TENDER DOCUMENT
FOR
LAUNDRY SERVICES AT VKNRL HOSPITAL

(Tender No.: VKNRL/ADM/TR/16/06)
(Total no. of pages against the tender = 20 pages)

PREPARED & ISSUED BY
VKNRL HOSPITAL, NUMALIGARH
LETTER INVITING TENDER

To, M/s

Date:

Subject: Bid document for “LAUNDRY SERVICE AT VKNRL HOSPITAL”
(Tender No.: VKNRL/ADM/TR/16/06)

Dear Sir,

Sealed offer in single bid is invited by Vivekananda Kendra NRL Hospital for the work as detailed below:

1. **Name of the work**: “Laundry Services at VKNRL Hospital”

2. **Earnest Money Deposit**: Rs. 7000/- (Rupees Seven Thousand Only)

The EMD amount as indicated should be accompanied with the offer.

3. **Contract Period**: Please refer Para--4 of Special Terms & Conditions for details.

4. **Submission period**:
   (Last date & time for submission of bid)
   29.11.2016 to 06.12.2016 (excluding Sunday) from 0800 hours to 1600 hours.

5. **Date & Time of Lottery and opening of Bid**: On 12.12.2016, 1030 hours after the lottery.

6. **Place of submission of Bid**:
   Administrative office
   VK NRL Hospital, NRL Township,
   Numaligarh
   Dist: Golaghat
   **Assam – 785699.**

7. **Date of Pre bid meeting**: [A pre-bid meeting open to all prospective bidders will be held on 21.12.2016 (Monday) at 1500 hours (as per Bidding Schedule), in the Conference Room, VKNRL Hospital wherein the prospective bidders will have an opportunity to obtain clarifications regarding work and tender conditions.]
8. **BIDDER’S QUALIFYING REQUIREMENT:**

a) Bidders must have permanent address within Golaghat district.

   **Any one of the following documents** shall be submitted along with the tender document as Proof of permanent address in Golaghat district:

   i) PRC (permanent residence certificate)
   ii) Ration Card
   iii) Driving License
   iv) Voter’s I-card
   v) Electricity Bill (in own name).

b) **Experience of similar works (laundry services) in Industry environment / Guest House / Hospital / Semi Govt. organisation for at least two years (Authenticated Documentary evidence must be submitted along with the contract document).**

c) **Bidders must submit the following along with tender:**

   i) Signed (self) Copy of PAN card.
   ii) Service tax declaration format (Declaration for Exemption/ Non-Exemption of Service Tax) as per the Format attached in the tender document.
   iii) Annual turnover should be not less than Rs. 2,20,000/- (Rs. Two lacs twenty thousand only) for minimum last two years ending on 31-03-2016 supported by audited balance sheet.

d) **The bidders must accept VKNRL Hospital rates and all other terms & conditions as per tender document.** Bidders have to confirm the “Acceptance of Rates & Terms & Conditions” as per the Format attached in the tender document.

9. **Submission of Offer**

   The envelope containing Tender Documents along with the EMD and all other enclosures /supporting documents should be enclosed in a single envelope, duly supercribed with the following details-

   (i) **Quotation for the job “Laundry Services” at VKNRL Hospital**
   (Tender No. VKNRL/ADM/TR/16/06)

   Tender with 6 months validity under sealed cover as stated above will be received at the Drop Box kept in front of Administrative Office, VK NRL Hospital till the time and date mentioned in Para 4 above. If the last date of receipt of tender falls on a non-working day, the last date will be the next working day at the aforesaid time. Bidders may submit their offers on or before the last date & time of bid receipt by **ordinary post, courier service, speed-post etc. or by hand.** However, VK NRL Hospital takes no responsibility of late receipt of offers and the offers received late will not be taken into consideration.

