



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

Medical Department of Kolkata Port Trust invites e-Tender under single stage two part system (**Part I: Techno-Commercial Bid and Part II: Price Bid**) from bona fide and reputed **CONTRACTORS PERFORMING MECHANICAL LAUNDRY WASHING SERVICES PREFERABLY TO HOSPITALS & GUEST HOUSES, HOTELS OF REPUTE.** fulfilling following eligibility criteria for "E-tender for Outsourcing of Mechanical Laundry Washing Service for the Centenary Hospital, Kolkata Port Trust for 3 (three) years Rate Contract basis" as per Schedule of Services as specified in this tender and in accordance with the **General and Special Conditions of Contract.**

1. SCOPE OF WORK: The Scope of Work covers mainly the following broad items:-

- a) The selected Contractor will wash / clean, dry and press all hospital linens, patients uniform etc. by providing adequate and suitable no of Washing machines & manpower at the place which will be provided to them free of cost at the hospital premises for the said purpose . The authorised person of the contractor will collect all the items to be washed from the office of Matron and also deliver to her after the work done.
- b) Standard quality Detergent **duly approved by CMO or his authorised representative** should be used for washing purpose. Special Detergent if required is to be used for washing of Soiled and Stained Cloth for washing purpose without charging any extra cost.
- c) Periodical review of the Work of the awarded Contractor will be done by the representative of the Chief Medical Officer or his authorised representative.
- d) The selected Contractor will install at his own cost the required quantity of Hydro Extractors, Electrical Washing Machines, Drying Machines and Pressing / Ironing Units at the risk of the Contractor at the place to be provided for carrying out the Washing Services at the complex of the Centenary Hospital. Maintenance of the aforesaid Machine shall have to be done by the Contractor at his own cost. After the expiry of the Contract the same Machines have to be removed from the Hospital Complex by the Contractor at his own cost.
- e) The Kolkata Port Trust shall in no way be responsible for the payment of Wages to the workers / employees employed by the selected Contractor as well as all other legal and statutory obligation like ESI, Provident Fund, Professional Tax, Gratuity, Bonus, Holiday Allowance etc. and any other obligations relating to their employment with the selected Contractor if any, that are now in force and may come in force in future, and such workmen / employees employed by the selected Contractor shall not in any case be considered as workmen employed by the Kolkata Port Trust. The selected Contractor shall be held responsible for any **violation / implementation of any Labour Law / contract law Clinical Establishment Law** or any other Laws what so ever as applicable to the workmen / employees employed by them for the said purpose.
- f) Washing, Cleaning and Pressing of Hospital Linen, Patient Uniform and other items as may be required from time to time should be carried out as per instruction of Chief Medical Officer or his authorised representative, Washing of Linens etc. should be done with standard quality Detergent Powder duly approved by the Competent Authority. In the case the jobs entrusted / assigned to the Selected Contractor is not satisfactory level or not in accordance with the



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

requirement of the Centenary Hospital, KoPT, the selected Contractor shall be liable to repeat, change or make good and in default the selected Contractor shall compensate the loss to the Centenary Hospital, KoPT. The selected Contractor shall be held responsible to compensate for any loss / damage of any materials held in-charge of them for washing purpose or delay in delivering the jobs due to their fault. The quantum of such loss will be decided mutually by the KoPT and the selected Contractor.

- g) The Selected Contractor has to use appropriate quantity of standard quality Detergent of reputed Brand such as Surf / Sunlight / Tide / Henko / Ariel / or any other brand approved by the competent authority for Washing. The Contractor may have to produce the Vouchers in support of purchasing such Detergent to the Officer of the Department delegated by the **Chief Medical** Officer at the time of inspection which will be carried out from time to time during the period of Contract. Special Detergent if needed has to be applied by the Contractor at his own cost for soiled / stained linens.
- h) Washing should be done with proper care. The Contractor will have the full responsibility for quality control and delivering the acceptable quality.
- i) The selected Contractor must ensure Special measures for removing Blood Stain & Bad Smell from the Linens.

2. FACILITIES TO BE PROVIDED FOR LAUNDRY WORK

- i. Free space for washing purpose in the Centenary Hospital complex will be provided to the selected Contractor. The intending Bidders may visit the place which will be provided to the Contractor for carrying out the said job in the Centenary Hospital Complex before submission of Tender.
- ii. Electrical Fittings and Connections for 4 (Four) 220 Volt 15 Amp, with a separate Meter for measuring actual energy charges consumed will be provided for the purpose at 'Free of Cost'. Electrical Charges for actual consumption will be realised at the prevailing Rate from the Selected Contractor from their Monthly Bill for Washing.
- iii. Water for Washing and Cleaning etc. will be provided Free of Cost. The selected Contractor must ensure to check wastage of Water.

