



Government of West Bengal
Department of Health & Family Welfare
OFFICE OF THE SUPERINTENDENT

M R Bangur Hospital & M R Bangur Super Speciality Hospital
241 & 249 DeshPranSashmal Road, Tollygunge, Kolkata - 700033

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Memo No. 1654

Date: 09/09/26

TENDER DOCUMENT FOR OUTSOURCING OF LAUNDRY SERVICES AT M. R. BANGUR HOSPITAL & M. R. BANGUR SUPER SPECIALITY HOSPITAL

Publishing Date	09.09.2026
Pre-Bid Meeting	11.09.2026 at 3:00 P.M., Office of the Superintendent, MRBH & SSH
Bid Submission Start Date	11.09.2026
Last Date & Time of Online Bid Submission (incl. EMD)	24.09.2026, 03.00pm
Date & Time of Technical Bid Opening	26.09.2026, 04.00pm
Estimated Annual Value of Tender	Rs. 40,00,000/- (Rupees Forty Lakh only)
Earnest Money Deposit (EMD)	Rs. 80,000/- (Rupees Eighty Thousand only)
Security Deposit (payable by successful Bidder)	Rs. 3,20,000/- (Rupees Three Lakh Twenty Thousand only)
Cost of Tender Document	Nil (Free of cost)

The Tender Document is free of cost and may be downloaded from the Hospital's website (mrbangurhospital.org) and the West Bengal e-Procurement Portal (<https://tenders.wb.gov.in>), through which the Technical Bid, Financial Bid and EMD shall be submitted online in full. No hard copy of any part of the bid, including the EMD, is required to be submitted.

NOTICE INVITING e-TENDER

For

"Outsourcing of Laundry Services"

At

M. R. Bangur Hospital & M. R. Bangur Super Speciality Hospital, Tollygunge, Kolkata

Subject: e-Tender for Outsourcing of Laundry Services at M. R. Bangur Hospital & M. R. Bangur Super Speciality Hospital (MRBH & SSH), Tollygunge, Kolkata.

M. R. Bangur Hospital & M. R. Bangur Super Speciality Hospital (MRBH & SSH), Tollygunge, Kolkata, a Government of West Bengal institution under the Department of Health & Family Welfare, invites e-Tenders for outsourcing of Laundry Services, to be operated by the successful bidder from his own mechanised laundry unit, at his own cost and with his own manpower, located within a radius of 30 (thirty) km of MRBH & SSH.

The Tender Document is free of cost and may be downloaded from the Hospital's website (mrbangurhospital.org) and the West Bengal e-Procurement Portal (<https://tenders.wb.gov.in>). The bid shall consist of two packets: Packet-A and Packet-B. Packet-A shall consist of the Technical Bid and other conditions as laid down in this document. Packet-B shall consist of the Financial Bid as per the format laid down in this document, with rates to be quoted on a per Kg basis.

Bidders are required to submit an Earnest Money Deposit (EMD) of Rs. 80,000/- (Rupees Eighty Thousand only) online through the e-Procurement Portal, in the manner prescribed therein, prior to/along with submission of the e-Tender. The entire process, including EMD, is online; no hard copy of the EMD or any other document is required to be submitted to the Hospital. Bids submitted without proof of EMD shall not be entertained.

The estimated annual value of this tender is approximately Rs. 40,00,000/- (Rupees Forty Lakh only). The successful Bidder shall be required to furnish a Security Deposit of Rs. 3,20,000/- (Rupees Three Lakh Twenty Thousand only), as detailed elsewhere in this document.

The successful bidder shall be intimated of the Award of Contract within 90 days of opening of the Financial Bid.

The Notice Inviting e-Tender along with instructions to bidders, Scope of Work, eligibility criteria, system of award of contract, agreement, etc. forms part of this bid document.

TENDER NOTICE

For

"Outsourcing of Laundry Services for MRBH & SSH"