10. **The Bid shall contain the following:**

   - Tender document duly signed & stamped on each page.
   - Bidder’s techno-commercial offer and all other details as per requirement of tender document.
   - Earnest Money Deposit.
   - No Correction Fluid should be used while filling up the tender document.
   - Power of attorney, in case an authorized representative has signed the tender.
- Income Tax clearance certificate and Sales Tax in original or true copies duly attested by Gazetted Officer must accompany the tender. The ITCC should be in the name of the firm / individual quoting for the work.
- Bidder shall submit a copy of PAN card under the Income Tax Act.
- Self attested copy of Valid Registration No. of the Agency/Firm/Company;
- Self declaration to abide by the Contract Labour (Abolition) Act 1970.
- Self attested copy of valid Provident Fund Registration Number (Form V – A).
- Self attested copy of valid ESI Registration Number (Form C 11).
- Copy of permanent resident certificate (PRC) issued by DC or SDO.
- The bidders must accept VKNRLH rates and all other terms & conditions as per tender document.

11. **The following Bids shall be Disqualified for Award:**

- Address proof not submitted.
- Bank passbook submitted as address proof.
- Court Affidavit submitted as address proof.
- Address proof documents not attested by a gazetted officer.
- Address outside Golaghat district.
- EMD not submitted.
- Copy of PAN card not submitted.
- PF Registration number proof if not available.
- ESI Registration number proof if not available.
- Declaration for Exemption/ Non-Exemption of Service Tax not submitted.
- Acceptance of Rates & Terms & Conditions not submitted.
- All pages of Tender document not submitted.
- All pages of Tender document not signed on each page.
- Experience certificate not provided.

12. **Earnest Money:**

A] Offer should be submitted along with Earnest Money Deposit of appropriate values as indicated in para-2 of this Letter Inviting Tender in the form of Demand Draft of any Scheduled Bank in favor of “Vivekananda Kendra NRL Hospital” payable at State Bank of India, Numaligarh Refinery Complex (Branch Code – 5377). **Tender without EMD will be rejected.** Refund of earnest money deposit to unsuccessful Bidder’s shall be made within 30 days from the date of finalization of Tender without any interest. Bidders are requested to collect their EMD from the hospital.

B] **2.5% of monthly contract value plus 10% of the 1st running bill amount will be deducted as initial security deposit.** From subsequent running bill 10% of bill amount will be deducted for the period of one (01) year and will be kept as security deposit along with above mentioned initial security deposit plus submitted EMD value. Security Deposit will be released (without interest) after completion of the job subject to clearance of all liabilities.

13. **Scope of work and Supply :**

Please refer Para-3 of special terms and conditions.
14. **Rate:**
Rate should be in line with the enclosed SOR (Annexure-II)

15. **Security deposit:**
Please refer Para-12-[B] of LIT.

16. **Measurement of work:**
The establishment cost will be paid to the contractor monthly against certification of the Officer-in-Charge.

17. **Terms of payment:**
100% payment shall be made against monthly submitted correct bills within seven (07) days from the date of submission subject to certification of bills. The above payments are subject to deductions towards Security Deposit, Income tax, and other recoveries as applicable as per terms of contract.

18. **Price, Taxes, Duties:**
Without prejudice to stipulations in General Conditions of Contract, the SOR rates are firm rates inclusive of all taxes, duties, sales tax on works contract and other levies on which no variation will be allowed. SERVICE TAX IF APPLICABLE WILL BE REIMBURSED TO THE CONTRACTOR AS PER THE SERVICE TAX ACT ON FURNISHING OF RELEVANT DOCUMENTS / INVOICES.

20. **Other terms and conditions:**

A] Employees and their dependants of VK-NRL Hospital, NRL or any other Public Sector Undertaking, State Govt. and Central Govt. are not eligible to bid the Tender.

B] Transfer of tender documents issued to one agency to another is not permissible. Further, tender containing uncalled for remarks or any additional conditions are liable to be rejected.

C] The management of VKNRL Hospital reserves the right to reject any or all the tenders received without assigning any reason thereof.

D] Medical Director VKNRL Hospital, shall be the Officer-in-charge of the work and the contractor will have to abide by the instructions of Officer-in-charge as given from time to time.

E] Tenderers will fill up all the annexure attached to this Detailed Tender Notice clearly and sign every page of Tender Notice before submission of the tender. Tender in which any of the required particulars and prescribed Information are missing or are incomplete, are liable to be rejected.

