

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	20-04-2026 13:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	20-04-2026 13:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Labour And Employment
विभाग का नाम/Department Name	Employees State Insurance Corporation
संगठन का नाम/Organisation Name	Employees State Insurance Corporation
कार्यालय का नाम/Office Name	Esic Super Speciality Hospital
वस्तु श्रेणी /Item Category	Laundry Service - Healthcare purpose
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	19 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	4
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	1940160.08
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	38803

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00

ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).

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(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Medical Superintendent

ESIC Super Speciality Hospital, Sanathnagar, Hyderabad-500038.

(Dr Shirishkumar G Chavan)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance

Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price

within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

6. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Bidder Annual Turnover should be greater than or equal to 30% of the bid valueAverage turnover of 19 lakhs per year in the last three years

Minimum X years (up to 3 years) of experience in Healthcare Laundry service:The bidder shall have at least 3 (three) years experience of providing laundry services to 150 or more bedded hospital and documentary evidence shall be uploaded in support thereof

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

- order of 80% value/
- 2 orders each of 50% value/
- 3 orders each of 40% value of bid in last 3 yrs

Geographic Presence in states:Telangana (Hyderabad)

Scope of work:[1775456184.pdf](#)

Laundry Service - Healthcare Purpose (11886)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Laundry service	Pick up & Drop Service

विवरण/ Specification	मूल्य/ Values
Type of Laundry Solution	Wet Cleaning
Cycle	Daily
Frequency	1
Unit of Laundry Service	Number
Quantity Range	Not applicable
Size	Large
Select Bed Capacity of the Hospital	101 to 250
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Weight in Kg per month / Number of Pieces per month	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	11886	<ul style="list-style-type: none"> Number of months within contract period : 12

Laundry Service - Healthcare Purpose (3301)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Laundry service	Pick up & Drop Service
Type of Laundry Solution	Wet Cleaning
Cycle	Daily
Frequency	1

विवरण/ Specification	मूल्य/ Values
Unit of Laundry Service	Number
Quantity Range	Not applicable
Size	Small
Select Bed Capacity of the Hospital	101 to 250
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Weight in Kg per month / Number of Pieces per month	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	3301	<ul style="list-style-type: none"> Number of months within contract period : 12

Laundry Service - Healthcare Purpose (430)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Laundry service	Pick up & Drop Service
Type of Laundry Solution	Wet Cleaning
Cycle	Daily
Frequency	1
Unit of Laundry Service	Number
Quantity Range	Not applicable
Size	Large

विवरण/ Specification	मूल्य/ Values
Select Bed Capacity of the Hospital	101 to 250
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Weight in Kg per month / Number of Pieces per month	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	430	<ul style="list-style-type: none"> Number of months within contract period : 12

Laundry Service - Healthcare Purpose (1733)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Laundry service	Pick up & Drop Service
Type of Laundry Solution	Wet Cleaning
Cycle	Daily
Frequency	1
Unit of Laundry Service	Number
Quantity Range	Not applicable
Size	Medium
Select Bed Capacity of the Hospital	101 to 250
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Weight in Kg per month / Number of Pieces per month	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	1733	<ul style="list-style-type: none">Number of months within contract period : 12

Laundry Service - Healthcare Purpose (2268)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Laundry service	Pick up & Drop Service
Type of Laundry Solution	Wet Cleaning
Cycle	Daily
Frequency	1
Unit of Laundry Service	Number
Quantity Range	Not applicable
Size	Large
Select Bed Capacity of the Hospital	101 to 250
एडऑन /Addons	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Weight in Kg per month / Number of Pieces per month	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	2268	<ul style="list-style-type: none">Number of months within contract period : 12

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. Service & Support

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

4. Service & Support

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

5. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

ESIC SAVINGS FUND ACCOUNT NO:1
payable at
HYDERABAD

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to

ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

6. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

ESIC SAVINGS FUND ACCOUNT NO:1
payable at
HYDERABAD

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

7. **Certificates**

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

8. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Scope of Services

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1. Tenderer should have mechanical washing and drying facilities. The Dean or his representative(s) may visit the premises of the tenderer before award of contract to ensure that required washing facilities are available.
2. The contractor is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified in the tender document. The contractor shall not sublet, transfer or assign the contract or any part thereof without the written permission of the Dean/competent authority. In the event of the contractor contravening this condition, Dean/competent authority shall be entitled to place the contract elsewhere on the contractor's account at his risk and the contractor shall be liable for any loss or damage, which the Hospital, may sustain in consequence or arising out of such replacing of the contract.
3. The tenderer shall be required to collect the used linen everyday from each ward/ Department/ Operation Theatres or such places in the hospital, and such times as may be advised to him from time to time.
4. The linen after being **washed, dried and ironed** shall have to be delivered back to the respective units from where they were collected, within three days in case of linen belonging to wards/departments at such intervals that may be prescribed to him, and in case of linen belonging to the Operation Theatre, Casualty etc, the same shall have to be delivered back as fast as possible, but not later than one day.
5. The tenderer / agency shall use highest grade of washing materials, reagent, disinfectants, colouring agents, whitening agents, etc. for maintaining proper washing durability of the linen and attaining adequate disinfection.
6. Woolen items and blankets shall essentially be dry washed and any other items requiring special treatments due to the nature of fabric shall have to be treated accordingly.
7. If any item / linen is delivered damaged / deteriorated / torn after being handled / washed / dried / treated / ironed by the contractor, the same shall be rejected by the competent authority of the hospital. In such cases the contractor shall have to replace the items with fresh ones of the same quality or pay the price of such items at the relevant market price and the decision in this regard shall be final and binding.
8. The Contractor shall be liable to wash/ dry / iron, etc. newer linen / newer types of linen which may be introduced in the hospital, time to time, on comparable terms and conditions.
9. If the contractor fails to deliver the Washed linen within the period prescribed for such delivery in the contract, the Dean may without prejudice to his right to recover damages for breach of the contract, be entitled at his option.

- a. To recover from the contractor as agreed liquidated damages, and not by way of penalty a sum equivalent to Rs 10/- per each item of linen for each day of delay by the contractor, or
- b. To get the linen washed elsewhere, without notice to the contractor, on his account and at the risk of the contractor, or
- c. To purchase the linen from the market without notice to the contractor at his expense to be recovered from his monthly bills/ performance security.

10. Based on the requirement of last 12 months, following is the likely requirement of washing of linen required under this bid. It may be noted that the quantity shown below can be increased or decreased to any extent depending upon the actual requirement at the discretion of the Hospital. The Hospital does not undertake to provide that much quantities of linen for laundry.

	Bed Sheets	Pillow covers	Blankets	Towels	Gowns
Monthly Average	11886	3301	430	1733	2268

11. Rates:

- a. The rates mentioned should be inclusive of freight charges, packing charges etc. Price Quoted should be for the supply at Hospital store, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad. No transportation charges will be paid by the Hospital.
- b. The rates quoted should not be higher than those quoted in any other organization/institution.

12. In case the contractor fails to commence the contract by the date mentioned in the work order, the performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.

13. The monthly GST for this site has to be paid separately and shall have to be submitted along with the bill.

Other terms and conditions:

1. Eligibility:

- a) The bidder shall have at least 3 (three) years experience of providing laundry services to 150 or more bedded hospital and documentary evidence shall be submitted in support thereof along with the tender document.
- b) The bidder should have laundry unit in the cities of Hyderabad / Secunderabad.
- c) The bidder should have average annual turnover of at least Rs 19 lakhs
- d) The Bidder must have executed at least
 - One single order of 80% value of the Bid (i.e., Rs 15,52,128/-)
 - (or) Two orders each of 50% value of the Bid (i.e., Rs 9,70,080/-)
 - (or) Three orders each of 40% value of the Bid (i.e., Rs 7,76,064/-)
 for **laundry service(s)** in last **three** years (i.e., financial years 2023-24, 2024-25 & 2025-26) to any Central / State Govt Organization / PSU.

2. The bidder shall upload the following documents

1. EMD (Rs. 38,803/-) (If claiming exemption please upload necessary certificates/supporting documents)
2. Document showing minimum Average Annual Turnover of Rs 19 lakhs during the last three years Financial Year 2022-23 (Assessment year 2023-24), Financial Year 2023-24 (Assessment year 2024-25) & Financial Year 2024-25 (Assessment year 2025-26)
3. Document showing atleast three years experience of providing laundry services to 150 or more bedded hospital
4. Check list along with Proforma A (given below)
5. Labour Registration certificate valid in Telangana
6. Declaration regarding non-blacklisting
7. GST Registration Certificate
8. Documentary evidence regarding Laundry Unit located at Hyderabad/Secunderabad.
9. Documentary evidence in compliance with the following clause:
 The Bidder must have executed at least
 One single order of 80% value of the Bid (i.e., Rs 15,52,128/-) (or)
 Two orders each of 50% value of the Bid (i.e., Rs 9,70,080/-) (or)
 Three orders each of 40% value of the Bid (i.e., Rs 7,76,064/-) for laundry service (s) in last **three** years (ie., financial years 2023-24, 2024-25 & 2025-26) to any Hospital of Central / State Govt Organization / PSU
10. Escalation Matrix of Telephone Numbers for Service Support.

