to replace defective or rejected goods, losses incurred by the Government shall be **recovered from the Security Deposit or from any pending bills**.

I - Force Majeure Clause

1. **Such events include, but are not limited to :**
   - Natural disasters (flood, earthquake, cyclone, storm, drought, fire, etc.)
   - War, invasion, acts of foreign enemies, hostilities or civil commotion
   - Acts of Government (law, order, regulation or embargo)
   - Epidemics, pandemics or quarantine restrictions
   - Strikes, lockouts or industrial disturbances
   - Any other causes beyond the control of the affected party

2. **Obligations of the Party Claiming Force Majeure :**

The affected party shall :

- Notify the other party **in writing within 7 days** of the occurrence of such event, explaining its impact on performance.
- Provide supporting evidence, if required, to establish the event as Force Majeure.

3. **Consequences :**

a) The performance of the contract shall be **suspended** for the period during which the Force Majeure condition continues.
b) **No party shall be liable** for non-performance or delay during this period.
c) If the event continues for more than **60 days**, either party may **terminate the contract** without any financial liability to the other.

4. **Exclusions :**
Events such as **non-availability of materials, labour disputes or financial difficulties** of the bidder shall **not** be considered Force Majeure.

5. **Restoration of Work :**
As soon as the Force Majeure event ceases, the affected party shall **resume performance** of its obligations under the contract as early as possible.

J - Penalty Clause

1. **Delay in Supply :**
   If the supplier fails to deliver the services within the stipulated time as mentioned in the purchase order/contract, a penalty shall be imposed at the rate of **0.5% (half percent)** of the total value of the delayed items **per week or part thereof**, subject to a maximum of **10% of the total order value**.

2. **Non-Performance or Short Supply :**
   In case of failure to supply the ordered services or interrupted supply not conforming to the specifications, the department reserves the right to **forfeit the Earnest Money Deposit (EMD)/ Performance Security Deposit** and **terminate the contract** without any prior notice. The supplier may also be **blacklisted** for future tenders.

3. **Quality Rejection :**
   If services found to be of **inferior quality, or not as per approved specification**, the same must be restored by the supplier at their own cost within the time specified by the department. Failure to do so shall attract the above penalty in addition to rejection of goods.

4. **Administrative Action :**
   Persistent delays, poor performance or failure to meet contractual obligations may lead to **blacklisting/ debarment** from participation in future tenders of the department for a period decided by the competent authority.

5. **In case of complaints from users, NAMO Hospital may impose penalty as per following schedule.**
   i) For finding the linen dirty on first occasion penalty up to ₹.1000/-
   ii) For finding the linen dirty on second occasion penalty up to ₹.2000/-
   iii) On finding the discrepancy in quality on third and subsequent occasion NAMO Hospital may impose a fine of ₹.5000/- on each occasion or terminate the contract at its discretion.

ANNEXURE - A

(This undertaking must be printed on the firm's official letter head and signed by the authorized signatory)

Verification and Undertaking of the Required Documents/Certificates/Permissions

From: M/s…………………………………

No…………………….

To
The Member Secretary,
Rogi Kalyan Samiti,
NAMO Hospital Campus,
U.T. of Dadra & Nagar Haveli, Silvassa - 396 230
Tel: 0260-2642940, 2640615

email : namohospital.silvassa@gmail.com

Sub: **Providing Services for Washing of Hospital Clothes of NAMO Hospital, Silvassa for a period of one year under Medical and Public Health Department, DNH & DD**.

Ref: Tender Enq#......................................

Sir,

I/We enclose the necessary documents duly signed, as shown in Annexure 'B' (in order in which they are mentioned). I/We have carefully read and understood the terms and conditions stated in the tenders from and I/We shall abide by all these conditions. I/We further endorse that in particular, the terms and conditions of Delivery Period, Payment Terms, Place of Delivery etc are acceptable to me/us and no representation will be made by me/us afterwards for altering the same.