F] One authorized representative of the bidder/contractor/agencies, may remain present during the tender opening date, time and venue.

G] Contract will be awarded on the basis of Lottery and time and venue of the lottery will be intimated accordingly.

H] Variation in the value of the work will not vitiate the tender agreement.

I] No mobilisation advance will be paid to the contractor for execution of the work.

J] In case any of the document/information(s) furnished by a vendor are found to be false/forged, such vendor will be kept in holiday list apart from other penal actions as deemed fit by VK NRL Hospital.
K] The contractor will not engage minor workers / staff below 18 (eighteen) years and not above 55 years of age under any circumstances.

L]. When there is a difference between the rates in figures and words tender document submitted by the tenderer will be rejected.

M]. The contractor will have to abide by the existing laws applicable to contract works and co-operate with other contractors working VKNRL Hospital and will not cause hindrance to other works.

N]. The contractor shall observe all labour & other statutory rules & regulations in force. In case of any violation of such laws, rules and regulation, consequences if any including the cost there to shall be exclusively borne by the contractor and the hospital should have no liability whatsoever on this account.

O]. No escalation of contract value in any form whatsoever will be entertained during the contract period unless it is approved by the competent authority.

P]. The workers provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, etc. The list of staff going to be deployed shall be made available to the Hospital and if any change is required on part of the Hospital fresh list of staff shall be made available by the agency after each and every change.

Q]. The contractor is (if require) to obtain labour licence under Contract Labour (R&A) Act. 1970 & PF registration number on awarding the contract. The present rate of PF is 13.61%.

R] Contractor shall pay their entitled wages on or before 7th of the subsequent month. It shall not be linked to the payment of the monthly bill. As per mandatory guidelines from Ministry of Labour & Employment, Govt. of India, contractors’ have to pay the salary / wages of all employees even if they are working for one day through the bank account of the employees using bulk NEFT / Core Banking upload facility so that the payment to each and every employee can be accounted for.

S] Cent percent enrollment of workers engaged by the contractor under EPF.

20. COST OF BIDDING

The bidders shall bear all the costs associated with the preparation and submission of their bid. The Institute in no case will be responsible or be liable for these costs regardless of conduct or outcome of the bidding process.

Medical Director
VK NRL Hospital
SPECIAL TERMS & CONDITIONS OF CONTRACT

Name of Work : “Laundry Services at VK NRL Hospital”

Tender No. : VKNRL/ADM/TR/16/06

Name of Bidder:

1.0 General Definitions :

1.1. "OWNER" means the Vivekananda Kendra Numaligarh Refinery Limited Hospital.

1.2. "OFFICER-IN-CHARGE" means Medical Director, VKNRL Hospital or an official authorized by VKNRL Hospital.

1.3 Contractor means successful bidder/ tenderer / or his representative duly authorized by power of attorney for Laundry Services.

2.0 Location:

2.1 Laundry Services to be provided at VKNRL Hospital, NRL Township.

3.0 Scope of Work:

3.1.1 The work involves providing Laundry Services with clean, uniformed and well-mannered workers.

3.1.2 The contractor is responsible for providing cleaned & pressed linen to the originating department / place of hospital. Washing detergent / reagent will be supplied by the hospital.

3.1.3 Collecting the soiled linen from various locations in the hospital through indents by the originating location / department on daily basis as per requirement of the hospital.

3.1.4 Washing, dry-cleaning & pressing of the linen by mechanical unit and Manually in case of break down / maintenance work of available mechanical unit.

3.1.5 Delivery of the linen within 24 hours at various locations in the hospital from where the indent has been given.

3.1.6 Transportation / carrying of this linen from one location to another within the hospital are contractors responsibility.

3.1.7 Damage of linen by the hospital has to be stretched by the contractor. Charges for such work will be reimbursed at actual.

3.1.8 Any damages / loss of the linen by the contractor will be deducted from the monthly bill at actual cost.

3.1.9 Contractor should maintain records of receipt and delivery of linens and indents.

3.1.10 Protective clothing like apron, shoes and gloves to be provided and it is mandatory to wear these during working hours. The workers should also be provided with uniform i.e. Navy Blue Overall.
3.1.11 The contractors should except the rates of the items in the SOR, i.e. establishment cost which cover the wages of workers to be engaged in the contract including cleaning of uniforms of workers.

