

**All Bidders****Amendment -VII**

**Subject: Outsourcing of Laundry Services on Plan, Design, Supply, Installation, Operation, Maintenance of Laundry equipment including collection and distribution of hospital linen for Super Speciality Block & Emergency Block at Safdarjung Hospital.**

**IFB No. : HSCC/SES/SJH/Laundry/2016 dated 29.04.2016**

This has reference to above IFB No. for the Subject works.

The following Amendment may be noted which shall be treated as part of the tender document and to be submitted duly signed & stamp along with tender.

Sr. No.	Bidder's Query	Clarification/Amendment
	<p>A. <b>As per (1.1General Condition; Clause 1.17 pg-26)</b>, the license agreement shall be valid initially for a period of (<b>Five</b> years, <b>60</b> months) from the date of commissioning of Laundry services.</p> <p><b><u>Proposed Amendment</u></b></p> <p>Therefore we would like to suggest amendment that the license agreement shall be valid initially for a period of (<b>Ten</b> years, <b>120</b> months) from the date of commissioning of laundry services so that contractor can recover his investment in plant and machinery since the life of commercial laundry machinery is more than 10-12 years. Same condition is now being used and followed by Indian Railways in all their BOOT Laundry projects. <b>Refer from South East Central Railways Bilaspur Division (Tender offer Letter pg-9)</b></p> <p>Ref: Tender No.: 33/MECH/BSP/2015/005/BOOT LA For Setting up and operating a mechanized laundry of ca output (in two shifts of 8 hours each) in Railway premises basis for a period of 10 years including collection/ transp coaches/trains and transportation/ loading of washed line station/depot.</p>	<p><b>Tender terms prevail.</b></p>
	<p>B. <b>As per (2.Minimum Qualification Requirement pg-9)</b></p> <p>a. Bidder should have experience of successfully providing the laundry services to Hospitals / Railways/Hotels running laundry services for <b>at least Five (5) years</b> as on date of invitation of bids. Bidder has delivered satisfactory performance of at</p>	<p><b>Qualification experience should be at least 3 Years.</b></p>

least one similar single work in the last seven years for laundry of 500 or more bedded hospital or for 2500 Kg Linen per day or more for Railways/3 to 5 Hotels of 200 to 500 rooms (Supporting documents are to be submitted).(Similar work means previous experience SITC of Laundry and maintenance of laundry equipment in hospital/Nursing Homes/Hotels in India.)

- b. The bidder must have attained a minimum average **annual turnover Rs.5.07 Cr** in last three successive years.

**Proposed Amendment**

Based upon the current laundry industry, this is a very new concept, as usually hospitals are offering labour contracts, where hospital owns the machinery and vendor deploys their labour and provide chemicals, in that scenario it is difficult to attain high annual turnover, which is a pre qualification requirement for this tender. Thus we propose following changes:

1. Experience qualification to be revised **to 2 years instead of 5 years**, we are right now serving in 3 reputed hospitals in Delhi, Namely
  - a. Maharaja Agrasen hospital – 396 beds (1000 kg per day)
  - b. Action Balaji cancer hospital – more than 500 beds (2000 kg per day)
  - c. Primus Super speciality hospital – 120 beds (350 kg per day)

We are offering turnkey service including machinery, manpower, energy consumption, chemicals and complete maintenance. We are very experienced in this field and we can offer superior linen washing services with latest technology. Hence we propose following changes in the qualification criterion to be able to participate in the tender:

Further we would like to suggest amendments that **Joint Venture companies** shall be allowed to participate in bid because as per the PPP model most of the companies do not fulfil criteria of having required turnover and experience simultaneously because PPP model is not much established in Indian laundry segment that's the reason why most of the companies in India does not full fill such requirement. Or following financial qualification can be included as per railway norms:

**“Total contract amount received by the JV firm or the arithmetic sum of contractual amount received by all the members of JV firm during the last three financial**

**Tender Terms Prevail.**

**Qualification experience should be at least 3 Years.**

**Tender Terms Prevail.**

	<p>years and in the current financial year up to the date of opening of the tender, which should be minimum of 150% of the annual advertised tender value of the work."Refer from South East Central Railways Bilaspur Division, Financial criteria pg-8 ), where they have a clause of Joint Venture companies.</p>	
	<p><b>C. Additional suggested amendments</b></p> <ol style="list-style-type: none"> <li>1. Propose Barrier Laundry</li> <li>2. Propose Minimum Guarantee</li> <li>3. Price Variation Clause</li> <li>4. Responsibility of service provider</li> </ol> <p><b>C.1. Propose Barrier Laundry:</b> As per our discussion we like to highlight and focus on the Barrier laundry concept as Hygiene is the most important aspect in the laundry cycle management from the wards to the laundry.</p> <p>Hospitals and clinics have very strict hygiene regulations covering the handling and cleaning of linen, laundry, towels and staff clothing. This requires in-depth experience and special laundry solutions to guarantee safe, germ-free laundry and thereby protect patients.</p> <p>Therefore we would like offer you complete laundry and linen cycle management proposal for the same for the best possible laundry operations in cost efficient and profitable way with best possible Hygiene Control.</p> <p><b>Electrolux Professional Barrier Washers You Will Benefit From:</b></p> <ul style="list-style-type: none"> <li>○ Guaranteed hygiene – Electrolux Hygiene Watchdog (HW) ensures that any wash program performs to its end before it allows unloading on the clean side.</li> <li>○ Unprecedented ergonomics – Automatic inner drum door opening, lightest and largest doors on the market making it the safest and easiest machine to operate.</li> <li>○ Improved productivity – The barrier washer offers an extra cycle per day compared to equivalent machines on the market.</li> <li>○ Low operation costs – The optimized design of the machine drum reduces the dead volume and saves water at each step you run. Coupled with the Electrolux Efficient Dosing System, your barrier washer will also automatically</li> </ul>	<p><b>C 1. Tender terms prevail</b></p>

adjust the detergent quantity to the actual load inside, saving you detergent and money.

- Intelligent software the Certus Management® Information System (CMIS) allows for the highest level of control and traceability throughout the whole hygiene process.

### **C.2. Propose Minimum Guarantee**

In the tender there is nothing mentioned about the volume of linen to be washed per day since the vendor will be investing huge amount on plant and machinery and will be deploying fixed manpower, thus a minimum load should be guaranteed by the hospital to recover fixed expenses. Since the hospital is new and will take months to achieve occupancy and thus generating sufficient linen load for the operator to recover the expense. Thus we request that total capacity of washing to be installed shall be mentioned in the tender and a minimum off take shall be guaranteed up to 75% of the installed capacity for the fixed charges, so that the contractor is able to recover his fixed expense during the period when the occupancy of the hospital is low.

Therefore we would like to propose that HSCC/Safdarjung should provide us minimum guarantee of soiled laundry to be washed on per day basis. For e.g. 2.5kg aprox. of laundry/bed\*1300 beds=3250kg/day.

Further the same model is being adopted by Indian Railway for their boot laundry tenders. (**Refer from South East Central Railway Bilaspur Division pg-42**)

**C2. Minimum guarantee of soiled laundry will be 2500 kg/day.**

**GOVERNMENT OF INDIA INDIAN RAILWAY  
SOUTH EAST CENTRAL RAILWAY**

of statutory taxes and duties under law/act, the contractor shall

v. Any overwriting/correction have to be attested/countersigned and quoted in words shall be considered as final rate in case of any variation.

vi. A minimum workload of 75% of 4 tonnes capacity (basis) shall be the assured off take from the laundry volume shall be guaranteed, subject to penalties on performance. For shortfall in work load than assured on the average per kg rate as agreed in the contract percentage given in PV Clause. For workloads beyond shall be made on actual. Payment will not be given for on contractor's part. For determination of "failure to work"

Illustrative example for payment in case offered workload less than assured for a quarter:

- Minimum assured workload is 3 tonnes per day.
- Offered workload for the quarter is say 2.8 tonnes
- Shortfall is 0.2 tonnes per day (3 – 2.8 = 0.2).
- If the rate for washing one Kg Misc. linen items cost of weightage of various components as per PVC are

**C.3. Price Variation Clause:** bifurcation of the following items as per the contract percentage mentioned in (Reference given from Southern Railway Mechanical Department Part C, Special Condition of Contract; O. Price variation clause on pg-58

**Price Variation Clause**

**30.1 For linen washing**

The amount payable on account of Price variation shall be per the following method:

- (i) The amount paid during a quarter shall be divided as follows:
- L % Labour (this includes cost of labour for overheads)
  - M % Material (this includes cost of chemicals)
  - F % Fixed Component
  - S % Fuel (this includes cost of LDO / fuel for engine)
- (ii) For the purpose of applying price variation clause shall be taken as mentioned below:
- L % Labour – 19%
  - M % Material – 15%
  - F % Fixed Component – 42%
  - S % Fuel – 24%

**C.4. Responsibility of Service Provider**

It has been mention in the tender that the service provider shall be responsible for collection of dirty linen from the different user areas within Super specialty Block & Emergency Block at Safdarjung Hospital and delivery the cleaned linen after laundry service.

Here we would like to highlight that the men power required for doing this services is not sufficient as mentioned in ANNEXURE-V (MINIMUM SUGGESTED MANPOWER to be located at

**C3. Tender terms prevail for bifurcation of cost.**

Every next year cost of index may be added to its previous year's offered rate.

**C4. Minimum 8 boys for Emergency Block and 12 boys for SSB (Total -20 ward boys)**

	<p><b>Super Speciality Block &amp; Emergency Block at Safdarjung Hospital, New Delhi, pg-44) Ward Boy-8 for (Collection &amp; Distribution),</b> because as per the laundry experience it is not viable enough for 8 ward boys for collecting and distributing linen to 1300 beds in two separate hospitals, also with 8 trolleys, where as required trolley shall be more than 150.</p> <p>D.</p>	
	<ol style="list-style-type: none"> <li>1. <u>ESTIMATED COST</u>:- The tender does not bear the estimated cost of the work, normally all the tenders show departmental cost.</li> <li>2. <u>BID SECURITY</u>:-The bid security of Rs.25.70 lacs is too high. It should be within range of Rs.5 lacs.</li> <li>3. <u>QUALIFICATION</u>:- Since the size of the hospital is 1300 beds the minimum qualification criteria should be 600 beds+. As per the tender similar work means SITC( Supply, Installation, Testing and Commissioning) this should be amended to read either supply and installation or operation/providing the laundry services. This way the competition will be broader.</li> <li>4. <u>SOLVENCY CERTIFICATE</u>:-The value of Rs.6.76 Cr. is too high it should be Rs.1-1.5 Cr.</li> <li>5. <u>TIME FOR COMPLETION OF CONTRACT</u>:- Since the contractor will invest lot of money for equipment and other services, therefore the contract should be minimum for 10 years.</li> <li>6. <u>SERVICE TAX</u>:- It should be re-imbursed against the submission of proof of service tax paid to the Government.</li> <li>7. <u>PRICE VARIATION CLAUSE</u>:- The tender has no provision for escalation of price. There are standard formulas for the same.</li> <li>8. <u>PERFORMANCE SECURITY</u>:- 10% is too high. Other Government tenders like Railways &amp; Defence, it is never more than 5%. Further it should be payable on yearly basis.</li> <li>9. <u>ENERGIES</u>:- All the energies water, electricity and steam should be provided free of cost to the contractor.</li> <li>10. <u>JV</u>: Since the value of tender is too high it should be open for JV firms.</li> <li>11. <u>PRICE PAID</u>:- As per your tender Page No.72, 73 you have asked for monthly rates / as well as per kg rate. The rates for comparison can be given either per kg or per month, not both.</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Tender terms prevail.</b></li> <li>2. <b>Tender terms prevail.</b></li> <li>3. <b>Tender terms prevail.</b></li> <li>4. <b>Tender terms prevail.</b></li> <li>5. <b>Tender terms prevail.</b></li> <li>6. <b>Tender terms prevail.</b></li> <li>7. <b>Every next year cost of index may be added to its previous year's offered rate.</b></li> <li>8. <b>Tender terms prevail.</b></li> <li>9. <b>Tender terms prevail</b></li> <li>10. <b>Tender terms prevail.</b></li> <li>11. <b>Payment per kg of linen shall be made as per the payment terms of the</b></li> </ol>

	<p>12. <u>GUARANTEED LOAD</u>:- The tender does not indicate the minimum guaranteed load. This is must for proper costing of per KG load.</p> <p>13. <u>STANDARD COMPANIES SERVICE PROVIDER</u>:- The Companies which have some quality certification like ISO/ISI should be allowed to participate.</p> <p>14. <u>AVAILABILITY OF SERVICES</u>:- Tender is silent where the essential services like water and three phase Power will be provided in the laundry hall.</p> <p>15. <u>STEAM BOILERS</u>:-It is recommended to use non-IBR boiler to avoid complicated requirements and operation of IBR boiler.</p>	<p><b>tender document.</b></p> <p><b>12. Minimum Guaranteed load will be 2500 kg/day.</b></p> <p><b>13. Tender terms prevail.</b></p> <p><b>14. Water and power will be available at site but the contractor will have to pay for consumption as per tender document.</b></p> <p><b>15. Steam Boiler may be IBR. In case of Non-IBR Boiler is used, its capacity limit shall be as per the IBR guideline.</b></p>
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All other terms & conditions remain unchanged.

Chief General Manager, HSCC (I) Ltd.

For and behalf of Medical Superintendent, Safdarjung Hospital, New Delhi