MRBH & SSH, Tollygunge, Kolkata – 700033

1. e-Tenders in Two Bid (Technical & Financial) basis are invited on behalf of the Superintendent, MRBH & SSH from interested and eligible Companies/Firms/Agencies for outsourcing of Laundry Services, to be operated by the successful bidder from his own mechanised laundry unit, at his own cost and with his own manpower, located within a radius of 30 (thirty) km of MRBH & SSH.
2. Bids shall be submitted online only at the West Bengal e-Procurement Portal: <https://tenders.wb.gov.in>. The Tender Document is free of cost and may also be downloaded (for reference) from the Hospital's website: mrbangurhospital.org.
3. The complete bidding process, including submission of EMD, is online. Bidders should be in possession of a valid Class-III Digital Signature Certificate (DSC) for online submission of bids, along with valid PAN, GSTIN and bank credentials for portal registration. For assistance with e-bidding, bidders may contact the e-Procurement helpdesk of Government of West Bengal.
4. Tenderers/Bidders are advised to follow the instructions provided in the 'Instructions to Bidders for e-submission of bids online through the West Bengal e-Procurement Portal'.
5. Bid documents may be scanned at 100 dpi in black & white to reduce file size.
6. The Earnest Money Deposit (EMD) of Rs. 80,000/- shall be submitted online through the e-Procurement Portal (as e-payment, or as a scanned Bank Guarantee/instrument uploaded through the portal, as permitted therein). No hard copy of the EMD or any other bid document is required to be submitted to the Office of the Superintendent, MRBH & SSH. Bids without proof of EMD shall not be entertained.
7. The tender shall be submitted online in two parts, viz. Technical Bid and Financial Bid. All pages of the bid being submitted must be signed and sequentially numbered by the bidder before uploading.
8. Offers submitted by post, fax, or e-mail (outside the portal) shall not be considered. No correspondence will be entertained in this regard.
9. Any future clarification and/or corrigendum shall be communicated through the West Bengal e-Procurement Portal (tenders.wb.gov.in) and the Hospital's website (mrbangurhospital.org). Bidders are required to regularly check these websites for corrigenda; only bids that account for such corrigenda shall be considered for finalisation of the tender.
10. Bidders should enclose a covering letter mentioning a summary of documents submitted, with proper numbering, along with a compliance sheet as per specification, mentioning compliance with all specifications or any variation therefrom.
11. The pre-bid meeting would be held on the date and time noted in the Schedule, in the Office of the Superintendent, MRBH & SSH. Firm representatives attending the pre-bid meeting shall produce an authorisation letter from their firm on the firm's letterhead and submit queries in writing.
12. All duly filled pages of the tender should carry serial/page numbers and be signed by the owner of the firm or authorised signatory. In case of an authorised signatory, a copy of the power of attorney/authorisation must be enclosed. A copy of the Terms & Conditions shall be signed on each page and submitted with the Technical Bid as token of acceptance.
13. Any omission in filling the columns of the Financial Bid (Rate Schedule) shall debar a tender from being considered. Corrections must be duly attested by the full signature of the tenderer. Corrections made using fluid/whitener or overwriting will not be accepted, and the tender shall be rejected.
14. Rates shall be quoted by the Bidder on a per Kilogram (per Kg) basis for washing, drying, ironing and pressing of hospital linen, as per the Financial Bid format at Annexure-5.

SCOPE OF WORK

Introduction

M. R. Bangur Hospital & M. R. Bangur Super Speciality Hospital (MRBH & SSH), Tollygunge, Kolkata, is a Government of West Bengal tertiary care hospital under the Department of Health & Family Welfare. The Hospital provides patient care services in the form of Out-Patient Departments, Indoor Services, Operation Theatres, and various Diagnostic & Laboratory Services, along with super-speciality services.

Importance

The importance of running a laundry service at a reasonable cost by the Hospital needs no emphasis. Clean linen is integral to a hygienic environment, patient comfort, and the reduction of hospital-acquired infections. The main objective of the laundry service is to provide better patient care through properly planned and cleaned linen supplies.

Requirements

MRBH & SSH requires laundering/dry-cleaning of hospital linen comprising big/small linen items, both white & coloured, blankets, curtains, gowns, and similar items, as detailed in the Schedule of Requirements. The successful bidder shall establish and operate a fully mechanised laundry unit, at his own cost and with his own manpower and machinery, located within a radius of 30 (thirty) km of MRBH & SSH — no space, machinery, electricity, water or manpower for this purpose shall be provided by the Hospital. The laundry unit is to be operated on all days in one or more shifts depending on workload. Washed linen shall be collected/delivered within 24 hours of receipt for processing.

Workload

The quantity of linen to be washed at present is approximately 1100 pcs per day, based on the Hospital's indoor bed strength and OT/OPD load. This quantity is likely to vary with occupancy and the addition of new services, and shall be assessed/certified by the Hospital's Linen/Laundry In-charge from time to time. Billing shall be on the basis of actual weight (in Kg) of linen processed, at the rate quoted in the Financial Bid.