- 3. **Site Visit:** ALL INTENDING Bidders may visit the site before submitting the Bid at their own expense, prior to submission of tender for assessing the job requirement under consideration for the above Tender with the prior permission from the Chief Medical Officer. No clarification will be made to the intending Bidder regarding location site after this and the decision of the Chief Medical Officer, Kolkata Port Trust shall be final & binding in this regard.

4. ELIGIBILITY TO BID:

In order to be eligible to submit bid, the intending Bidder will have to **Upload** Self Attested copies of the following documents in **PART - I**:



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

- a Trade License / Certificate of Incorporation.
- b Central Sales Tax / VAT Registration Certificate.
- c Service Tax Registration Certificate.
- d Income Tax PAN / TAN.
- e Audited (where applicable) Balance Sheets and Profit & Loss A/C for the last 3 years ending on 31st. March 2016.
- f Financial Statement showing average annual financial turnover during the last 3 years ending 31st March 2016 being at least **Rs. 6.44 lacs**.
- g Experience of having three or two or one completed '**similar work**' contract carried out satisfactorily during the last seven years ending on **3^{1st} March 2016** costing not less than the amount as mentioned below:
 - (i) Contract value **Rs. 8.59 lacs** each in case of three contracts.
or,
 - (ii) Contract value **Rs. 10.74 lacs** each in case of two contracts.
or,
 - (iii) Contract value **Rs. 17.19 lacs** each in case of one contract.

The satisfactory work experience should be substantiated by producing relevant documents viz. - Contract / Order Copy and Certificate of satisfactory completion of related Order / Contract held with the Hospital in their own letter head wherein Contract was performed.

- h ESI Registration No.
- i EPF Regn. No.
- j Company Particulars (as per Appendix 'A').
- k The complete Notice Inviting Tender duly signed (with seal and date) by the authorized signatory of the Bidder on each page.
- l **Unconditional Acceptance of the Conditions of the Notice Inviting Tender** in a separate letter.
- m The Check List in Page 17 is to be filled in, signed, stamped and submitted positively along with the **Techno-Commercial Bid**.

Note:

- I. "Similar works" means: **PERFORMING MECHANICAL LAUNDRY WASHING SERVICES PREFERABLY TO HOSPITALS & GUEST HOUSES, HOTELS OF REPUTE.**
- II. In case (h) and (i) are not applicable, the bidder should submit duly Notarised Affidavit affirming the same.



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

Bid Document may be downloaded from MSTC website www.mstcecommerce.com/eprochome/kopt and KoPT website www.kolkataporttrust.gov.in or Central Public Procurement Portal www.eProcurement.gov.in. Corrigenda or clarifications, if any, shall be hosted on the above mentioned websites only.

5. INSTRUCTIONS TO BIDDER:

- 5.1 Tender for the above work should be submitted in accordance with the **Schedule of Quantities** as specified in this tender and in accordance with the Special Conditions of Contract & General Conditions of Contract. **The Special Condition of Contract will prevail over and above the General Conditions of Contract.**
- 5.2 Any clarification with regard to interpretation or ambiguities discovered or pointed out after the issue of the tender documents but prior to submission of tenders as to the meaning, conditions or instructions contained in any of the issued documents, shall be valid only when such a clarification is issued in writing by the officer issuing the Notice Inviting Tender. Any such written clarification or amendment shall be hoisted in website of KoPT / CPP Portal. **Hence all the intending Bidders are advised to keep close watch on the website of KoPT / CPP Portal in their own interest.**
- 5.3 **Earnest Money:** An amount of Rs.42,965.00 (Rupees Forty two thousand nine hundred and sixty five) only should be deposited by NEFT / RTGS in favour of Kolkata Port Trust well in advance before opening of e-Tender.

Note: 1. Exemption from depositing of Cost of Tender Document and Earnest Money for Micro & Small Enterprises (MSE's) registered with NSIC. (See tender clause 8).

2. Bidders registered with DGS&D and SSI Units registered with NSIC under single point registration scheme will be exempted from deposit of Earnest Money on submission of valid supporting document(s).

6. SCHEDULE OF TENDER

Medical Department of Kolkata Port Trust who are intending to enter into the Contract of "Outsourcing of Mechanical Laundry Washing Service for the Centenary Hospital, Kolkata Port Trust for 3 (three) years Rate Contract basis" hereinafter referred to as "Buyer" or "Principal" or "KoPT" and the MSTC Ltd. the Service Provider to conduct e-tender as "MSTC".