I/We verify the copies of the certificates/documents enclosed herewith are authentic true copies of the original certificates/documents for verification on demand. I/We undertake to upload the attested copies of certificates/documents required on the website.

I/We will be cautious to see that the uploaded scan documents are legible and I/we understand that if the documents are not legible, my/our tender will be rejected.

I/We verify that I/We are in possession of the requisite licenses/permits required for the manufacture /supply /sale /distribution of the items and further verify that the said licenses/permits have not been revoked/ cancelled by the issuing authorities and are valid as on date. I/We also verify that I/We have not been declared defaulter, blacklisted or debarred by any State or Central Government or Constitutional authority or Financial Institution or Judicial Court or any Government undertakings.

I/We also take cognizance of the fact that providing misleading or questionable information or failure to furnish correct or true information to you or any other Officer or failure to comply with any contractual requirement laid down by you will be considered as a serious breach of the terms and conditions of the tender and will invite disqualification and other penal action as deemed fit by the UT Administration.

Thanking You.

Yours faithfully,

Sign & Stamp of Bidder

ANNEXURE – B

SUBMISSION OF MANDATORY DOCUMENTS

Sr. No.	Documents/Certificate	Uploaded & Enclosed	Page No.
1.	PAN No.	Yes/No	
2.	GST Registration No.	Yes/No	
3.	Terms and conditions documents duly stamped and signed on each pages.	Yes/No	
4.	Scan copy of Scope of Work correctly filled with Compliance and Stamped and Signed on each pages.	Yes/No	
5.	Verification, Undertaking, Checklist and documents as per Annexure-A duly stamped and signed on bidder's Letter Head.	Yes/No	
6.	Scan copy of Annexure-B of the Tender Documents duly Stamped and Signed *(Checklist of Mandatory Documents)*	Yes/No	
7.	An Undertaking on Stamp Paper of worth ₹.100/- duly signed by a responsible person of the firm that the firm is not black listed anywhere as per Annexure-C (Sign and Stamped on each pages)	Yes/No	
8.	EMD : If calming Exemption Undertaking may be given as per Annexure-D (Sign and Stamped)	Yes/No	
9.	Annexure – E Schedule of Requirements, Specifications and Allied Technical Details. (Sign and Stamped)	Yes/No	
10.	Statement of Annual Income/Turnover for the last three financial years must be atleast ₹.45 Lakhs i.e. for F.Y.2023–24, F.Y.2024–25 & F.Y.2025-26 and certified by a Chartered Accountant with a valid UDIN.	Yes/No	
11.	The bidder must have relevant experience in execution of similar services in the last three F.Y. Years (i.e. 2023-24, 2024-25 and 2025-26) or a valid **work order/completion certificate** must be submitted Showing experience in hand ling projects worth atleast ₹.35 Lakhs.	Yes/No	
12.	**Submission on bidders Letter Head with sign and stamp:** The bidder shall submit a detailed list of laundry machinery, equipment and other facilities like water supply/Waters to rage capacity available on hand, along with their respective capacity for successful execution of the said work.	Yes/No	

It is verified that all the certificates/permissions/documents are valid and current as on date and have not been withdrawn/cancelled by the issuing authority. It is further verified that the represents at Sr. No.05, 06, 07, 08, 09 & 10 declaration part are as per the format prescribed by the Administration and it is clearly and distinctly understood by me/us that the tender is liable to be rejected if on scrutiny and of these certificates is found to be not as per the prescribed format of Administration.

I/We further undertake to produce on demand the original certificate/ permission/ document for verification at any stage during the processing of the tender.

Date:

Place: **Sign & Stamp of Bidder**

ANNEXURE – C

NON-BLACKLISTING CERTIFICATE

To be submitted as Self Undertaking on Rs.100, Non-Judicial Stamp Paper

I/ We hereby certify that the firm or any of its allied firms has not been currently blacklisted by any Central/ State Government/ Public Undertaking/ Institute on any account.

I/ We hereby certify that the firm Bidder / its sister concerns / companies where its Promoters / Directors either directly or indirectly are involved, has not been currently blacklisted in tender / supplies by any state/Central Govt. Bidder should submit affidavit in this regard. The bidder should provide accurate information of litigation or arbitration resulting from contracts completed or under execution by him over the last three years. False affidavit would lead to blacklisting and termination of the contract at any stage. In such cases all the losses that will arise out of this issue will be recovered from the Tenderer/Contractor and he will not have any defense for the same. In case of bidder / principal is involved/ penalized under any investigation of CVC or any State/ Central Govt. Commission in relation to the similar work project issue; the bid will be outrightly rejected.

I/We also certify that firm will execute the service as per the specification given by the department and also abide all the terms & conditions stipulated in tender.

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

	E-tender Number	:
Date:	Name	:
Place:	Business Address	:
	Signature of Bidder	:
	Seal of Bidder	:

ANNEXURE – D

Proforma for Bid Security Declaration

(To be submitted on bidder's letter head)

Whereas, I/We (name of agency)____have submitted bids for **Providing Services for Washing of Hospital Clothes of NAMO Hospital, Silvassa for a period of one year under Medical and Public Health Department, DNH & DD** for Tender No _________dated: ________________

I/We hereby submit following declaration in lieu of submitting Earnest Money Deposit.

1. If after the opening of tender, I/ We withdraw and /or modify my/our bid during the period of validity of tender (including extended validity of tenser) as specified in the tender documents,

   OR

2. If after the award of work, I/We fail to submit the performance guarantee (Security Deposit) or supply the goods/ works/ services before the dead line defined in the tender documents

I/We shall be suspended/ blacklisted for one year and shall not be eligible to bid for any tenders published in U.T. of DNH & DD from the date of issue of suspension/black list order.

Date:

Signature with Seal of the bidder(s)
Full Company address with contact details

Place:

ANNEXURE - E

❖ Schedule of Requirements, Specifications and Allied Technical Details :

Rate for Washing of Hospital Clothes for NAMO Hospital under Rogi Kalyan Samiti Silvassa

Please mentioned Specifications Comply/Not Comply for Quoted Items only as mentioned below and attach the Scan copy of the same. Format is as under :

Sr. No.	Particulars	Complies/ Not Complies
1.	**Type of Laundry Service: Pick up and Drop Service :** (Pick up of Soiled / Dirty Clothes from the Hospital and return back Washed / Dried and Iron Clothes with Proper packing within One day)	
2.	Type of Laundry Solution : Wet Cleaning	
3.	Cycle : Daily	
4	Frequency : 4–5 Times Daily	
4.	Unit of Laundry Service : Number	
5.	Packing Required : Combined Packing	
6.	Size : All Size (Small, Medium, Large)	

The above scope of work is for all type of laundry that has been mentioned below :

Sr. No.	Particulars	Unit
1	Bed Sheet	1 No.
2	Pillow Cover	1 No.
3	Patient’s Pant	1 No.
4	Patient’s Shirt	1 No.
5	Towel	1 No.
6	Napkin	1 No.
7	Curtain (Door)	1 No.
8	Curtain (Window)	1 No.
9	Plain Towel & Hole Towel	1 No.

Sr. No.	Particulars	Unit
10	Gown	1 No.
11	Woolen Blanket (Small)	1 No.
12	Woolen Blanket (Big)	1 No.
13	Drawsheet	1 No.
14	Pillow	1 No.
15	C. ARM Cover	1 No.

Sd/-
Member Secretary (RKS)
NAMO Hospital, Silvassa
e-mail Id: namohospital.silvassa@gmail.com
Tel. No.(0260) 2642940, 2640615

The above terms and conditions are accepted and are binding to me/us.

Place: Signature of tenderer
Dated: Name of tenderer with seal of the firm