3.1.12 This is a contract where in the contractor shall provide the workers (skilled / unskilled) require to carry out the laundry services as per the instructions of Hospital authorities. **Rental @ Rs. 500/- per month for the infrastructure & facilities provided will be deducted from the Contractor’s bill.**

3.1.13 Workers engaged shall be the employees of the Contractor and all statutory obligations like ESI Scheme PF rules etc. should be strictly followed by the respective contractor.

3.1.14 For the workers not covered under ESI Scheme, alternate provisions like workmen compensation act or other act may be applied as per guide lines of Hospital authority.

3.1.15 The list of staff going to be deployed shall be made available to the Hospital and if any change is required on part of the Hospital, fresh list of staff shall be made available by the contractor after each and every change.

3.1.16 For EPF compliance, activation of UAN for individual workers and registration of digital signature of contractor is mandatory. Contractors will be bound by all contemporary developments and rules framed by the statutory authorities

3.1.17 The Contractor will maintain an attendance register in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of VKNRL Management and also by other appropriate authority

3.1.18 The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the Hospital and other supporting documents such as ESI deposit challans, PF deposit challans, payment sheet etc.. No other claims on whatever account shall be entertained by the Hospital. The Contractor will ensure that workers engaged by him must receive their entitled wages on time.

3.1.19 In case of any damage of any movable or immovable properties of the hospital by any workers or anybody associated or related to them the entire cost of such damages shall be recovered from the contractor by deducting from contractual money or otherwise.

3.1.20 Contractor will deploy adequate resources as directed by the Officer in-Charge towards satisfactory services.

3.1.21 The contractor should strictly monitor the services provided by his workers and should provide the intimation regarding the progress of job to the hospital management from time to time. The Contractor must be present during the grand round of Hospital; failing which the Hospital reserves the right to impose penalty on the contractor.

3.1.22 The contractor will solely responsible for the discipline, behaviour and conduct of his employees engaged in the aforementioned jobs.

3.1.23 The contractor should provide his Contact number (mobile telephone) to the Hospital Authority and should keep the mobile on round the clock.
3.1.24 The contractor shall be responsible for boarding and lodging of workers / staff engaged by him and no responsibility shall be to the hospital. In case any of contractor’s personnel(s) deployed under the contract is (are) absent and unable to provide suitable substitute in time and violation of aforementioned terms and conditions a penalty of Rs. 1000/- shall be deducted from the contractor’s monthly bills. **Accordingly explanation letter will be issued to the respective contractor. The respective contract will automatically cancelled if such incidence happened for third time consecutively.**

3.1.25 The Hospital Management reserves the right to increase or decrease the manpower as per requirement of the hospital

3.1.26 The contractor should have the weighing scale (kg) as per ISI standard for the purpose of measuring the solid linen.

3.1.27 **Contractors to submit monthly workers payment bill on or before 2nd of every month within 10 am. Contractor shall pay their entitled wages on or before 7th of the subsequent month. It shall not be linked to the payment of the monthly bill.**

3.1.28 No extra payment bill will be entertained to carry out the services during weekly off days, leave & other holidays as SOR has been prepared inclusive of all weekly off days, leave & other holidays.

### 4.0 Period of Contract:

4.1 Initially the contract will be awarded for a period of one (01) year with a provision for further extension of another two years subject to satisfactory services and recommendation by Medical Director / Medical Superintendent.

If necessary, the hospital authority may, at its discretion, terminate the contract within the contractual period serving at least 15 days notice.

In case of failure by the contractor to fulfill any of the contractual obligation, the hospital authority reserves the right to rescind the contract without notice in which case the Security Deposit shall be forfeited and such a decision shall be absolutely at the discretion of the hospital authority.

4.2 In the event of the hospital authority feeling it, expedient that the Laundry Service of the hospital provided by the contractor is no longer required, the contract in this respect can be rescind at the discretion of the owner/office-in-charge with 15 days notice to the contractor. Likewise, the contractor can also withdraw his services covered under the contract by giving one month notice to the hospital authority. In case of any conflicting views, decision of the owner and/or officer-in-charge shall be final and binding.