1.	TENDER NO.	MED / PR / ADVT / 261 / 17-20 / 1806 Dated 19 /1/ 2017
2.	MODE OF TENDER	e-Procurement System Online submission of Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/kopt of MSTC Ltd. The intending bidders are required to submit their offer electronically through e-tendering portal. No physical tender is acceptable by Kolkata Port Trust.
3.	E-Tender No.	KoPT/Kolkata Dock System/MED/23/16-17/ET/522
4.	Date of publication of e-Tender through Newspaper insertion,	15/ 02 / 2017



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

	publication in KoPT & MSTC websites and Central Public Procurement Portal	
5.	Date of availability of NIT to the Vendors for downloading	15/ 02/ 2017 at 10.00 Hrs.
6.	Date of Offline Pre-Bid meeting	27/ 02/ 2017 at 11.00 a.m.
7.	Earnest Money Deposit	<p>"Earnest Money Deposit" of Rs.42,965.00 (Rupees forty two thousand nine hundred sixty five) only may be remitted at least three days advance from the date of closing of Online e-Tender for submission of Techno-Commercial Bid by NEFT / RTGS to Kolkata Port Trust Bank Account No. 227002000000018 with Indian Overseas Bank, KPT Fairlie Place Extension Branch. IFSC Code No. IOBA 0002270</p> <p>Please furnish the following details while remitting the amount:</p> <p>Name of Bidder: Bank Name: Tender No.: Tender Date: Name of the Tendering Dept. UTR No.:</p> <p>After the award of the contract, the Earnest Money will be refunded without interest on application to all unsuccessful bidders. The Earnest Money of the successful bidder shall be returned after one month from the commencement of the job contract functioning successfully and after deposit of Security Money.</p>
8.	Tender Cost	<p>"Tender Cost" of Rs. 1500.00 (Rupees One thousand five hundred only) may be remitted at least three days advance from the date of closing of Online e-Tender for submission of Techno-Commercial Bid by NEFT / RTGS to Kolkata Port Trust Bank Account No. 227002000000018 with Indian Overseas Bank, KPT Fairlie Place Extension Branch. IFSC Code No. IOBA 0002270</p> <p>Please furnish the following details while remitting the amount:</p> <p>Name of Bidder: Bank Name: Tender No.: Tender Date: UTR No.:</p> <p>Name of the Tendering Dept.</p>



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

Payment of Tender Cost & EMD should be made well in advance (at least three days) before the date of closing of Online e-Tender for submission of Techno-Commercial Bid.		
9.	Transaction Fee	Rs. 1235/- (Rupees one thousand two hundred and thirty five) only Including of Service Tax @15 %. Payment of Transaction Fee by NEFT / RTGS in favour of MSTC LIMITED.
10.	Last date of submission of EMD & Bid Document Fee to Treasurer of Trustees', KoPT	08/ 03/ 2017 up to 14.00 Hrs.
11.	Last date of submission of Transaction fee through RTGS / NEFT in favour of MSTC Limited, Kolkata.	Three working days before the last date of closing of online bidding for the e-Tender.
12.	Date of Starting of e-Tender for submission of Online Techno-Commercial Bid and Price Bid at www.mstcecommerce.com/eprochome/kopt	15/ 02/ 2017 at 11.00 hrs.
13.	Date of closing of Online e-tender for submission of Techno-Commercial Bid & Price Bid at www.mstcecommerce.com/eprochome/kopt .	10/ 03/ 2017 at 15.00 hrs.
14.	Date & time of opening of Part-I (Techno-Commercial Bid)	10 / 03 / 2017 at 15.30 hrs.
15.	Date & time of opening of Part-II (Price Bid)	Shall be informed separately to the Techno-Commercially qualified Bidder/s.

a Note: 1. In the event of any unforeseen closure of work / holiday on any of the above days, the same will be opened / held on the next working day without any further notice.

b Under no circumstances the Due Date of the Tender will be extended.

7. AVAILABILITY OF THE TENDER DOCUMENT:

Tender Document may be downloaded from KoPT Website: www.kolkataporttrust.gov.in / Central Public Procurement Portal www.eProcure.gov.in or website address www.mstcecommerce.com/eprochome/KOPT of MSTC Ltd.

8. EXEMPTION FROM PAYMENT OF COST OF TENDER DOCUMENT AND EMD:

For Micro & Small Enterprises (MSE's) registered with NSIC:

- Micro & Small Enterprises (MSEs) registered with NSIC (under single point registration scheme) for the tendered out item are exempted from depositing Cost of Tender Document and Earnest Money having valid NSIC Certificate for MSEs along with DIC's (DISTRICT INDUSTRIES CENTRE) Certificate.