Responsibility

(i) Processes to be undertaken

- a) Collection and transport of dirty linen: the Vendor will be responsible for collection of dirty linen from the different user areas and transport of the same to the laundry complex.
- b) Sorting and processing of used linen with standard laundering processes including repairing (if required), finishing & packing, and transportation & delivery of washed clothes in a covered trolley to the user area daily.
- c) Linen will be sluiced/washed & handed over to user departments on a daily basis.
- d) Linen belonging to the Operation Theatre, Labour Room, Minor OT, Casualty and other critical areas shall be delivered back as fast as possible, but not later than one day.
- e) Woollen items and blankets shall essentially be dry-washed, and other items requiring special treatment due to the nature of fabric shall be treated accordingly.
- f) The Tenderer should use mechanical washing and drying facilities. Washing & drying by hand will not be acceptable.
- g) The Vendor will identify torn linen at the time of collection, process, wash and repair such items. Non-repairable torn linen will be replaced by the Hospital.
- h) If any item is delivered damaged/torn after being handled by the Tenderer/Agency, the same shall be rejected by the competent authority of the Hospital. The Tenderer/Agency shall replace such items with fresh ones of the same quality or pay the market price thereof; the decision of the authority in this regard shall be final and binding.
- i) The list of linen currently in use at the Hospital, to be washed, dried and ironed, is appended in the Schedule of Requirements. The Tenderer/Agency shall quote the rate against each item as per the list, without which the tender shall be rejected.
- j) The Tenderer/Agency shall be liable to wash/dry/iron newer linen/newer types of linen introduced by the Hospital from time to time, on comparable terms and conditions.

- k) The Vendor will be responsible for safe disposal of leftover chemicals & other washing materials and garbage produced in the laundry.
- l) Separate carts for transport & storage of dirty & washed linen will be used. Hampers/carts used to transport soiled textiles should be appropriately cleaned after every use and kept separate from those used for clean textiles.
- m) The Vendor will process linen as per approved washing procedure and approved washing formulae.
- n) Standard universal precautions shall be followed while collecting & handling infected/soiled linen.
- o) The Vendor shall establish and operate a fully mechanised laundry unit, at his own cost and with his own manpower and machinery, located within a radius of 30 (thirty) km of MRBH & SSH. No space, machinery, electricity, water, or manpower shall be provided by the Hospital for this purpose.
- p) The Vendor shall provide covered vehicle(s), at his own cost, for daily collection of soiled linen from MRBH & SSH and delivery of washed, dried and ironed linen back to the Hospital, given that the laundry unit is located off-campus (within 30 km).
- q) The Vendor shall maintain the linen for the period of contract, including its laundering, upkeep, and replacement as the case may be.
- r) The Bio-Medical Waste (Management & Handling) Rules, wherever applicable, shall be followed by the Vendor.

(ii) Manpower

- a) Adequacy & training: the Vendor shall employ adequate well-trained staff, and shall provide uniforms, aprons and other protective gear. Personnel involved in collection, transport, sorting and washing of soiled textiles shall be appropriately trained at frequent intervals, particularly for standard precautions and use of PPE.
- b) Medical examination of staff: All workers must undergo medical check-up at the time of joining and periodically thereafter as per Hospital policy. The Vendor shall employ only medically fit persons. The Hospital reserves the right to examine any employee for medical fitness without prior notice. Expenses on medical examination shall be borne by the Vendor.

(iii) Equipment and Maintenance

- a) The Vendor shall install and operate all laundry machinery/equipment required for the contract at his own laundry unit, entirely at his own cost. Maintenance of all such equipment throughout the contract period shall be the sole responsibility of the Vendor; MRBH & SSH shall bear no cost or liability towards machinery/equipment.

(iv) Washing Chemicals/Detergents

The Vendor shall be responsible for procurement of detergents/washing chemicals, preferably enzyme-based, of specification as per approved washing formula (from laboratory-tested, reputed and, where possible, ISI-marked firms). The Hospital authorities may make surprise checks to verify usage.

(v) Cleanliness

The Vendor shall employ adequate cleaners/sweepers with necessary equipment to keep the laundry scrupulously clean and sanitary, to the satisfaction of the Hospital authorities, including anti-rodent and pest control measures.

(vi) Security and Safety

The Vendor shall be solely responsible for the security and safety, including fire safety, of his laundry unit, machinery, and linen while in his custody and during transit between the laundry unit and MRBH & SSH. MRBH & SSH shall not be responsible for any loss, damage, or theft occurring at the Vendor's premises or during transportation.