### 5.0 Security Deposit:

5.1 Para 12-B of LIT.

5.2 Whenever if any claim against the contractor for payment of a sum arises out of or under the contract the hospital shall be entitled to recover such sum by appropriating in part or whole of the security deposit of the contractor or from the bills claimed for payment. The contractor shall pay on demand any balance remaining due to the hospital.
6.0 Taxes & duties:

6.1 Income Tax as applicable under rule will be deducted at source from the monthly bill claimed by the contractor. A certificate to this effect shall be issued to the contractor if and when required.

6.2 Taxes & duties as applicable from time to time as per the Govt. Regulations should be binding on the contractor.

7.0 Timing:

7.1 Laundry Services should be provided in general shift only i.e. from 8-00 hrs. to 17-00 hrs. with 01 hour lunch break (includes Sundays & Holidays if require) However, Hospital Authority may change the timing of work & will intimate the contractor accordingly. All emergencies to be attended.

8.0 Taxes / Insurance etc.

8.1 All taxes and insurance as per Laws and Rules in force or to be levied in future during the contractual period in respect of services shall have to be entirely borne by the contractor.

9.0 Staff for providing services:

9.1 At present 01 no. skilled workers & 02 nos. of unskilled workers to be deployed.

9.2 iv) No extra payment bill will be entertained to carry out the services during weekly off days, leave & other holidays as SOR has been prepared inclusive of all weekly off days, leave & other holidays.

9.3 The contractor shall be responsible for the proper behavior of the staff and shall exercise absolute control over them. The staff should always be properly dressed (as prescribed) and maintain punctuality & cleanliness at all times. The personnel engaged should have and maintain good health condition. They should be well mannered and should be cordial in dealing with the Staff/Patients/Attendants. Such a worker, if found in-disciplined or not well-behaved or not performing as per owner's requirement, must be removed from the services, failing which it will be construed as violation of terms of contract. The VKNRL Hospital will not have any liability, whatsoever due to their retrenchment.

9.4 The contractor shall ensure declaration under “Good conduct undertaking” by their workers.

9.5 The contractor shall keep the VKNRL Hospital indemnified against all personnel and other claim whatsoever arising out of any act or omission etc. on the part of the driver/contractor.

9.6 The Contractor will maintain an attendance register, duty roster in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of VKNRL Management and also by other appropriate authority.

9.7 All liabilities arising out of accident or death while on duty shall be borne by the contractor.
9.8 Contractor shall pay his / her workers’ entitled wages on or before 7th of the subsequent month. It shall not be linked to the payment of the monthly bill. As per mandatory guidelines from Ministry of Labour & Employment, Govt. of India, contractors’ have to pay the salary / wages of all employees even if they are working for one day through the bank account of the employees using bulk NEFT / Core Banking upload facility so that the payment to each and every employee can be accounted for.

9.9 In order to ensure that such workers get their entitled wages on the last working day on or before 7th of the subsequent month and for which the service provider will not be given any relaxation. Contractors to submit monthly workers payment bill on or before 2nd of every month within 10 am.

9.10 While submitting bill for a month, the services provider must fill a certificate certifying the following:

(i) Wage Sheet of the previous month enclosed.
(ii) ESI Contribution relating to workers amounting to Rs.__________ was deposited on (date) (copy of the challan enclosed).
(iii) EPF contribution relating to workers amounting to Rs.__________ was deposited on (date) (copy of the challan enclosed).
(iv) The service provider should submit the bill in accordance with the above time schedule. In case, he fails to submit the bill on or before 10th of the month, even then he has to make the payment to the workers on the last working day.
(v) Before releasing the MONTHLY BILLS, ESI & EPF deposits of the previous month will be verified from the respective websites.

9.11 The personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, etc. The list of staff going to be deployed shall be made available to the Hospital and if any change is required on part of the Hospital, fresh list of staff shall be made available by the contractor after each and every change.