Proforma A

Name of the Hospital for which Laundry services were provided	Address of the Hospital where Laundry Services were provided	Bed Strength of the Hospital	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only one or two or three completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

3. Performance security: The successful bidder has to deposit 3% of the total quoted value (annual value) as the performance security with Medical Superintendent in the form of demand draft, in favour of E.S.I Savings Fund Account No.1 payable at Hyderabad or Bank Guarantee which will be released after successful completion of contract.

Whenever any claim for the payment of a sum of money arises out of or under this contract against the contractor, the Hospital shall be entitled to recover such sum by appropriating, in part or whole the security/earnest money deposited by the contractor, when the balance or the total sum to be recoverable, as the case may be shall be deducted from any sum then due or which at any time thereafter may become due to recoverable under this or any other contract with the purchaser. Should this sum not be sufficient to cover the full amount recoverable, the contractor shall pay to the purchaser on demand the remaining balance due.

4. The contract / tender, if awarded, shall be valid initially for one year from the date of award of Contract subject to continuous satisfactory performance and on failure on this aspect by the contractor, the Competent Authority will reserve the right to terminate the contract. The period of the contract can be extended for further period up to 12 months at the discretion of the Competent Authority.

5. In the event of any violation of laws, rules, statutory provisions by the contractor, this will amount to breach of contract and in such case, the hospital will have the right for terminating the contract, forthwith,

without giving any notice or assigning any reason.

6. The contractor shall be required to submit his bill in triplicate month-wise by 7th of the subsequent month for further action and payment shall be released as per the terms & conditions, less deduction at source of Income tax at prevailing rates and GST, if applicable. The bills shall have to be submitted with the certificate of completion of job issued by the Sister / In Charge / unit I/C of various wards / units.

7. The following penalties as per the GeM SLA shall be part of the contract

Sr. No.	Description	Penalty for Breach		
		1st Instance	2nd Instance	3rd Instance
1	Late collection / picking up of soiled linen/cloths and other laundry items etc. i.e. not as per the schedule decided by the buyer.	1% of the billed amount	3% of the billed amount	5% of the billed amount
2	Late delivery/handover of the washed/ cleaned linen/cloths and other laundry items etc.	1% of the billed amount	3% of the billed amount	5% of the billed amount
3	Washing, ironing, finishing etc. not done properly	Re-doing of work without any additional payment	2% of billed Amount and Re-doing of work without any additional payment	5% of billed Amount and Re-doing of work without any additional payment
4	Damage or theft/loss/shortfall of the linen/cloths etc.	Penalty equivalent to the cost of the damage/ theft/ lost article on first instance	Double the cost of the articles on second instance	Termination of contract
5	Use of sub-standard chemicals/ detergents	2% of the billed amount	5% of the billed amount	Termination of contract.
6	Mixing of linen/cloths and other laundry items	1% of the billed amount	2% of the billed amount	3% of the billed amount
7	Use of Uncleaned Trolley	0.5% of the billed amount	1% of the billed amount	2% of the billed amount
8	Misuse of resources	1% of the billed amount	2% of the billed amount	3% of the billed amount
9	Wrong packaging improper packaging	1% of the billed amount	2% of the billed amount	3% of the billed amount
10	In case of repeated breach of SLAs beyond 3 instances in the entire contractual period	Termination of contract		
11	In case of subcontracting or outsourcing of the contract, in part or whole.	Termination of contract		

8. CHECK LIST

The following check list (to be filled) along with Proforma have to be submitted (uploaded on GeM) by the bidders along with other documents. Non-submission of check list may lead to disqualification

Description	To be submitted	Please mention on the submitted document
EMD (Rs 38,803/-) (If claiming exemption please upload necessary certificates/supporting documents)	Demand Draft /Bank Guarantee or exemption certificate	

Minimum Average Annual Turnover of the bidder (F or 3 Years) (Rs 19 lakhs) Financial Year 2022-23 (Assessment year 2023-24) Financial Year 2023-24 (Assessment year 2024-25) Financial Year 2024-25 (Assessment year 2025-26)	Audited profit & loss a/c or CA certificate	
Past experience (atleast 3 years as on 31.03.2026)	Proforma A	
Executed contracts (completed) One single order of 80% value of the Bid (i.e., Rs 15,52,128/-) (or) Two orders each of 50% value of the Bid (i.e., Rs 9,70,080/-) (or) Three orders each of 40% value of the Bid (i.e., Rs 7,76,064/-) (please upload work orders and completion certificates along with proforma A)	Proforma A	
Labour Registration certificate valid in Telangana	Labour Registration Certificate issued by Government of Telangana	
GST Registration Certificate	GST Registration Certificate	
Declaration regarding non-blacklisting	Self Declaration on letterhead	
Documentary evidence regarding location of Laundry Unit at Hyderabad/Secunderabad.	Lease/rent agreement or any other Government documents showing the address OR Undertaking	
Escalation Matrix of Telephone Numbers for Service Support.	Escalation Matrix	

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.

6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

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

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---