KOLKATA PORT TRUST

Medical Department



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Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

- Micro & Small Enterprises (MSE's) registered with NSIC under Single Point Registration Scheme (SPRS) are eligible to get the benefits under new Public Procurement policies for MSEs as notified by Govt. of India, Ministry of Micro, Small & Medium Enterprises (MSME) vide Gazette Notification dt. 26/03/2012.
- When splitting of tender quantity is not possible purely on technical ground, trustees reserve the right not to negotiate price with MSE if their price is within the band of L1+15% in comparison with L1 price of non-MSE for consideration of award of order for 20% of tender quantity against any item as per new public procurement policy.
- If Micro & Small Enterprises (MSE's) registered with NSIC intends to participate in the tender, for the items they are not registered with NSIC, then they will have to deposit cost of Tender Document, full amount of Earnest Money as per NIT. Otherwise their offer against the tender will not be considered.
- Copy of valid NSIC Certificate for MSEs along with DIC's (DISTRICT INDUSTRIES CENTRE) Certificate has to be submitted along with the Bid.
- SSI Units registered with NSIC under single point registration scheme for the tendered out item will be exempted from deposit of the Cost of Tender document on submission of valid supporting document(s).

9. **PRE BID MEETING:**

Offline Pre-bid meeting will be held on 27/2/2017 at 11.00 a.m. in Centenary Hospital, KoPT at 1, Diamond Harbour Road, Majherhat, Kolkata - 700 053.

The Trustees' will not recognize any assignment or endorsement in favour of third party of any order arising out of this tender other than the awarded Contractor.

The issuing authority reserves the right to **ACCEPT / REJECT** any or all tenders without assigning any reason whatsoever.

10 **SPECIAL CONDITIONS OF CONTRACT**

- PERIOD OF VALIDITY OF OFFER:** The offer should be **VALID** for a period 120 (One hundred twenty) days from the date of opening of the **PRICE BID**.
- WITHDRAWAL OF TENDER:** Withdrawal of tender / offer in the interval between the closing date for submission of e-Tender and the expiry of the period of its validity will result in forfeiture of Earnest Money.
- CANCELLATION OF TENDER:** The Chief Medical Officer, KoPT, reserves the right of accepting or rejecting any offer partially or wholly without assigning any reason thereto.
- REJECTION OF TENDER DOCUMENTS:** Bidder is expected to examine the Tender documents including all Instruction Forms, Terms & Conditions, and Technical Specifications in Tender documents. Failure to furnish the requisite information as per the Notice Inviting Tender or submission of tender not substantially responsive to the tender documents in every respect may result in the rejection of the tender.



KOLKATA PORT TRUST

Medical Department



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Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

v. **AMENDMENT OF TENDER DOCUMENTS:**

- a) At any time prior to the deadline for submission of tenders, the Chief Medical Officer for any reason whether at his own initiative or in response to a clarification required by a prospective Bidders may modify the Tender Documents.
- b) The amendment shall be part of the Tender Documents and will be notified by publication in the MSTC's / KoPT's website / Central Public Procurement Portal and will be binding on the prospective Bidders.
- c) All the intending Bidders are advised to keep close watch on the website of MSTC / KoPT / CPP Portal in their own interest.

vi. **OPENING OF TENDERS:**

The Techno-Commercial Bid of e-Tender will be opened on 10/ 03 / 2017 at 3.30 P.M. in the office of the Chief Medical Officer of Centenary Hospital at 1, Diamond Harbour Road, Kolkata - 700 053, West Bengal, India.

The respondent firms may send their Authorised Representative at the time of Opening of both the Techno-Commercial and the Price Bids of the Tender with proper Authorisation Letter and Office Seal.

To assist in the examination, evaluation and comparison of tenders, Chief Medical Officer may at his discretion, ask the Bidder for a clarification of their offer. All responses to requests for clarification shall be in writing and no change in the price or substance of the tender shall be permitted.

- vii. **PRICE:** Unit wise Rates for each item inclusive of all Charges except Service Taxes to be quoted separately. The details of Service Tax element, must be mentioned separately in the Price Bid.
- viii. **TAXES:** Rate of Service Tax ,if any, to be stated clearly in the offer. The Service Tax Registration Certificate should accompany the Offer.
- ix. **SECURITY DEPOSIT:** A sum equivalent to 10% of Monthly Bill Value as per the Contract Value will be deducted from the Monthly Bill Value of the awarded Vendor throughout the period of Contract and the same will be retained by the Port Authority for a further period of 3 (Three) months after the completion of the period of Award of Contract of 36 (Thirty-six) months. In case of failure to execute the Contract Security Money will be forfeited. The said Security Money retained with KoPT will be released only after realising all the dues on account of Electricity charges, Demurrage etc. from the awarded Vendor.
- x. **PERFORMANCE SECURITY Bond :** The successful Bidder should have to furnish the Performance Security on Rs. 50.0 Non Judicial Stamp Paper in the prescribed format to be provided by this Office along with the confirmed Order.
- xi. **VALIDITY OF OFFERS:** The offer including Price part should remain valid for a period of 120 days from the date of opening of the Price Bid. Once the bidder is awarded the Contract for a period of 3



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

(three) years, the price should remain firm for the entire period of Contract. However the escalation in the Rate of Service Taxes, if any, may be considered for reviewing on submission of supporting documents.

- xii. **DELIVERY:** The Washing Items are to be collected twice in a week from Matron / Asst. Matron / Store Keeper or any other person entrusted with the work by Chief Medical Officer under proper acknowledgment. The items after Washing / Ironing etc. to be returned within 48 hours during the dry seasons (October to May) and within 72 hrs. during rainy seasons. (June to September).

The successful Contractor should execute and efficiently handle the work entrusted to him in accordance with the direction, specification and instruction of the Medical Dept. of KoPT, and the work so entrusted shall not be regarded as having been correctly executed and efficiently handled until it is approved by the management of the Hospital or its authorised representative.

In the case the jobs entrusted / assigned to the successful Contractor are not done up to satisfaction or not in accordance with the requirement of the Medical Dept. of KoPT, the successful Contractor shall be liable to repeat, change or make good and in default where the successful Contractor shall compensate the Medical Dept. of KoPT.

The successful Contractor shall compensate the loss / damage of any materials held in charge of the Contractor. The quantum of such loss will be decided by the authority of the Medical Dept. of KoPT.

- xiii. **LIQUIDATED DAMAGE CLAUSE:** For delay in delivery of the Washing Items beyond the stipulated delivery period, If the Contractor fails to complete the work within the stipulated dates or such extension there of or as communicated by the competent authority in writing , the contractor shall pay as compensation (Liquidated damage) to the trustees and not as a penalty , $\frac{1}{2}$ % of the total value of the work (contract price)as mentioned in the letter of acceptance of tender / offer for every week or part thereof of the work remains unfinished . Provided all always that amount of such compensation shall not exceed 10% of the said value of work.

- xiv. **FORCE MAJEURE:** In the event, the Contractor / KoPT being prevented from fulfilling its obligation or part thereof arising out of this contract, due to any Force Majeure event like Acts of God (Flood, Earthquake etc) or War, Civil Commotion, Strike etc, the affected party shall forthwith but in no case later than 48 hours from the commencement of such event, intimate the other party as to the commencement of such event and continue to intimate after every 7 days during continuance of such event. The affected party shall upon cessation of such event, promptly inform the other parties and shall commence its obligation in part or in full arising out of this contract that was kept suspended due to such events of Force Majeure.

- xv. **REALISATION OF ELECTRICITY CHARGE**

The electricity charges at actual at the prevailing Rate will be realised from the awarded Vendor from their Monthly Bill for Washing. The Vendor should ensure to pay Electricity Charges so consumed, in every 3 months during the period of Contract.



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

- xvi. **EVALUATION CRITERIA:** The Price should be quoted on line in e-Tender for each individual Item mentioned in **PRICE BID**. The evaluation will be done on the basis of the lowest , the **Sum Total** of the item wise Washing Charges, Service Tax etc.
- xvii. **DEMURRAGE:** In case of any damage of any property of the Trustees' done by the awarded Contractor or his representative willingly or unwillingly during the period of Contract, the cost of the same will be realised from the Contractor. In the event of such incident the decision of the Chief Medical Officer will bind the Contractor.
- xviii. **PAYMENT TERMS:** Payment will be made through ECS / R.T.G.S. (for outstation firm) against Monthly Bill supported with the Acceptance Report/ Periodic satisfactory performance report issued by the medical committee / from the Matron / Asst. Matron / Storekeeper as the case may be after adjusting the Demurrages etc. if any and Electricity Charges. No advance payment will be made. The Bank particulars should be provided at the time of submission of Bill as well as along with the Offer.
- xix. **TERMINATION OF CONTRACT:**
- If the selected bidder fails to carry out the order as per the desired specification and /or fails to deliver the Washing Items within the stipulated period without any valid and acceptable reason, the Chief Medical Officer, KoPT may cancel the order and his decision in the matter shall be final and binding on the selected bidder.
 - Upon cancellation of the order for the reason indicated in Clause (a) above, the Chief Medical Officer shall be entitled to get the work done at the risk and expenses of the Contractor on whom the order has been placed, through an independent agency and to recover from the selected bidder in addition to any other amount, compensation or damages that KoPT is entitled to in terms of other relevant Clauses in contract.
 - The Contract may be terminated at any time within the currency of the Contract period by KoPT at its sole discretion for any of the following factors and for such cancellation KoPT will under no circumstances be liable for any financial repercussions to the Contractor. The decision of the Chief Medical Officer of KoPT to this effect will be final.
 - Unsatisfactory performance of the Contractor. Periodical review of the performance of the Contractor will be done by the competent authority entrusted by the Chief Medical Officer of KoPT.
 - Breach of any Terms and Conditions of Contract.
 - Any unlawful act of the Contractor or any third party on behalf of the Contractor entailing any damage / loss to the property / material of KoPT or any inconvenience to the KoPT.
- xx. **JURISDICTION:** The Contract will be governed by all relevant Indian Acts applicable only within the jurisdiction of the High Court at Kolkata.
- xxi. Non-compliance of any terms and conditions and /or quoting price without adhering to the instruction of the tender documents, may render the offer liable for rejection.
- xxii. In addition to the Terms & Conditions stated in this document, all other Terms & Conditions will be guided by KoPT's General Conditions of Contract, as appearing in the KoPT's website will apply.

Chief Medical Officer



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

The above Clauses shall be final and binding on both parties

Note:

Please note that the Bidder of the Tender would be allowed to submit shortfall documents (relating to capacity or otherwise) within a maximum period of 15 (fifteen) days from the date of communication indicating the nature of documents not submitted / required as per Notice Inviting Tender. In case the Bidder fails to submit the required document/s within stipulated time, the Tender will be processed in the absence of the required document/s which may result in disqualification of the Bidder.



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

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11. Important Instructions for E-procurement

This is an e-procurement event of Kolkata Port Trust. The e-procurement service provider is MSTC Ltd. of 225C, A.J.C. Bose Road, Kolkata-700 020.

You are requested to read the Terms & Conditions (Annexure- II) of this tender before submitting your online tender. Tenderers who do not comply with the Conditions with documentary proof (wherever required) will not qualify in the Tender for opening of Price Bid.

1. Process of E-tender:

A) **Registration:** The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/kopt

- 1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU / Govt. depts. → Register as Vendor under KoPT - Filling up details and creating own user id and password → Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact KOPT / MSTC (before the scheduled time of the e-Tender).

Contact person (Medical Dept. KoPT):

1. Dr. S. Gupta

Dy. Chief Medical Officer (II)

Mobile No. 98311 00464

dr.s.gupts@kopt.in

2. Sr. S.K. Joshi.

Dy. MM

Mobile No. 9831938935

Sri D. Bakshi

Administrative Officer, (CH)

Mobile No.9674720071

Contact person (MSTC Ltd):

1. Mr. Arindam Bhattacharjee

Deputy. Manager (E-commerce)

MobileNo:09330102643

Email-arindam@mstcindia.co.in Email: smukherjee@mstcindia.co.in

Landline: (033) 22901004

2) Mr. Sabyasachi Mukherjee

Junior Manager (E-commerce)

Mobile- 07278030407

3) Ms Sumona Maity

Management Trainee(E- commerce)

Mobile-0983155225

Email smaity@mstcindia.co.in



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

B) System Requirement:

- Windows 98 / XP-SP3 & above / Windows 7 Operating System
- IE-7 and above Internet browser.
- Signing type digital signature
- JRE 7 update 79 software to be downloaded and installed in the system. Security level should be medium
- To enable ALL active X controls and disable 'use pop up blocker' under Tools → Internet Options → custom level (Please run IE settings from the page www.mstcecommerce.com once)

Part-I: Techno-Commercial bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid.

Part-II: Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by KoPT. Such bidder(s) will be intimated the date of opening of Part II Price bid, through valid email confirmed by them.

All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction Fee: PAYMENT OF Transaction fee By NEFT / RTGS in favour of MSTC Limited. The Bank details, format etc. for sending Transaction fee by NEFT / / RTGS to MSTC is detailed below:

Bank Details : Axis Bank, Shakespeare Sarani Branch
A/C Details : 005010200057840
IFSC Code No. : UTIB00000005

"The vendors shall enter the Transaction Fee details by using the "Transaction Fee Entry" Link under "My Menu" in the vendor login. The vendors have to select the particular tender in which they want to participate against the transaction fee by clicking on the tick box at the right and then Clicking on the "Submit" Button at the bottom of the page. Then the page appears where the vendors are required to fill up the transaction details, namely the UTR No, Date of Transaction, and the Remitting Bank in the given fields and then click on the "Confirm" Button".

NOTE : The bidders should submit the Transaction Fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.

Contact Details:

Fax No. : 033- 22831002

Email ids:

- sanjibpoddar@mstcindia.co.in,
- arindam@mstcindia.co.in,
- rpradhan@mstcindia.co.in,
- smukherjee@mstcindia.co.in.



KOLKATA PORT TRUST

Medical Department



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Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

Bidders may please note that the Transaction Fee should be deposited by debiting the A/C of the bidder only, Transaction Fee deposited from or by debiting any other party's a/c will not be accepted. Transaction fee is non-refundable.

In case of failure to submit the payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.