9.12 The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the Hospital and other supporting documents such as ESI deposit challans, PF deposit challans, payment sheet etc. No other claims on whatever account shall be entertained by the Hospital. The Contractor will ensure that workers engaged by him must receive their entitled wages on time.

9.13 The contractor must deposit entitled amount of ESI & PF regularly, otherwise hospital authority will bound to take necessary steps.

9.14 In case any treatment is required for the staff engaged, first aid / preliminary treatment will be given here and then he / she will be referred to ESI hospital for further and definitive treatment.

9.15 The eight hours shift will normally commence for General Shift from 0800 hrs to 1700 hrs with one hour lunch break in-between.

9.16 The Hospital shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the VKNRL Management.

9.17 Contractor will have to ensure uninterrupted services in all circumstances failing which the Hospital reserves the right to impose penalty @ Rs . 1000/- (Rs. One thousand) only per occasion. Accordingly explanation letter will be issued to the respective contractor. The respective contract will automatically get cancelled if such incidence happened for third time consecutively.
10.0 PAYMENT OF BILL:
Contractor shall submit bills in duplicate to the Officer-in-Charge every month within 2nd day of the month along with the attendance sheet and other relevant documents in support of the claims in the bill.

11.0 The owner/officer-in-charge shall be at liberty to withhold any payment of bill or security deposit or EMD to realise any amount due from the successful bidder(s) either by way of penalty or any other manner whatsoever.

12.0 In case of any dispute regarding the interpretation and application of any of the conditions of Contract and work order, tender document, the decision of the Tender Committee of VKNRL Hospital shall be final and binding on all concerned.

13.0 UNIFORM:
All personnel engaged by the contractor invariably shall have to wear neat and clean uniform as prescribed by the company while on duty and also put nametag on the uniform for identification. Protective clothing like apron, shoes and gloves to be provided and it is mandatory to wear these during working hours. The workers should also be provided with uniform i.e. Navy Blue Overall.

The Contractor has to issue photo identity cards and provisions to be made in the ID Card to incorporate the PF Account number as it is a mandatory requirement as per GOI notification.

14.0 PROCEDURE FOR SELECTION OF CONTRACTORS: Following steps shall be followed for award of contract:

a) Tender documents can be downloaded from the VKNRL Hospital web site www.vknrlh.co.in

b) Rates of monthly charge shall be provided in the tender document.

c) Tender document duly signed on each page by the bidder as token of acceptance of rates, terms & conditions, requisite EMD, PAN No., PF No., ESI No., PRC etc., all enclosed in a sealed envelope as stated in para-9 of letter inviting tender.

d) Offers shall be received till 1600 hours of last Date of Submission of offer.

e) All offers accepting tendered rates, terms & conditions as directed by VK NRL Hospital, without any deviation and accompanied by requisite amount of EMD shall be considered for further evaluation.

f) Work order shall be issued to lucky winner among the qualified agencies.

g) All bids have to be dropped in the Drop Box kept in front of the Admn. office, VKNRL Hospital, NRL Township from 29.11.2016 to 06.12.2016 in between 0800 hrs to 1600 hrs.

h) All bidders must be present at the venue of the lottery.

i) Waiting list for the contract services consisting of three (03) nos. of bidders/contractors/ agencies shall be created by lottery to meet any future requirement.

j) The bid document of the three (03) shortlisted bidder through lottery will be opened in front of all, and necessary will be checked. If all documents are found to be in order then the bidder will be declared as winner and in case the bid is unfulfilled as regards to tender qualifying criteria mentioned in paragraph 08 of Letter Inviting Tender then it will be cancelled and the documents for the next shortlisted bidder will be considered. In case, all the three (03) shortlisted bidders are disqualified, then re-lottery will be done.
k) The documents of the other two eligible shortlisted bidders will be retained by the hospital for future requirement if any.

l) **The unqualified bidders may take back their earnest money deposited in the form of Demand Draft after the lottery within the next one month from the Administrative Office, VKNRL Hospital, NRL Township, Numaligarh in between 0800 hrs – 1300 hrs and from 1400 hrs to 1600 hrs.**

m) The list of successful agencies in sequence of their selection shall be displayed in VKNRL Hospital Notice Board / VKNRL Hospital website after verification.

n) No correspondence in any form will be entertained after the Lottery is over and VKNRLH’s decision will be final.