Commitments by the Hospital

- i) Since the laundry unit shall be established and operated by the Vendor at his own premises (within 30 km of MRBH & SSH), at his own cost, with his own manpower and machinery, MRBH & SSH shall not provide any space, machinery, electricity, water or manpower for the said purpose. The Hospital shall only designate a linen collection/handover point within its premises for daily exchange of soiled and washed linen.
- ii) Condemnation & Replacement of torn linen: condemnation of torn/useless linen and replacement with new linen will be done by the Hospital, based on verification by the Hospital's representative.

Terms of Payment

Monthly service bills shall be raised by the Vendor based on actual work done during the said month, after satisfactory verification by designated officials, and shall be payable by MRBH & SSH through the appropriate Treasury (E-Payment) mode.

Supervision & Quality Control

- a) MRBH & SSH shall have the right to terminate the contract for services not of the requisite standard.
- b) The Hospital may demand a sample of any washing chemical/detergent for inspection, analysis, or laboratory testing.
- c) Hospital authorities shall have the unfettered right to inspect the Vendor's laundry unit, laundry process, and finished product at any time (with reasonable prior notice where practicable); the Vendor shall cooperate and provide access.

Period of Contract

The contract shall initially be valid for a period of Twelve (12) months, extendable up to a further period of Two (2) years (one year at a time), subject to satisfactory performance and mutual agreement.

PREREQUISITE CRITERIA FOR QUALIFICATION

1. Authenticity & Operational Capability

The Tenderer should have been in business in a Government hospital/PSU or private sector (including hotels, commercial establishments, residential housing societies, textile industry, etc.) for a period of at least 2 (two) years in laundry services for which the tender is submitted. Relaxation may be considered on a case-to-case basis for Start-up firms registered under the Government of India's Start-up scheme. The Vendor shall submit a declaration to this effect and performance reports from organisations where such services have been provided.

- a) The Vendor shall certify that the firm, or any other firm with similar operations and common proprietor(s), has not been blacklisted in the past 3 years by any Government/private institution.
- b) The Vendor shall give an affidavit that no vigilance/police case is pending against the firm/supplier or any other firm with common proprietor(s).

2. Financial Capability

- a) The Vendor shall submit a statement of financial standing from an authorised bank, with the bank's name and address.
- b) If the Tenderer gives a false statement on any of the above, the firm's tender shall not be considered.

3. Each tender shall be accompanied by Earnest Money Deposit of Rs. 80,000/- (Rupees Eighty Thousand only), valid for the period of contract from the date of opening of the tender, submitted online through the e-Procurement Portal in the manner prescribed therein. No hard copy of the EMD is required to be submitted to MRBH & SSH.

4. The annual average turnover of the bidder from similar services should not be less than Rs. 20,00,000/- (Rupees Twenty Lakh only) during the last financial year, as per audited accounts/tax returns.

5. The Bidder shall have at least 2 (two) years' experience of providing laundry/linen management services to a hospital, hotel, or similar institution.

6. No Joint Venture/Consortium shall be allowed to participate in the tender process.

7. The Tenderer shall submit an undertaking on the firm's letterhead in this regard.

8. A list of the Vendor's present contracts with public and private hospitals shall be furnished.

9. Authority of person signing documents: a person signing the tender or any related document on behalf of another shall be deemed to warrant that he/she has authority to bind such other party. If found otherwise, the Superintendent, MRBH & SSH may cancel the contract and hold the signatory liable for costs and damages.

10. Validity: quoted rates must remain valid for 180 days from the date of closing of the tender. Bids with shorter validity shall be treated as unresponsive and may be rejected.

11. Insolvency: in the event of the firm being adjudged insolvent, or a receiver being appointed by a court, or a resolution/order for winding up, or failure to comply with any condition specified herein, MRBH & SSH shall have the power to terminate the contract without prior notice.

12. Laundry Facility: the Bidder shall own, or furnish a firm undertaking to establish before commencement of the contract, a fully mechanised laundry unit located within a radius of 30 (thirty) km of MRBH & SSH, to be operated entirely at the Bidder's own cost and with his own manpower and machinery. Proof of ownership/tenancy of the proposed premises, or an undertaking to arrange the same, shall be submitted with the Technical Bid.

Tenders not accompanied by EMD will be summarily rejected. Conditional tenders will be summarily rejected.

SECURITY DEPOSIT

The finally selected Bidder shall be required to furnish an irrevocable Security Deposit of Rs. 3,20,000/- (Rupees Three Lakh Twenty Thousand only) within 15 days of issue of the Letter of Intent, in addition to the EMD already deposited, for due and proper performance of the contract. The Security Deposit shall be submitted through Bank Guarantee.

The Tender Document is free of cost; no Tender Fee is payable.

GENERAL TERMS & CONDITIONS

1. MRBH & SSH (1st Party) reserves the right to cancel the contract or withhold payment in the event of non-commencement or unsatisfactory performance of work. The Hospital may get the work done through other agencies; the Contractor (2nd Party) shall also be blacklisted by the Institute for 3 years and the EMD/Security Deposit may be forfeited.
2. No person in Government service, or an employee of MRBH & SSH, shall be made a partner to the contract by the Contractor, directly or indirectly.
3. The Contractor shall indemnify MRBH & SSH against all damages, charges and expenses for which the Hospital may be held liable on account of the Contractor's negligence or that of his staff, whether in respect of accident, injury, or damage to property.
4. If any information furnished by the Contractor is found incorrect at any time, the contract is liable to be terminated without notice, and the Security Deposit is liable to be forfeited.
5. The individual signing the tender/agreement on behalf of the Contractor shall produce a proper power of attorney evidencing authority to bind the firm in all matters, including arbitration. In case of a partnership firm, all partners should sign; in case of a company, a board resolution/letter of authority shall be produced.
6. The Contractor shall comply with all applicable labour laws; MRBH & SSH shall not be responsible for any litigation/default arising on the Contractor's part.
7. Where MRBH & SSH is obliged to pay compensation under the Workmen's Compensation Act on account of the Contractor's employees, it shall be entitled to recover the amount so paid from the Contractor.
8. The Contractor shall verify the antecedents of all employees through police verification and maintain attendance and other relevant records at its own cost, producing them on demand. The list of personnel with bio-data shall be furnished to the Hospital within 15 days of deployment.
9. The Contractor shall obtain a licence under the Contract Labour (Regulation & Abolition) Act, 1970, and submit an attested copy prior to execution of the contract. No payment shall be released until the licence is submitted. The Contractor shall abide by all applicable Labour Laws/Acts, viz. ESI, Bonus, Workmen's Compensation, and others.
10. The Contractor shall be solely responsible for any statutory/mandatory claims or penalties arising from default in the above provisions.
11. Any person engaged by the Contractor found inefficient, quarrelsome, or indulging in unlawful/union activities shall be replaced with a suitable substitute at the direction of the competent authority.
12. MRBH & SSH shall not provide accommodation to the Contractor's staff; no cooking or lodging shall be allowed within the Hospital premises.
13. The laundry services shall cover the entire Hospital (IPD, OPD, Diagnostic blocks, Emergency, Maternity, Minor & Major OTs, Administrative block, hostels, etc.), or as directed by Hospital authorities from time to time.
14. The provision of appropriate manpower and material supplies required for the laundry services shall be borne by the Contractor.
15. The complete job of collection of dirty linen to supply of cleaned linen, including sluicing, washing, hydro-extraction, drying, repairing, ironing/calendaring, storing and distribution, shall be carried out by the Contractor.
16. The Tenderer shall be wholly responsible for laundry services at the Hospital. Linen must be washed and ironed to the satisfaction of Hospital authorities; defects, damage or deficiency may result in withholding of payment or imposition of penalty.
17. The Contractor shall segregate torn linen at the time of sorting, before washing, and report the same to the designated officer.
18. The Hospital shall decide the timing of collection of linen, to be followed by the Vendor.
19. Collection and distribution of clothes shall be carried out within the period specified by Hospital authorities.
20. On termination, cancellation or expiry of the contract, the Contractor shall ensure uninterrupted continuity of laundry services until a new arrangement is put in place by MRBH & SSH, failing which the loss/extra cost incurred by the Hospital shall be recovered from the Security Deposit.

21. Every worker engaged in laundry services shall wear a prescribed, neat and clean uniform with a name badge, provided by the Contractor at its own cost.
22. The Contractor shall not engage laundry staff below the age of 18 years.
23. Any complaint of misbehaviour or misconduct shall be the Contractor's responsibility; losses owing to negligence or mishandling shall be made good by the Contractor.
24. The Contractor shall not cause or permit any nuisance in the Hospital premises or act in a manner causing disturbance or inconvenience to others.
25. No escalation of quoted rates shall be allowed during the contract period.
26. The Contractor shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person.
27. The Contractor shall ensure a daily report of staff on duty and their performance; staff shall not smoke at the place of work; assigned work shall be carried out diligently and in time; and only approved chemicals/detergents shall be used.
28. In case the agency fails to execute the job after signing the agreement, or leaves the job before completion of the contract period, the Superintendent, MRBH & SSH shall have the right to forfeit the Security Deposit.
29. The contract may be terminated by MRBH & SSH by giving one month's notice. The Contractor, if desiring to terminate the contract, shall give three months' notice.
30. The Superintendent, MRBH & SSH reserves the right to withdraw/relax/modify any of the terms and conditions of this tender document if felt necessary in the interest of the Hospital.

PENALTY CLAUSES

1. In case the service provider fails to commence/execute the work as stipulated in the agreement, or there is a breach of any terms and conditions of the contract, MRBH & SSH reserves the right to impose penalty as detailed below.
2. If any linen is found dirty, not washed to satisfaction, or stained, a penalty of 3 (three) times the contract rate of linen washing shall be imposed on the first occasion.
3. For any major breach of contract, the Superintendent or a duly constituted committee shall be entitled to impose a penalty of up to Rs. 5,000/- upon the service provider.
4. If the lapse is repeated, the extent of penalty shall be doubled on each such occasion. The decision of the said officer/committee shall be final and binding.
5. In case of loss, theft, or tearing of linen, the same shall be made good by the agency. Failure to do so within one month shall entitle the Hospital to adjust the loss from the monthly bill or Security Deposit; any excess shall be recovered from the bill in instalments.

Note: The penalty clauses will be strictly imposed for unsatisfactory work or failure to complete work within the schedule time. In the event of any dispute regarding interpretation of any clause, the matter shall be referred to an Arbitrator appointed by the Superintendent, MRBH & SSH, whose decision shall be final. MRBH & SSH reserves the right to cancel the contract and get the job carried out from other service provider(s) at competitive rates on repeated faults; the defaulting service provider shall be blacklisted and the Security Deposit forfeited.

EVALUATION OF BIDS

Evaluation of Technical Bid: The firm needs to satisfy the checklist of certificates/documents mentioned in Annexure-I and the minimum eligibility criteria to be considered technically qualified. In case no competent bid is received for any category, the Superintendent, MRBH & SSH reserves the right to relax provisions.

Evaluation of Financial Bid: Rates shall be quoted by Bidders on a per Kilogram (per Kg) basis, as per the Financial Bid format at Annexure-5. The overall comparative cost of each Bidder shall be computed by applying the quoted rate(s) to the Hospital's estimated monthly quantity (in Kg), as indicated in the Financial Bid. The contract shall be awarded to the Bidder quoting the lowest overall/comparative rate (L-1). In case two or more Bidders quote an identical rate, preference shall be given to the Bidder with greater relevant work experience.

LEGAL TERMS & CONDITIONS

1. The Tenderer and staff shall abide by the rules and regulations of MRBH & SSH as prevalent from time to time.
2. The Tenderer shall comply with all existing labour legislation, including the Contract Labour (Regulation & Abolition) Act, Workmen's Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, and ESI Act. The Tenderer shall indemnify MRBH & SSH for any lapse or breach in this regard.
3. The Tenderer shall submit to MRBH & SSH a list of all workers engaged, indicating name, age, home address and qualifications, and shall intimate any change. No minor shall be engaged under the contract.
4. The Tenderer shall be solely responsible for any act of omission or commission, including theft, by its staff, and shall compensate the Hospital for any resultant loss or damage.
5. MRBH & SSH shall have the right to terminate the contract without notice before expiry of the term, in case of substandard performance, violation of rules, non-compliance with labour legislation, or indiscipline. The decision of the Hospital's management shall be final and binding.
6. The Tenderer and staff shall comply with all instructions of MRBH & SSH authorities from time to time, including in emergent situations, without waiting for confirmation from the Tenderer.
7. Non-compliance with any term or condition enumerated in the contract shall be treated as a breach of contract.

Hygiene & Other Standards for Staff Provided by the Contractor:

- The Contractor shall be responsible for the behaviour and conduct of its workers; no workman of doubtful integrity shall be engaged.
 - Employees shall be in proper, distinguishable uniform with name plates/badges, approved by the Superintendent, MRBH & SSH.
 - Employees shall be presentable in appearance and properly groomed.
 - The Contractor shall arrange medical examination of deployed staff to ensure freedom from contagious disease and fitness for duty, with a medical certificate every six months.
 - The Contractor shall provide staff with a minimum of three sets of uniforms and a photo identity card to be displayed at all times.
 - Standards shall be maintained for hygiene of site and equipment, waste management, storage of products, personal hygiene, water quality, cleaning and sanitation, and records of machine/site cleaning.
 - Protective clothing shall be worn; workers shall not wear watches or jewellery on duty, and shall follow best practices for hand hygiene.
 - A managed approach to professional pest control shall be maintained, along with hand hygiene as per international standards and measures to avoid spreading germs/bacteria.
8. Right of MRBH & SSH: MRBH & SSH reserves the right to suitably increase/reduce the scope of work under this tender. In case of any ambiguity in interpretation of any clause, the interpretation of MRBH & SSH shall be final and binding on all parties.
 9. Force Majeure: neither party shall be deemed in breach of this agreement if failure to comply is due to circumstances beyond its control. In the event of strike or lockout affecting the Vendor's business, MRBH & SSH shall not be liable for any resultant loss to the Vendor.

CHECKLIST OF DOCUMENTS (Technical Bid)

SL.	Document / Declaration Required	Enclosed (Y/N)
1	Name, full address, telephone/mobile number and Email ID of the Bidder.	
2	Trade Licence (attach scanned copy).	
3	PAN Card (attach scanned copy).	
4	GSTIN with last return (attach copy).	
5	Professional Tax Certificate (in case of firm).	
6	Experience Certificate of similar nature of work (minimum 2 years).	
7	EPF and ESIC registration (in case of firm).	
8	Audit report / balance sheet of last three financial years, duly certified by a Chartered Accountant, in the format at Annexure-4.	
9	Bank Account details / statement of financial standing.	
10	Declaration of Power of Attorney/authorisation for signing the bid (not required for sole proprietorship).	
11	Undertaking that the firm has not been blacklisted/debarred by any organisation in the past 3 years, as per Annexure-3.	
12	Affidavit that no vigilance/police case is pending against the firm or its proprietors/partners.	
13	List of present/past contracts with public and private hospitals.	
14	Details of EMD (e-Payment/Bank Guarantee reference No. & Date) submitted online through the e-Procurement Portal.	
15	Proof of ownership/tenancy of a mechanised laundry unit within 30 km of MRBH & SSH, or a firm undertaking to establish the same, at the Bidder's own cost.	
16	Acceptance of Terms & Conditions (each page signed as token of acceptance).	

SCHEDULE OF REQUIREMENTS & EMD

Table – I: Details of EMD, Security Deposit & Tender Value

SL.	Particulars	Amount (Rs.)
1	Earnest Money Deposit (EMD)	80,000/-
2	Security Deposit (payable by successful Bidder)	3,20,000/-
3	Estimated Annual Value of Tender	40,00,000/-
4	Cost of Tender Document	Nil

Table – II: Details of Laundry Items

The list below indicates the types of hospital linen currently in use. Billing shall be on a per Kg basis as per the Financial Bid at Annexure-5, and not per piece. Quantity/weight is tentative and may be increased or decreased as per the Hospital's requirement; MRBH & SSH reserves the right to increase or decrease the quantity and/or amount of work, and its decision in this regard shall be final.

SL.	Items / Description	Specification
1	Bed Sheet	Single & Standard Size
2	Blanket (Woollen)	Single & Standard Size
3	Mosquito Net	Single & Standard Size
4	Towel	Single & Standard Size
5	Surgeon Gown	Single & Standard Size
6	Curtain	Single & Standard Size
7	Patient Gown	Single & Standard Size
8	Operation Sheet	Single & Standard Size
9	Cut Sheet	Single & Standard Size
10	Anaesthetic Sheet	Single & Standard Size
11	Draw Sheet	Single & Standard Size
12	Tray Cover	Single & Standard Size

Annexure-1: Covering Letter / Bid Form

(To be submitted on the Bidder's letterhead)

To,

The Superintendent,

M. R. Bangur Hospital & M. R. Bangur Super Speciality Hospital,

Tollygunge, Kolkata – 700033.

Sub: Tender for Outsourcing of Laundry Services at MRBH & SSH – Ref. No. _____

Sir/Madam,

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Laundry Services at MRBH & SSH in conformity with the said tender document, for the rates quoted in the Financial Bid enclosed herewith.

We undertake, if our bid is accepted, to commence the services within the period specified and to abide by all terms and conditions of the tender document.

We agree to keep this bid valid for a period of 180 days from the date fixed for opening of the tender, and it shall remain binding upon us and may be accepted at any time before expiry of that period.

We enclose herewith the complete Technical Bid, including all documents as per the checklist, and the Financial Bid in a separate cover, as required.

Dated this _____ day of _____, 20____.

Signature of Bidder: _____

Name & Designation: _____

Name of Firm: _____

Seal of Firm:

Annexure-2: Undertaking / Declaration

(On Rs. 10/- Non-Judicial Stamp Paper, duly notarised)

Tender No.: _____

I, the undersigned _____ (name), _____ (designation), duly authorised representative of _____ (name of Proprietorship/Firm/Company), hereby undertake, affirm and declare that:

- a) Our Proprietorship/Firm/Company, or any other firm with common proprietor(s)/partner(s), has not been blacklisted or debarred in the past 3 (three) years by any Government or private institution.
- b) No vigilance enquiry, police case, or criminal proceeding is pending against our Proprietorship/Firm/Company or any of its authorised signatories.
- c) The above declaration is true and correct in all respects, and we hold ourselves responsible for the same. Any false or incorrect submission shall render us liable for all civil/criminal consequences, including cancellation of the contract and forfeiture of EMD/Security Deposit.

Deponent Signature: _____

Name & Designation: _____

Name of Firm: _____

Address: _____

Date: _____

Annexure-3: Bank Guarantee Format (for EMD / Performance Guarantee)

(To be stamped in accordance with the Stamp Act, if applicable, and issued by a Nationalised/Scheduled Bank)

In consideration of the Superintendent, M. R. Bangur Hospital & M. R. Bangur Super Speciality Hospital, Tollygunge, Kolkata (hereinafter called "MRBH & SSH") having agreed to accept a Bank Guarantee for Rs. _____ (Rupees _____ only) from _____ (name of Bank) on behalf of _____ (name of Contractor) towards the Earnest Money Deposit / Performance Guarantee for the contract of Laundry Services vide Tender No. _____, we, _____ (name of Bank), do hereby undertake to pay MRBH & SSH an amount not exceeding Rs. _____ against any loss or damage caused to or suffered by MRBH & SSH by reason of any breach by the Contractor of the terms and conditions of the said contract.

1. We undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from MRBH & SSH.
2. We undertake to pay to MRBH & SSH any money so demanded, notwithstanding any dispute raised by the Contractor, our liability under this guarantee being absolute and unconditional.
3. This guarantee shall not be affected by any change in the constitution of the Bank or the Contractor.
4. We further agree that this guarantee shall remain valid up to _____, unless extended on demand by MRBH & SSH.
5. We lastly undertake not to revoke this guarantee except with the previous consent of MRBH & SSH in writing.

Notwithstanding anything contained above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only), and unless a claim in writing is lodged with us within the validity period, this guarantee shall stand discharged.

Dated this _____ day of _____, 20____, for _____ (name of Bank).

Authorised Signatory of Bank

Annexure-4: Annual Turnover Statement

(On the letterhead of the Chartered Accountant)

I/We have examined the books of account and other relevant records of _____ (name of Bidder), having its registered office at _____ (address), and do hereby certify that:

(1) The annual gross turnover as per the audited accounts of the firm for the last three financial years is as under:

SL.	Financial Year	Turnover (Rs.)
1.	_____	_____
2.	_____	_____
3.	_____	_____

(2) Average annual turnover of the firm for the last three financial years is Rs. _____.

Signature of Chartered Accountant (with stamp): _____

Name: _____

Membership/Registration No.: _____

Date: _____

Annexure-5: Financial Bid (Rate Schedule) – Packet-B

Note: Rates excluding GST shall be quoted by the Bidder on a per Kilogram (per Kg) basis of hospital linen processed (washing, drying, ironing and pressing/finishing), inclusive of collection from and delivery to MRBH & SSH. Quantity/weight indicated elsewhere in this document is tentative and will vary according to workload. The contract will be awarded to the Bidder quoting the lowest overall/comparative rate (L-1), evaluated as per the method described under "Evaluation of Bids".

SL.	Category of Linen	Unit	Rate per Kg (Rs.)
1	General/Cotton Hospital Linen (Bed Sheet, Towel, Surgeon Gown, Curtain, Patient Gown, Operation Sheet, Cut Sheet, Anaesthetic Sheet, Draw Sheet, Tray Cover, Mosquito Net, etc.) — Washing, Drying, Ironing & Pressing	Per Kg	
2	Woollen Items / Blankets — Dry-cleaning/Washing, Drying & Finishing	Per Kg	

Rate in words: _____

Note : GST will be paid extra as per govt norms.

Signature of Bidder with seal: _____


Superintendent
M. R. Bangur Hospital & SSH
Tollygunge, Kolkata