In case of failure to submit the payment towards Cost of Tender document & EMD for any reason, the vendor, in term, will not have the access to on line e-Tender and no correspondence in this respect will be entertained and KOPT will not be responsible for any such lapses on this account. Bidder(s) are advised to make remittance of Tender Fee and EMD by NEFT / RTGS well in advance and verify completion of transaction in respect of Tender Fee and EMD.

Vendors are instructed to use link in **My Menu** to **Upload Documents** in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through **Attach Document** link against the particular tender. For further assistance please follow instructions of vendor guide.

All Notices / Corrigendum and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by KoPT. Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).

E-tender cannot be accessed after the due date and time mentioned in NIT.

Bidding in e-Tender:

- Bidder(s) need to submit necessary EMD, Tender Fees (If ANY) and Transaction Fees for getting eligibility to bid online in the e-tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by KOPT.
- The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.
- The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → Psu / Govt depts. → Login under KOPT → My Menu → Auction Floor Manager → live event → Selection of the live event.
- The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after opening of Bid floor. Then they have to fill up Common Terms / Commercial specification and save the same. After that clicking on the Techno-Commercial bid, if this application is not run then the bidder will not be able to save / submit his Techno-Commercial bid.



KOLKATA PORT TRUST

Medical Department



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Dated 19/ 1/ 2017

- e. After filling the Techno-Commercial Bid, bidder should click '**Save**' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "**Save**" to record their Price Bid. Then once both the Techno-Commercial bid & Price Bid has been saved, the bidder can click on the "**Submit**" button to register their bid.
- f. In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- g. During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- h. The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- i. All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful Bidder shall be called hereafter **SUPPLIER**.
- j. It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.
- k. Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- l. No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.
- m. Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.

No deviation to the Technical and Commercial Terms & Conditions are allowed.

KOPT has the right to cancel this e-Tender without assigning any reason thereof.

The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website www.mstcecommerce.com/eprochome/KOPT of MSTC Ltd.

The bidders must upload all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.

The bid will be evaluated based on the filled-in technical & commercial formats.



KOLKATA PORT TRUST

Medical Department



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Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.

Bidders are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome/KOPT of MSTC Ltd. to familiarize them with the system before bidding.

B. COMMERCIAL TERMS & CONDITIONS

Concurrence and remarks for all Commercial Terms & Conditions will be taken Online. Upload supporting documents wherever necessary. No hard copy for the same needs to be submitted. If required, the Bidder/s may be asked to produce the Original documents before the Tender Committee for verification purpose only.

The Tender is subject to Earnest Money and Security Deposit clauses.

REQUIREMENT OF VENDOR :

1. P.C. connected with Internet.
2. Registration with portal www.mstcecommerce.com/eprochome/kopt.
3. Submission of Tendering Fees to MSTC Ltd. before e-tender.
4. Class 2 or Class 3 digital certificates in the name of the Company of the vendor (in the name of the Company who will be submitting the EMD & General Information). This may be obtained from any of the certifying authorities. Bids will not be recorded without Digital Signature.

Note: Please check the Digital Certificate. In case of any clarification please contact MSTC Ltd., before the scheduled time of the e-tender.



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

CHECK LIST

1	Whether original Tender papers i.e. Tender document from page 1 to Page 21 have been duly Signed & Stamped and uploaded with the Techno-Commercial Bid .	Yes / No
2	Whether photo copies of Trade License, STCC / VAT Regn. Certificate, Service Tax Registration Certificate, Balance Sheet for 3 years and Power of Attorney in favour of Authorised Signatory if not signed by the Proprietor, are uploaded in Techno-Commercial bid .	Yes / No
3	Whether particulars of deposit of Cost of Tender Document and Earnest Money are Uploaded in Techno- Commercial Bid .	Yes / No
4	Whether the documents viz. Order Copies and related Performance Certificate is / are Uploaded in Techno- Commercial Bid .	Yes / No
5	Whether separate letter confirming Unconditional Acceptance of Tender Conditions is Uploaded in Techno- Commercial Bid .	Yes / No
6	Whether the Rate of Service Taxes (in percentage) only has been mentioned in Price Bid in Techno- Commercial Bid .	Yes / No
7	Whether the Documents (Order Copies) in support of Contract Value in terms of Tender clause No. 3 (Sub Clause Nos. f & g) of similar work done during last 7 years is Uploaded in Techno- Commercial Bid .	Yes / No
8.	Whether the Documents relating ESI & EPF Registration No. Or Affidavit affirming non-availability of the same are Uploaded in Techno- Commercial Bid .	Yes / No



KOLKATA PORT TRUST

Medical Department



E- TENDER FOR OUT SOURCING OF MECHANICAL LAUNDRY WASHING SERVICE FOR THE CENTENARY HOSPITAL, KOLKATA PORT TRUST FOR 3 (THREE) YEARS

Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

JOB SCHEDULE

SL NO	DESCRIPTION OF THE ITEMS	Monthly Average of Items Laundered for the last 6 Months
1.	BED SHEET	928
2.	SKIN TOWEL	93
3.	PILLOW CASE	272
4.	SUMMER COAT	471
5.	SUMMER PANT	327
6.	PATIENTS TOWEL	223
7.	HAND TOWEL	174
8.	DRAW SHEET	624
9.	BLANKET RED	99
10.	BLANKET KHAKI	34
11.	PARDHA BLUE	22
12.	DUSTER	0
13.	CAP SURGEON	0
14.	LINT	0
15.	MOP	102
16.	SLING	0
17.	MOSQUITO NET	70
18.	SURGEON GOWN	306
19.	DOCTOR GOWN	26
20.	PHARMA GOWN	45
21.	FACE MASK	0
22.	DIA. T. BAG	22

Note:

- Items and quantity to be washed are indicative only.
- The Bidder should mention the Brand of Detergent to be used (Surf / Sunlight / Tide / Henko / Ariel)
- The Brand of Special Detergent to be used for removing Stain etc. to be mentioned in the offer.
- Method of Washing / Machines to be used for Washing , Drying, Pressing etc. and number of **Machines** to be deployed to be mentioned.



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Medical Department



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Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

Cost of Tender Document & Earnest Money Deposit

[TO BE UPLOADED IN TECHNO-COMMERCIAL BID]

A Cost of Tender Document:

Detail Particulars of deposit of Amount by RTGS / NEFT (Date of Remittance, Name of the Bank, & Branch, UTR No.)	Amount (In Rs.)
	1500.00 (Rupees one thousand five hundred only)

B. Earnest Money Deposit:

Detail Particulars of deposit of Amount by RTGS / NEFT (Date of Remittance, Name of the Bank, & Branch, UTR No.)	Amount (In Rs)
	Rs. 42,965.00 (Rupees forty two Thousand nine hundred sixty five)only

Authorized Signatory of the Tenderer
(with official Seal and date)



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Medical Department



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Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

APPENDIX - 'A'

[TO BE UPLOADED IN PART -I]

Name of the Firm / Bidder : _____

Name of the Authorized Signatory: _____

Official Address: _____

Phone No.: _____ FAX: _____

E-Mail: _____ Cell Phone No. _____

Trade License No. _____ (Attach self attested Photocopy)

PAN / TAN _____ (Attach self attested Photocopy)

Bank Particulars:

Name of the Bank: _____ Branch Name: _____

MICR No. _____ IFSC Code No. _____

Account Type: _____ A/C No. _____

Declaration:

It is hereby confirmed that the hard copy of tender being submitted in the techno-commercial bid of the tender is Identical to the one downloaded from your web site / Central Public Procurement Portal. In case the same is found altered / modified in any way, we will be held responsible and our offer will be liable for rejection forthwith and we may also be barred from participating in future tender of KoPT without any reference to us.

It is hereby confirmed that the hard copy of tender being submitted (uploaded) in the techno-commercial bid of the tender is Identical to the one downloaded from your website / MSTC website / Central Public Procurement Portal. In case the same is found altered / modified in any way, we will be held responsible and our offer will be liable for rejection forthwith and we may also be barred from participating in future tender of KoPT without any reference to us.

It is also declared that our Concern was never been banned or de-listed by any Government or Quasi-Government Agency or PSU. If the declaration found incorrect in future our offer will be liable for rejection.

Offer No. _____
Date: _____

Authorized Signatory of the Tenderer
(with official Seal)



KOLKATA PORT TRUST

Medical Department



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Tender No. MED / PR / ADVT / 261/ 17-20/ 1806

Dated 19/ 1/ 2017

PRICE BID

Item Sl. No.	Description Of The Items	Unit	Rate Per Unit	Service Tax in %	Total Amount
1	BED SHEET	No.			
2	SKIN TOWEL	No.			
3	PILLOW CASE	No.			
4	SUMMER COAT	No.			
5	SUMMER PANT	No.			
6	PATIENTS TOWEL	No.			
7	HAND TOWEL	No.			
8	DRAW SHEET	No.			
9.	BLANKET RED	No.			
10	BLANKET KHAKI	No.			
11	PARDHA BLUE	No.			
12	DUSTER	No.			
13	CAP SURGEON	No.			
14	LINT	No.			
15	MOP	No.			
16	SLING	No.			
17	MOSQUITO NET	No.			
18	SURGEON GOWN	No.			
19	DOCTOR GOWN	No.			
20	PHARMA GOWN	No.			
21	FACE MASK	No.			
22	DIA T. BAG	No.			
	Total				

Note : Prices not to be quoted here.