15.0 **Other Terms & Conditions**:

a) The contractors will make necessary deductions for PF from the wages of the workers as per the PF Act & deposit the same to the authorities concerned along with the employers’ contribution.

b) The contractors will make necessary deductions for ESI from the wages of the workers as per the ESI Act & deposit the same to the authorities concerned along with the employers’ contribution.

c) The contract workers will also be entitled to 27 days leave annually. During the period of leave of any worker, the contractor must provide suitable substitute worker to run the respective job properly. In case any of contractor’s personnel(s) deployed under the contract is (are) absent and unable to provide suitable substitute in time and violation of aforementioned terms and conditions a penalty of Rs. 1000/- shall be deducted from the contractor’s monthly bills. **Accordingly explanation letter will be issued to the respective contractor. The respective contract will automatically cancelled if such incidence happened for third time consecutively.**

d) Increment as per CLC (C) notification will be provided twice in a year i.e., 1st April & 1st October.

16.0 **Dispute Resolution**

(a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by VKNRL Hospital, NRL Township, Numaligarh, Golaghat, Assam-785699.

(b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding’s shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

(c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceedings and currency of contract, the Contractor shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Golaghat only.

17.0 **JURISDICTION OF COURT**

The courts at Golaghat shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
**ANNEXURE – I**

**SCHEDULE OF WORKERS RATES**

**Name of Work:** Laundry Services VKNRL Hospital  
(Tender No.: VKNRL / ADMN/ TR/ 16/ 06)

**Name of Bidder**

1. The rates “all inclusive”. They include, but are not limited to all payroll coats and allowances payroll, taxes, fringe benefits, protective and / or special clothing, construction supplies required for work of a nature included in this contract, overhead, profit, insurance, transportation and travel time.

2. The normal time workers rates shall apply for all workers worked up to eight (08) hours in a day and overtime rates shall apply for all hours worked in excess of eight (08 ) hours in one working day., Sunday & Public Holiday.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Category</th>
<th>Rates Per Day of 8 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Skilled worker</td>
<td>502/- (to be deployed full time)</td>
</tr>
<tr>
<td>02</td>
<td>Unskilled worker</td>
<td>367/- (to be deployed full time)</td>
</tr>
</tbody>
</table>

i. The workers will also be entitled for leave 27 days annually.

ii. No leave can be encashed if not availed during the period.

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**SIGNATURE OF BIDDER**
**ANNEXURE-II**

Name of Work: Laundry Services at VKNRL Hospital (Tender no.: VKNRL/ADMN/TR/16/06)

Name of Bidder:  

**Schedule of Rates**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Item Description</th>
<th>Rate per month ( Rs. )</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>In figure</td>
</tr>
<tr>
<td>01.</td>
<td>Fixed rate for Laundry Services at VKNRL Hospital</td>
<td>60900/-</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Contractors profit @.15%</td>
<td></td>
</tr>
</tbody>
</table>

[Signature of tenderer on revenue stamp]

Name: ..................................................

Place: ....................................................


Name of Work: Laundry Services at VKNRL Hospital
(Tender No.: VKNRL / ADMN/ TR/ 16/ 06)

Name of Bidder:

**BREAKUP DETAILS OF THE FIXED RATE**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Item</th>
<th>Cost / Month(Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Manpower for Laundry Services (Present wage rate: Skilled – Rs. 502/- per day &amp; Unskilled – Rs. 367/- per day) (1 - Skilled &amp; 2 - Unskilled)</td>
<td>37080.00</td>
</tr>
<tr>
<td>2</td>
<td>Leave (27 days) + Holidays (12 days)</td>
<td>4017.00</td>
</tr>
<tr>
<td>3</td>
<td>PF @ 13.61% on manpower wage</td>
<td>3425.64</td>
</tr>
<tr>
<td>4</td>
<td>PF @ 13.61% on manpower wage (leave &amp; holiday)</td>
<td>371.11</td>
</tr>
<tr>
<td>5</td>
<td>Uniform - Rs.3000/- p/ worker</td>
<td>750.00</td>
</tr>
<tr>
<td>6</td>
<td>ESI @ 4.75% on wages (S. No. 1&amp;2)</td>
<td>1952.11</td>
</tr>
<tr>
<td></td>
<td>Sub Total (A)</td>
<td>47595.86</td>
</tr>
<tr>
<td>8</td>
<td>Service Tax @ 15% (on monthly wages only, S. No. 1&amp;2)</td>
<td>6164.55</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>53760.41</td>
</tr>
<tr>
<td>9</td>
<td>Contractor’s profit @15% (on Sub Total A)</td>
<td>7139.38</td>
</tr>
<tr>
<td></td>
<td>Grand Total</td>
<td>60899.78</td>
</tr>
<tr>
<td></td>
<td><strong>Rounded off</strong></td>
<td><strong>60900/-</strong></td>
</tr>
</tbody>
</table>
TENDERER’S PARTICULARS

Name of Work: “Laundry Services at VKNRL Hospital”
(Tender No. VKNRL/ADMN/TR/16/06)

01. NAME OF BIDDER
ADDRESS
PHONE NO

02. REGISTRATION NO. & CLASS:
IF ANY
(SPECIFY ORGANISATION)

03. EARNEST MONEY DEPOSIT:
WITH DETAILS

04. PREVIOUS EXPERIENCE:

05. SALES TAX / VAT CLEARANCE
CERTIFICATE:

06. PAN No issued by Income Tax Dept:

07. Provident Fund Code No.:

08. ESI Code No. :

I/We hereby offer to execute the above mentioned work as per enclosed SOR (Annexure-II) and as per laid down terms and conditions of this Bid document.

(SIGNATURE OF BIDDER)

Date :

Place :
ACCEPTANCE OF VKNRL HOSPITAL
RATES & TERMS & CONDITIONS

We confirm that our bid complies with the total commercial requirements of
this tender document regarding Terms & Conditions, Scheduled of Rates, etc.,
without any deviation.

____________________________________
Seal & Signature of the Bidder
**Declaration for Exemption/ Non-Exemption of Service Tax**

Name of the Proprietor/Firm/Company:-

M/s.-------------------------------------------------------

Address:---------------------------------------------------

Service Tax Registration No. ------------------------------

(If Registration No. is not available please write "Not Available")

Name & Address of the Division and Range office where Registered under Service Tax.:  

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Bidder to mention applicability of one of the following paras and to confirm the same by putting tick mark in the appropriate box below of each para.

**A)** I/We intend to avail basic exemption under Service Tax after complying with the following requirements:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Year</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>My/ my firms Turnover is less than</td>
<td>Current Financial year 2015-16 till the date of date of submission of bid</td>
<td>Rs. 0.00 Lakhs</td>
</tr>
<tr>
<td>AND</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My/my firms Turnover is less than</td>
<td>Previous Financial Year i.e 2014-15</td>
<td>Rs. 0.00 Lakhs</td>
</tr>
<tr>
<td>AND</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I / my firm have not obtained Service Tax Registration No or have surrendered Service Tax Registration Certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AND</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I / my firm will not take Cenvat Credit in Input Services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**IF CLAUSE 'A' IS APPLICABLE IN YOUR CASE, PLEASE PUT A TICK MARK [ ]. IN THE BOX OTHER WISE MENTION “N.A.”[NOT APPLICABLE]**
B) I/my firm do not intend to avail basic exemption under Service Tax Rules, 1994. Accordingly Service tax is applicable which will be charged extra in our bills.

IF CLAUSE 'B' IS APPLICABLE IN YOUR CASE, PLEASE PUT A TICK MARK [ ]. IN THE BOX OTHERWISE MENTION “N.A.”[NOT APPLICABLE]

SELF DECLARATION

I/We , …………………………………… , hereby declare that the above facts and information are true. In case, it is found that the above mentioned figures and declarations are in correct, in that case we will be personally held liable for the loss caused to NRL at our cost.

** I/We am/are not defaulter in payment of Service Tax in the past.

Date: 

Signature of the Bidder with Seal

Place: