

01.07.2022

Pre- Bid Query Reply**Sub: Pre Bid Query Reply to the bidders for referred tender enquiry****Ref.: Tender Enquiry HITES/PCD/AIIMS-IV/52/Laundry/22-23 dated 21.05.2022 Pre bid meeting held on 31.05.2022****Technical Query Reply**

Response To Pre-Bid Queries (Pre-Bid date: 31-05-2022)				
TED: HITES/PCD/AIIMS-IV/52/Laundry/22-23 Dated: 21.05.2022				
Laundry System				
Tender Page & Para	TENDER SPECIFICATION	REPRESENTATION RECEIVED FROM THE FIRMS	COMMITTEE RECOMMENDATION	JUSTIFICATION
Page 42, Para I	I. Dirty Linen Collection Trolley- 3 containers minimum 40 kg capacity.	Dirty / Dry Linen Collection Trolley- one / more containers minimum 300 - 400 Liters capacity.	No change	
Page 42, Para I.a	The dirty Linen trolley shall be having 3 containers with different colour coding bags for the collection of the linen from the wards and other areas supported on swivelling wheels. The framework of dirty Linen trolley should be of SS 304.	The dirty Linen trolley shall be having one or more containers with different colour coding bags / SS for the collection of the linen from the wards and other areas supported on swiveling wheels. The framework of dirty Linen trolley should be of SS / SS 304 The framework of dirty Linen trolley has been added as SS 304- SS304 will make the trolley bulky & these trolleys doesnt come in SS framework .Please delete the same	No change	
Page 42, Para	Dirty Linen Transportation Trolley - spring bottom type- Capacity minimum 100 kg	Dirty / Dry Linen Collection Trolley- SS bottom - minimum 300 - 400 Liters capacity. Dirty Linen Transportation Trolley & Linen Transportation Trolley (50 kg & 100 Kg both) has been asked as spring bottom type- As these trolleys are used for dirty linen & fresh linen transportation from wards to laundry & fro, So they cant be spring bottom and SS304 also should be removed.These are special trolleys made of SS only (Rollcontainer).Picture is attached for your reference.	No change	

Page 42, Para a	Dirty Linen Transportation Trolley - spring bottom type- Capacity minimum 100 kg The dirty linen trolley shall be made up of SS 304 and should have spring bottom feature for the better movement and performance along with swivelling wheels. The trolley should be accessible to all hospitals lifts.	The dirty linen trolley shall be made up of SS / SS 304 and Corners to be rounded for easy movement and fitted with rubber bumpers to avoid any damage and performance along with swiveling wheels. The trolley should be accessible to all hospitals lifts. The framework of dirty Linen trolley has been added as SS 304- SS304 will make the trolley bulky & these trolleys doesnt come in SS framework .Please delete the same	No change	
Page 42, Para b	Dirty Linen Transportation Trolley - spring bottom type- Capacity minimum 100 kg Trolley has to be colour coded to be used in clean and dirty area.	To be removed	No change	
Page 42, Para	Dirty Linen Transportation Trolley - spring bottom type- Capacity minimum 50 kg	Dirty / Dry Linen Collection Trolley- SS bottom - minimum 300 - 400 Liters capacity. Dirty Linen Transportation Trolley & Linen Transportation Trolley (50 kg & 100 Kg both) has been asked as spring bottom type- As these trolleys are used for dirty linen & fresh linen transportation from wards to laundry & fro, So they cant be spring bottom and SS304 also should be removed. These are special trolleys made of SS only (Rollcontainer).Picture is attached for your reference.	No change	
Page 42, Para a	Dirty Linen Transportation Trolley - spring bottom type- Capacity minimum 50 kg The dirty linen trolley shall be made up of SS 304 and should have spring bottom feature for the better movement and performance along with swivelling wheels. The trolley should be accessible to all hospitals lifts.	The dirty linen trolley shall be made up of SS / SS 304 and Corners to be rounded for easy movement and fitted with rubber bumpers to avoid any damage and performance along with swiveling wheels. The trolley should be accessible to all hospitals lifts The framework of dirty Linen trolley has been added as SS 304- SS304 will make the trolley bulky & these trolleys doesnt come in SS framework .Please delete the same	No change	
Page	Receiving Counter	This product is not a laundry product,	No change	

42, Para		hence we do not supply		
Page 42, Para	Computer with printer& UPS	This product is not a laundry product, hence we do not supply	No change	
Page 42, Para	Office Table	This product is not a laundry product, hence we do not supply	No change	
Page 42, Para	Chair with hand rest	This product is not a laundry product, hence we do not supply	No change	
Page 42, Para	Storage Cupboard (2ft x 2ft Size)	This product is not a laundry product, hence we do not supply	No change	
Page 42, Para	Dust Bin	This product is not a laundry product, hence we do not supply	No change	
Page 42, Para	Laundry Scrub Station with 2 Sinks: a. Should be Stainless Steel 304 grade Construction with taps for wash and rinse using hot and cold water. SS 304 Scrubbing Board in between Sinks. Underneath Shelf. Size- 1600mmx500mmx900mm	Laundry Scrub Station with 2 Sinks: Should be Stainless Steel 304 grade Construction with provision for tap holes for wash and rinse using hot and cold water. SS 304 Scrubbing Board in between Sinks. Underneath Shelf. Size-1600mmx500mmx900mm	No change	
Page 43, Para	Sluicing machine with automatic dosing- capacity minimum30 kg (Electrically heated) To wash the infected and soiled clothes received from the wards, ICU's and OT's. BOQ: Page 54 13. Sluicing machine with automatic dosing- capacity minimum30 kg (Electrically heated) To wash the infected and soiled clothes received from the wards, ICU's and OT's	In the BOQ for laundry system i.e Suicing Machine 30 kg (actually this machine is single door washer extractor). We would like to understand where this machine be installed being a single door machine it will either be placed in soiled area where the output washed linen from this will again be contaminated via air contamination & if this machine is installed in clean area by bringing soiled linen inside clean area will defeat the purpose of installing barrier washers. Please also explain us the meaning of sluicing machine as per your understanding? Amendment requested: Sluicing machine capacity minimum 30 kg (Electrically heated) To wash the infected and soiled clothes received from the wards, ICU's and OT's.	No change Clarification: Sluicing machine will be placed as per the layout to be approved by each consigneer	

		<p>Sluicing Machines are used to remove Solid particles of patients linen (Human Excreta) which has large pores inside the drum ,So that infection is removed from the linen by washing at high temperature from this machine and then they are again washed in Barrier Machines from the dirty side and the clean linen is received at Clean side of the barrier machine</p> <p>As this machine is required for sluicing of the ICU's and OT's Linen so it should be barrier washer in place of washer extractor type machine you have opted. NOTE : Your department is going for barrier washer machines 100 kg. & 50Kg. capacity even for washing of ward / general linen therefore sluice machine must be of barrier type</p>		
Page 43, Para - e	<p>Sluicing machine The machine needs to be single motor VFD driven with microprocessor control, LED/ LCD Display, Built in vacuum Breaker, Single Motor Drive</p>	<p>The machine needs to be single motor VFD driven with microprocessor/PLC control, LED/ LCD Display, Built in vacuum Breaker, Single Motor Drive</p>	<p>Sluicing machine The machine needs to be single motor VFD driven with microprocessor / PLC control, LED/ LCD Display, Built in vacuum Breaker, Single Motor Drive</p>	For wider participation
Page 43, Para - f	<p>Sluicing machine Machines should be energy efficient with low water, chemical steam and electricity consumption, minimum 5 External liquid supply connections. The machines should come with all necessary safety features.</p>	<p>I believe there is typo error in technical specification of item "Sluicing Machine" it is written "chemical steam" if the required machines are electrical than "steam" word should be deleted.</p> <p>Machines should be energy efficient with low water, chemical and electricity consumption, minimum 5 External liquid supply connections. The machines should come with all necessary safety features</p>	<p>Sluicing machine Machines should be energy efficient with low water, chemical and electricity consumption, minimum 5 External liquid supply connections. The machines should come with all necessary safety features.</p>	For better clarity
Page 43, Para - g	<p>Sluicing machine The equipment should weigh the linen and adjust the amount of water and energy according to the load.</p>	To be removed.	No change	

Page 45, Para	Barrier Washer Extractor (electrically heated) with automatic dosing pump , Capacity – minimum 100 kg	Barrier Washer Extractor (electrically heated) Capacity – minimum 100 kg	No change	
Page 45, Para - 14	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg The equipment should automatically weigh the linen and adjust the amount of water and energy according to the load. It should have automatic dosing	To be removed. Automatic weighing feature has been asked, which is a specific feature offered by a particular Manufacturer/Supplier. Also, this feature is not required because a separate Weighing scale is required to be installed as per page no: 42 of Technical Specification so the feature of automatic weighing of linen within the machine should be deleted.	No change	
Page 45, Para - 15	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg Control Panel- The machine shall be controlled with a micro-processor with the following minimum features	Control Panel- The machine shall be controlled with a micro-processor / PLC with the following minimum features:	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg Control Panel- The machine shall be controlled with a micro-processor / PLC controller with the following minimum features	For wider participation
Page 45, Para - 17	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg The display shall be of LED/LCD-type, and shall be possible to display text and symbols etc	The display shall be of LED/LCD-type, and shall be possible to display text and symbols / numeric values etc	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg The display shall be of LED/LCD-type, and shall be possible to display text and symbols / numeric values etc	For wider participation
Page 45, Para - 18	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg Wash Programs: The machine shall have a capacity to store program “libraries” with minimum 25	Wash Programs: The machine shall have a capacity to store program “libraries” with minimum 20 - 25 different wash programs. It shall be possible to automatically start a wash program at a certain time.	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg Wash Programs: The	For wider participation

	different wash programs. It shall be possible to automatically start a wash program at a certain time		machine shall have a capacity to store program “libraries” with minimum 20 different wash programs. It shall be possible to automatically start a wash program at a certain time	
Page 45, Para - 19	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg Software to ensure the traceability of the linen, cycle time and also helps for data logging and process validation	To be removed.	No change	
Page 45, Para - 28	Barrier Washer Extractor (electrically heated) with automatic dosing pump, Capacity – minimum 100 kg Para : 28 It should be ISO 10472: 97 certified	As per te technical specification of laundry machines especially Barrier washer, flatwork Ironer & Tumble Drier the bidders can be indigenous or imported. The certification as required is ISO 10472:97 which can be ok for indogenous manufacturer but for a machine manufactured out of India CE certified from a notiifed agency is valid. Kindly consider this valid point before finalizing the technical specifications. As per the Certifications we would request to kindly add on International certifications including the European CE or USFDA for standardization for better product specification It should be ISO 10472: 97/ BS EN ISO 10472: 2008 certified What is the specific reason for asking ISO 10472:97 for Laundry machines. Laundry Machines should be either CEcertified which is a normal practice everywhere for an organization to ask for. ISO 10472: 97 is a Indian Certificationgiven by Indian body. So,CE certified machines should also be included which covers safety requirement for industrialLaundry machines as stated	It should - a) Comply with ISO 10472: 97 standard and should be CE certified (OR) b) BIS certified	For wider participation

		by ISO 10472: 97 . CE & ISO 9001 : 2015 is considered to be highest certifications for quality standards in India. Kindly add, CE / ISO 9001: 2015 certificate, for all the machines including barrier / dryer / flat work ironer		
Page 45, Para -	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg	Barrier washer extractor (electrically heated) - Capacity -minimum 50 kg With or without dosing pump	No change	
Page 45, Para - 11	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg It should have Pneumatic suspension for less vibration.	It should have Pneumatic / Hydraulic suspension for less vibration	No change	
Page 46, Para - 14	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg Control Panel- The machine shall be controlled with an electronic micro-processor with the following minimum features	Control Panel- The machine shall be controlled with an electronic micro-processor / PLC with the following minimum features:-	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg Control Panel- The machine shall be controlled with an electronic micro-processor / PLC control with the following minimum features	For wider participation
Page 46, Para - 16	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg The display shall be of LED/LCD-type, and shall be possible to display text and symbols.	The display shall be of LED/LCD-type, and shall be possible to display text and symbols / numeric values etc	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg The display shall be of LED/LCD-type, and shall be possible to display text and symbols / numeric values etc	For wider participation
Page 46, Para - 17	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg Wash Programs: The machine shall have a	Wash Programs: The machine shall have a capacity to store program "libraries" with up to 20 different wash programs. It shall be possible to automatically start a wash program at a certain time.	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg	For wider participation

	capacity to store program “libraries” with up to 30 different wash programs. It shall be possible to automatically start a wash program at a certain time		Wash Programs: The machine shall have a capacity to store program “libraries” with minimum 20 different wash programs. It shall be possible to automatically start a wash program at a certain time	
Page 46, Para - 18	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg Software to ensure the traceability of the linen and also helps for data logging and process validation	To be removed	No change	
Page 46, Para - 25	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg Final Extract - More than 800 RPM more	Final Extract - More than 750 RPM or more The final extract speed asked is 800RPM or more, which is a specific feature offered by a particular Manufacturer/Supplier. This should be changed to 700RPM or more , which is a general specification for all OEMs/Manufacturers	No change	
Page 46, Para -	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg Added Para: The equipment should automatically weigh the linen and adjust the amount of water and energy according to the load. It should have automatic dosing	To be removed	No change	
Page 46, Para - 28	Barrier washer extractor (electrically heated) with automatic dosing pump - Capacity -50 kg Para 28 It should be ISO 10472: 97 certified	As per the technical specification of laundry machines especially Barrier washer, flatwork Ironer & Tumble Drier the bidders can be indigenous or imported. The certification as required is ISO 10472:97 which can be ok for indigenous manufacturer but for a machine manufacturer out of India CE certified from a notified agency is valid. Kindly consider this valid point before finalizing the technical specifications.	It should - a) Comply with ISO 10472: 97 standard and should be CE certified (OR) b) BIS certified	For wider participation

		<p>As per the Certifications we would request to kindly add on International certifications including the European CE or USFDA for standardization for better product specification</p> <p>CE Certifications must be strongly recommended (as per email)</p> <p>What is the specific reason for asking ISO 10472:97 for Laundry machines. Laundry Machines should be either CEcertified which is a normal practice everywhere for an organization to ask for. ISO 10472: 97 is a Indian Certificationgiven by Indian body. So,CE certified machines should also be included which covers safety requirement for industrialLaundry machines as stated by ISO 10472: 97 .</p> <p>CE & ISO 9001 : 2015 is considered to be highest certifications for quality standards in India. Kindly add, CE / ISO 9001: 2015 certificate, for all the machines including barrier / dryer / flat work ironer</p>		
Page 46, Para - 2	<p>Drying Tumbler front loading - Capacity minimum 50 kg</p> <p>Control –Microprocessor with adjustable parameters such as temperature, programme and cool down time and feature to control the moisture control in the dryer.</p>	Control – Microprocessor / PLC with adjustable parameters such as temperature, programme and cool down time and feature to control the temperature control in the dryer	<p>Drying Tumbler front loading - Capacity minimum 50 kg</p> <p>Control – Microprocessor/PLC with adjustable parameters such as temperature, programme and cool down time and feature to control the moisture control in the dryer.</p>	For wider participation
Page 46, Para - 3	<p>Drying Tumbler front loading - Capacity minimum 50 kg</p> <p>Software for data logging and process validation for drying.</p>	To be removed.	No change	
Page 47, Para - 6	<p>Drying Tumbler front loading - Capacity minimum 50 kg</p> <p>It should have large door</p>	It should have large door opening for easy loading and unloading. Door should be made up of SS 304 with toughened glass window with	No change	

	opening for easy loading and unloading. Door should be made up of SS 304 with toughened glass window with interlock for safety.	interlock / door limit switch for safety.		
Page 47, Para - 8	Drying Tumbler front loading - Capacity minimum 50 kg Moisture control feature for the continuous measurement for the garments in the cycle to prevent over drying and thus saving energy and time	To be removed	No change	
Page 47, Para - 11	Drying Tumbler front loading - Capacity minimum 50 kg Door Opening - 800 mm or more	Door Opening – minimum 750 mm or more	No change	
Page 47, Para - 14	Drying Tumbler front loading - Capacity minimum 50 kg Lint Screen - Self cleaning lint screen, facility of cleaning should be through front door	Lint Screen - Self-cleaning/collecting lint screen, facility of cleaning should be through front door	No change	
Page 47, Para - 15	Drying Tumbler front loading - Capacity minimum 50 kg Para 15 It should be ISO 10472: 97 certified	As per te technical specification of laundry machines especially Barrier washer, flatwork Ironer & Tumble Drier the bidders can be indigenous or imported. The certification as required is ISO 10472:97 which can be ok for indegenous manufacturer but for a machine manufacturerd out of India CE certified from a notiifed agency is valid. Kindly consider this valid point before finalizing the technical specifications. As per the Certifications we would request to kindly add on International certifications including the European CE or USFDA for standardization for better product specification CE Certifications must be strongly recommended(as per email) What is the specific reason for asking ISO 10472:97 for Laundry machines. Laundry Machines should be either CEcertified which is a normal practice everywhere for an organization to ask for. ISO 10472: 97 is a Indian Certificationgiven by Indian body.	It should - a) Comply with ISO 10472: 97 standard and should be CE certified (OR) b) BIS certified	For wider participation

		So,CE certified machines should also be included which covers safety requirement for industrialLaundry machines as stated by ISO 10472: 97 .		
		CE & ISO 9001 : 2015 is considered to be highest certifications for quality standards in India. Kindly add, CE / ISO 9001: 2015 certificate, for all the machines including barrier / dryer / flat work ironer		
Page 47, Para - 2	Drying Tumbler front loading – Capacity minimum 30 kg Control –Microprocessor with adjustable parameters such as temperature, programme and cool down time and feature to control the moisture control in the dryer	Control – Microprocessor/PLC with adjustable parameters such as temperature, programme and cool down time and feature to control the temperature control in the dryer	Drying Tumbler front loading – Capacity minimum 30 kg Control – Microprocessor/PLC with adjustable parameters such as temperature, programme and cool down time and feature to control the moisture control in the dryer	For wider participation
Page 47, Para - 3	Drying Tumbler front loading – Capacity minimum 30 kg Software for data logging and process validation for drying	To be removed	No change	
Page 47, Para - 6	Drying Tumbler front loading – Capacity minimum 30 kg It should have large door opening for easy loading and unloading. Door should be made up of SS 304 with toughened glass window with interlock for safety	It should have large door opening for easy loading and unloading. Door should be made up of SS 304 with toughened glass window with interlock/door limit switch for safety.	No change	
Page 47, Para - 8	Drying Tumbler front loading – Capacity minimum 30 kg Moisture control feature for the continuous measurement for the garments in the cycle to prevent over drying and thus saving energy and time	To be removed.	No change	
Page	Drying Tumbler front	As per the standard, loading ratio in	No change	

47, Para - 12	loading – Capacity minimum 30 kg Basket Volume- 500 Ltrs.(Minimum)	drying tumbler machine should be 1:20 i.e. for 1 kg linen drying volume of basket should be 20 ltrs, therefore for 30 kg. capacity machine minimum volume of basket should be 30x20 = 600 Ltrs.		
Page 47, Para - 14	Drying Tumbler front loading – Capacity minimum 30 kg Lint Screen – Self-cleaning lint screen, facility of cleaning should be through front door	Lint Screen – Self- cleaning/collecting lint screen, facility of cleaning should be through front door	No change	
Page 47, Para - 15	Drying Tumbler front loading – Capacity minimum 30 kg Para 15 It should be ISO 10472: 97 certified	<p>As per te technical specification of laundry machines especially Barrier washer, flatwork Ironer & Tumble Drier the bidders can be indigenous or imported. The certification as required is ISO 10472:97 which can be ok for indegenous manufacturer but for a machine manufacturerd out of India CE certified from a notiifed agency is valid. Kindly consider this valid point before finalizing the technical specifications.</p> <p>As per the Certifications we would request to kindly add on International certifications including the European CE or USFDA for standardization for better product specification</p> <p>CE Certifications must be strongly recommended(as per email)</p> <p>What is the specific reason for asking ISO 10472:97 for Laundry machines. Laundry Machines should be either CEcertified which is a normal practice everywhere for an organization to ask for. ISO 10472: 97 is a Indian Certificationgiven by Indian body. So,CE certified machines should also be included which covers safety requirement for industrialLaundry machines as stated by ISO 10472: 97 .</p> <p>CE & ISO 9001 : 2015 is considered to be highest certifications for quality standards in India. Kindly add, CE / ISO 9001: 2015 certificate, for all the machines</p>	It should - a) Comply with ISO 10472: 97 standard and should be CE certified (OR) b) BIS certified	For wider participation

		including barrier / dryer / flat work ironer		
Page 48, Para -	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Added Para: In case of separate Feeder, Folder & Stacker it should be synchronised with the Flatwork Ironer without any manual intervention.	Considering a large capacity hospital of 1000 bedded we should go for large dia roller with its full standard length (Already there) to get the work done properly and timely. Roller size must be amended as " minimum dia 800 x L 3000 MM ". Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 800 Ø mm x minimum 3000 mm length) Added Para: In case of separate Feeder, Folder & Stacker it should be synchronized with the Flatwork Ironer without any manual intervention.	No change	
Page 48, Para -2	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) 2.Flat work should be a roller type.	Flat work should be a roller/chest type .	No change	
Page 48, Para -4	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) One station automatic feeding with electro-mechanical clamps for a smooth and efficient quality feeding.	The feeder asked to be installed is 1 station clamp type which is a specification offered by a particular manufacturer/Supplier. This should be changed to Vacuum type feeder or 1 station clamp type feeder	No change	
Page 48, Para -5	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) It should be microprocessor controlled	It should be microprocessor/ individual push button controlled	No change	
Page 48, Para -6	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Standard automatic ironing speed control system	Standard automatic/manual ironing speed control system.	No change	
Page 48,	Flatwork Ironer -with Integrated/separate - Feeder,	To be removed.	No change	

Para -7	Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Standard stand-by and sleeping modes for optimum energy savings.			
Page 48, Para - 14	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Control: Electronic Control Panel with automatic speed regulation system.	Control: Electronic Control Panel with automatic/manual speed regulation system.	No change	
Page 48, Para - 16	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Belts- Should be Nomex belts.	Belts- Should be Nomex/Valmet belts	No change	
Page 48, Para - 17	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Ironing Speed –should be approx. 8 to 10 metre per minute	Ironing Speed –should be minimum 2 to 7 meter per minute	No change	
Page 48, Para - 18	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Para 18 It should be ISO 10472: 97 certified	As per te technical specification of laundry machines especially Barrier washer, flatwork Ironer & Tumble Drier the bidders can be indigenous or imported. The certification as required is ISO 10472:97 which can be ok for indegenous manufacturer but for a machine manufacturerd out of India CE certified from a notiifed agency is valid. Kindly consider this valid point before finalizing the technical specifications. As per the Certifications we would request to kindly add on International certifications including the European CE or USFDA for standardization for better product specification It should be ISO 10472: 97 / BS EN ISO 10472-1: 2008 certified What is the specific reason for asking ISO 10472:97 for Laundry machines.	It should - a) Comply with ISO 10472: 97 standard and should be CE certified (OR) b) BIS certified	For wider participation

		<p>Laundry Machines should be either CEcertified which is a normal practice everywhere for an organization to ask for. ISO 10472: 97 is a Indian Certificationgiven by Indian body. So,CE certified machines should also be included which covers safety requirement for industrialLaundry machines as stated by ISO 10472: 97 .</p> <p>CE & ISO 9001 : 2015 is considered to be highest certifications for quality standards in India. Kindly add, CE / ISO 9001: 2015 certificate, for all the machines including barrier / dryer / flat work ironer</p>		
Page 49, Para	<p>Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length)</p> <p>Added Para: In case of separate Feeder, Folder & Stacker it should be synchronised with the Flatwork Ironer without any manual intervention</p>	<p>Considering a large capacity hospital of 1000 bedded we should go for large dia roller with its full standard length (Already there) to get the work done properly and timely. Roller size must be amended as "minimum dia 800 x L 3000 MM".</p> <p>Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 800 Ø mm x minimum 3000 mm length – 2 roll) Added Para: In case of separate Feeder, Folder & Stacker it should be synchronized with the Flatwork Ironer without any manual intervention.</p>	No change	
Page 49, Para 2	<p>Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length)</p> <p>One station automatic feeding with electro-mechanical clamps for a smooth and efficient quality feeding</p>	<p>The feeder asked to be installed is 1 station clamp type which is a specification offered by a particular manufacturer/Supplier. This should be changed to Vacuum type feeder or 1 station clamp type feeder. Also, the workinglength of Flatwork Ironer given is 1900 mm which should be changed 3000 mm minimum length.</p>	No change	
Page 49, Para 3	<p>Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length)</p> <p>It should be microprocessor controlled</p>	<p>It should be microprocessor/individual push button controlled</p>	No change	
Page	Flatwork Ironer -with	Standard automatic/manual ironing	No change	

49, Para 4	Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length) Standard automatic ironing speed control system.	speed control system		
Page 49, Para 5	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length) Standard stand-by and sleeping modes for optimum energy savings	To be removed	No change	
Page 49, Para 8	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length) Control: Electronic Control Panel with automatic speed regulation system.	Control: Electronic Control Panel with automatic/manual speed regulation system.	No change	
Page 49, Para - 12	Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length) 12. It should be ISO 10472: 97 certified	<p>As per te technical specification of laundry machines especially Barrier washer, flatwork Ironer & Tumble Drier the bidders can be indigenous or imported. The certification as required is ISO 10472:97 which can be ok for indegenous manufacturer but for a machine manufacturerd out of India CE certified from a notiifed agency is valid. Kindly consider this valid point before finalizing the technical specifications.</p> <p>As per the Certifications we would request to kindly add on International certifications including the European CE or USFDA for standardization for better product specification</p> <p>It should be ISO 10472: 97/ BS EN ISO 10472-1: 2008 certified</p> <p>What is the specific reason for asking ISO 10472:97 for Laundry machines. Laundry Machines should be either CEcertified which is a normal practice everywhere for an organization to ask for. ISO 10472: 97 is a Indian Certificationgiven by Indian body. So,CE certified machines should also be included</p>	<p>It should -</p> <p>a) Comply with ISO 10472: 97 standard and should be CE certified (OR)</p> <p>b) BIS certified</p>	For wider participation

		<p>which covers safety requirement for industrialLaundry machines as stated by ISO 10472: 97 .</p> <p>CE & ISO 9001 : 2015 is considered to be highest certifications for quality standards in India. Kindly add, CE / ISO 9001: 2015 certificate, for all the machines including barrier / dryer / flat work ironer</p>		
Page 49, Para 1	<p>Utility press with Ironing Table Size - Table size should be 135 cm X 38 cm X88 cm (53"X15"X35") - (+/- 10% in dimension is acceptable)</p>	Table size should be 135 cm X 80 cm X 88 cm (53"X15"X35")	No change	
Page 49, Para 6	<p>Utility press with Ironing Table Size - Integral steam boiler for better safety</p>	Integral/external steam boiler for better safety	No change	
Page 49, Para	<p>Mobile Table with castor wheels Dimensions:4feetX2 Feet. The folding table shall be specially designed for carrying rolling and folding of linen in the laundry. The frame of the table shall be fabricated out of MS welded construction with one bottom shelf for storage. Complete with heavy duty ball bearing for swiveling wheels. The table top shall be of polished Stainless steel. Castor wheels should be lockable</p>	Dimensions:4feetX2 Feet. The folding table shall be specially designed for carrying rolling and folding of linen in the laundry. The frame of the table shall be fabricated out of MS/SS welded construction with one bottom shelf for storage. Complete with heavy duty ball bearing for swiveling wheels. The table top shall be of polished Stainless steel. Castor wheels should be lockable	No change	
Page 49, Para	Folding table Length – 100" Breadth – 50" Height – 50"	Length – minimum 70" Breadth – 20" Height – 30"	No change	
Page 53, Para IV. 3	<p>IV. Running and Operation of Laundry Services</p> <p>3. The price should include of running and operation of Laundry equipment for a period of three years excluding consumables</p>	<p>Considering viability of operation work, your department should consider operation period for min 5 years in place of 3 years. Even warranty period for the machines asked by you for 5 years.</p> <p>Should be for five years,till the warranty of equipment or else warranty of equipment should be 3 years</p>	<p>IV. Running and Operation of Laundry Services</p> <p>3. The price should include of running and operation of Laundry equipment for a period of three years excluding consumables and</p>	For better control/choice by institute on running and operation

			extendable for another two years with same terms and conditions. Price for 5 years (3 + 2) will be considered for ranking purpose.	
Page 53, Para IV. 4	IV. Running and Operation of Laundry Services 4. Chemicals required for the operation of the Laundry shall be the responsibility of the consignee	Considering viability and smooth execution of operation work, your department should consider required chemicals to be supplied by the bidder as per your specifications.	No change	
Page 46-48, Para	Drying Tumbler front loading - Capacity minimum 50 kg Para : 4 -Temperature Controller - Auto digital control Drying Tumbler front loading – Capacity minimum 30 kg Para: 4 -Temperature Controller - Auto digital control Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 3000 mm length) Para: 14 Control: Electronic Control Panel with automatic speed regulation system. Flatwork Ironer -with Integrated/separate - Feeder, Folder & Stacker (Roller Size- minimum 450 Ø mm x minimum 1900 mm length) Para: 8 Control: Electronic Control Panel with automatic speed regulation system	Equipment Mentioned for the Tumble Dryer & Flatwork Ironer does not clearly indicate heating the source for themachines so request to kindly share the same if Electric/Steam /Gas Based Heating for following machines	Clarified as electrically heated	
Page 50, Para	Linen Transportation Trolley - spring bottom type- Capacity minimum 100 kg	Linen Transportation/wet Trolley – SS sheet bottom type- minimum 300 - 400 Liters capacity.	No change	
Page 50, Para 1	Linen Transportation Trolley - spring bottom type- Capacity minimum 100 kg	The linen trolley should be made of SS / SS 304 and should have SS bottom for the better strength and	No change	

	The linen trolley should be made of SS 304 and should have spring bottom feature for the better movement and performance along with swivelling wheels	performance along with swiveling wheels		
Page 50, Para	Linen Transportation Trolley - spring bottom type- Capacity minimum 50 kg	Linen Transportation/wet Trolley – SS sheet bottom type- minimum 300 - 400 Liters capacity	No change	
Page 50, Para 1	Linen Transportation Trolley - spring bottom type- Capacity minimum 50 kg The linen trolley should be made of SS 304 and should have spring bottom feature for the better movement and performance along with swivelling wheels	The linen trolley should be made of SS / SS 304 and should have SS bottom for the better strength and performance along with swiveling wheels	No change	
Page 50, Para 2	Linen Transportation Trolley - spring bottom type- Capacity minimum 50 kg Trolley has to be color coded to be used in clean and dirty area	Optional	No change	
Page 53, Para 5	IV. Running and Operation of Laundry Services The supplier shall depute the following minimal manpower on each working day (a. For AIIMS) : i. One Laundry Manager, ii. three Laundry trained & qualified technicians iii. one reliever each for Laundry technician. iv. Helpers as per the institute need depending up on the workload (minimum three helpers). (b. For GMC's Hospital) : i. One Laundry Manager, ii. two Laundry trained & qualified technicians iii. two helper and iv. one reliever Space for them shall be provided by the Consignee for working. Rate of manpower to be	The mentioned man power should be more We understand the requirement by the consignee that the staff for running and operation need to be appointed along with the supply. We would like to request you to float a separate tender for operations of laundry. This will encourage the local operators to participate with economical & optimum prices. It will be little difficult for us to participate in case the OEM himself is required to run and operate the Laundry.. As per manpower asked for laundry operations for both AIIMS & GMC's hospitals is very less to handled this load otherwise delay in supplying linen and collecting linen will happen ,Ultimately the operation issues will arise	IV. Running and Operation of Laundry Services The supplier shall depute the following minimal manpower on each working day (a. For AIIMS) : i. One Laundry Manager, ii. Two Laundry trained & qualified technicians iii. One reliever each for Laundry technician. iv. Helpers as per the institute need depending up on the workload (minimum ten helpers). (b. For GMC's Hospital) : i. One Laundry	Based on work load anticipated for AIIMS and GMCs

	quoted separately as per the price schedule attached and minimum wages of manpower will be as per Government Rules.		Manager, ii. Two Laundry trained & qualified technicians iii. Five helpers and iv. one reliever Space for them shall be provided by the Consignee for working. Rate of manpower to be quoted separately as per the price schedule attached and minimum wages of manpower will be as per Government Rules.	
Page 54	BOQ items 5.Computer with printer& UPS - 1 no	There should be two separate PCs for receiving and delivery counters as per technical specifications page nos 42 & 50	No change	
Page 55	BOQ items 32. Running and operation of Laundry equipment for a period of three years, as per terms & conditions	There should be minimum guarantee per day in Kgs and any qty/wt more than minimum shall be billed additionally. As per thumb rule it is 4 to 5 kg per bed	BOQ items 32. Running and operation of Laundry equipment for a period of three years and extendable for another two years as per terms & conditions (Price for 5 years (3 + 2) will be considered for ranking purpose)	For better control/choice by institute on running and operation
Page 54	BOQ items 4. Receiving Counter 5.Computer with printer& UPS 7.Office Table 8. Chair with hand rest 9. Storage Cupboard (2ft x 2ft) 10. Almirah 11.Dust Bin 25. Dispatch Counter	This product is not a laundry product, hence we do not supply	No change	
	NA	Basic structural SITE design required for preparing equipment layout etc.and offer	Vendors are requested to visit site before quoting for the tender	
	NA	provide the No.of beds for each	Vendors are	

		AIIMS & GMC's hospital sites along with the operational phases of all sites	requested to quote as per tender BoQ	
		No of Beds and OT not mentioned the tender and also the Forecasted total beds operations phase wise and load wise for better clarity and understanding for selecting the equipment and manpower .		
51	III Turnkey & Civil work	In order to complete the project on turnkey basis including Planning, Design, Supply and Installation & Commissioning, bidders would need access to Electricity and Water for project completion. Kindly confirm this will be provided on free of cost basis	This will be provided on chargeable basis.	For better clarity
	Note: The price should include of running and operation of Laundry equipment for a period of three years (from the date of handing over to the consignee) excluding consumables. Price for the same will be taken for ranking purpose.	As per prebid discussion	Note: The price should include of running and operation of Laundry equipment for a period of three years and extendable for another two years as per terms & conditions (from the date of handing over to the consignee) excluding consumables. (Price for 5 years (3 + 2) will be considered for ranking purpose)	
Page 55	Note Added para: Cost of Electricity, Water, Energy and chemicals for running the Laundry will be borne by respective institutes	We would also request for the Turnkey Running operation including the electricity , water and other related energysource for better usage with 3 year's time period as mentioned in the tender and accordingly the vendor can pay the charges as applicable	Note Added para: Cost of Electricity and Water for running the Laundry will be borne by the vendor. The vendor shall install electricity meter and water meter for the Laundry system. The charges will be borne by the vendor at prevailing rates in	For better clarity

			<p>the respective states. It shall be deducted from the OPEX bill as per actuals for that period. It shall be the responsibility of the bidder to record the electricity and water meter readings for the billing period. The institute reserves the right to verify the same if required.</p>	
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Commercial Query Reply

S.N	Description	Existing	Commercial Representation	Reply
1			<p>As the tenders has around 9 Hospitals at various locations with different bed capacities for AIIMS and GMC we would request for changes where the vendor can apply for few or selected tenders and which would enable for better chances for tender bidding and overall chance of selection for few vendors ,in current scenario there can be only one vendor who can be allocated for all 9 tenders which would not be able to justify the tender application and accordingly the tender criteria can be as per no of hospitals bidding and financial criterial average of the total tender value allowing maximum bidders to be part of this tender .</p>	<p>Refer revised Qualification Criteria mentioned in Section IX</p>
2			<p>Estimated cost of tender value is too less for executing this project at various locations for the equipment's askedfor bidding</p>	<p>Refer revised Qualification Criteria mentioned in Section IX</p>
			<p>The Period of completion should be increased from 180 days to 240 days due to</p>	<p>no change</p>

			worldwide delays in shortage of electronic components and Shipping delays	
	Page No. 16 Clause No. 19.1 EMD	With respect to provisions contained in the tender document regarding submission of Earnest Money deposit (EMD) / Bid security, interested bidders are required to sign "Bid Security Declaration" as per Section XIII stating that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 6 months from being eligible to submit Bids for contracts with the entity that invited the Bids.	Kindly confirm the deposition of bid security declaration,. Also requesting your goodself to kindly provide declaration format, as provided fromat is BG format for EMD, which is to be facilitated through bank only	Page No. 16 Clause No. 19.1" is deleted Note: EMD should be submitted as per tender clause
4			The bid is for Providing laundry services but service provider is not eligible to participate to the above mentioned bid	There is no restriction for service provider. They can participate by taking authorization from principal manufacturer
			Manufaturer is authorized to paticipate in bid , using of imported machines is the voilation of Make InIndia Theme	This tender is reserve for class-1 & Class-2 manufacturer only as per Make in India clause. Therefore no merit in the

				statement
			Also Request you to Eliminate the Service Provider Clause in the Above mentioned bid Documents if it is not related providing Services to The Hospitals	All the AIIMS & GMC are being setup and initially there is no manpower to run these services therefore for handholding provision for services has been kept for initially 3 years
			For providing Machines to the Hospitals Criteria is not clear either it is Imported Machines or Indian Machines "Make In India - "90 % of the parts is Manufactured in India	This is domestic tender and reserve for class-1 & Class-2 bidder only as per Make in India clause
	Payment of Turnkey: Page No.34 (Point B)		We request you to amend the payment terms for turnkey work, as the payments of turnkey work should be released on pro-rata basis or 75% on completion of turnkey work after joint inspection report. This will ease the burden on suppliers.	no change
5			We are producers of Laundry equipment in India since 1975 with utmost experience in laundry technology, machine advancements and creating the most durable & efficient laundry environment for the Indian conditions. However, for Laundry operations we assign one of our many laundry partners who willingly will take up this job. We shall be subletting the work to a laundry operator company that will be our authorized dealer as well. We are willing to stand-by the quality of work of the operator, along with the technical support and warranty for the equipment and associated work. However, it will be little difficult for us to participate in case the OEM himself is required to run and operate the	no change

			<p>Laundry. This should be true for any other multinational or a big manufacturer of Laundry equipment. We hope that our request shall be taken positively as it has no adverse effect on the outcome of the tender.</p>	
6			<p>As far as the Laundry Washer Extractors are concerned, it's a specialised machine which is being manufactured by few selective manufacturers like IFB in India, whereas most of the other players just import from countries like China /Vietnam etc and brand it in their name and sell it in the market. As Govt of India is strongly supporting "Make In India" we request you to ascertain the manufacturing capacity of such bidders as the machines installed need to get the service support for next few years.</p>	<p>bid will be evaluated based on the document submitted by prospective bidders on online e tender portal</p>
			<p>Also, must mention service centre/spare parts warehouse availability of the manufacturer must be available in the state of deployment of machines (the same would help you in improving the serviceability and emphasizing upon optimum utilization).</p>	<p>spare parts must be available as per tenders terms</p>
			<p>GST registration in the state of deployment of machines must be asked for</p>	<p>no change</p>
7	<p>NIT Special Note 4 (page 4 of TED) about GFR rule 144(XI)</p>		<p>As per office memorandum no F.Bo 6/18/2019 PPD of Ministry of Finance, Department of Expenditure dated 23 July 2020 says "Any Bidder from a country which shares land border with India will be eligible to bid in any procurement of goods, services, consultancy or works only if it registers with Competant</p>	<p>please refer the office memorandum no F.Bo 6/18/2019 PPD of Ministry of Finance, Department of Expenditure dated 23 July 2020</p>

		Authority	
		(a) Please clarify that to calculate Indian Component Percentage, as the government order says cost of goods & services are both included. Please confirm the same	please refer the notification for preference to make in India (PPO) 2017 and its subsequent amendment
		(b) Kindly clarify that if prime facie the bidder is not from country which shares the land border with India & is a registered supplier in India Only & a bonafide citizen of India, that the bidder wants to buy certain equipment from China which is just a small percentage of total procurement of supply than this Indian bidder required to register as per above clause. As you would know recently central government has asked DPIIT to review this rule as sometimes public sector enterprise can face a price disadvantage, as in this case if the same equipment purchased from European Manufacturer cost of Washer Extractor & Flat Work Ironer is 40% higher than that manufactured in China. With multiple location sites actual cost might increase drastically also will increase the import cost thus the class (as per the tender rules) of the contractor who is bidding in this tender might also be affected. As you would know that the technical specifications laid by you is a mixture of Imported & Indian laundry machines. might have country of origin which is mentioned in GFR Rule 144(XI).	please refer the office memorandum no F.Bo 6/18/2019 PPD of Ministry of Finance, Department of Expenditure dated 23 July 2020
		2. Kindly verify which category of staff is required actually whether it is unskilled, semi skilled, skilled or highly skilled. Whether principal employer i.e. HLL Infra Tech Services Ltd will be providing	Please Comply as per tender terms, HITES will not be responsible for any statutory compliances

			all the statutory compulsory benefits viz. PF, ESIC, BONUS, GRATUTY & ANY OTHER BENEFITS IF APPLICABLE. Yes or no	
			Kindly also clarify Where as principle employer will be providing other mandatory facilities as applicable as per labor law, we policy & other. Kindly clarify that during the period of contract the principal employer will carry forward the changes minimum wages act time to time as per the chief labor commissioner	Please Comply as per tenders terms, HITES will not be responsible for these compliances
			3. In the Qualification criterion status of bidder is written Manufacturer or its authorized agent. Please add " or both" as the scope of work is Very vast	no change
8			2. Payment - On page no.51 says payment will be on prorata basis indicated in Price Schedule. But no price schedule provided in the tender dots	price schedule will be uploaded after the Amendment (if any) to the tender document
			3. Delivery & billing - Does the equipment supply and turnkey jobs to be billed separately? Incase yes then it has to be Ordered separately, meaning order in three parts. Equipment, Turnkey and Running the laundry	Single order will be placed. However payment of CMC and operation will be paid by the consignee
			4. Running and Operation of the Laundry Services - On page no.53, it mentions for three years. Should be for five years, till the warranty of equipment or else warranty of equipment should be three years	no change
			8. Annual Turnover Criteria - The amount / figures mentioned on page 60 are very specific	Refer revised Qualification Criteria mentioned in Section IX
			9. Qualification criteria mentioned on page 60 - We also suggest to add 'Authorised agent/consortium' on this page, as is mentioned on page 38 point 33.4.	no change

			10. Liquidated damages or any other recoveries (as mentioned on page no.33) should be settled at the time of final payment.	no change
9	EMD : Page no 16 Point no: 19		Please confirm id EMD is exempted for bidder, who is provide MSE (UAM/NSIC) certificate	EMD exemption will be given as per MSE guideline
			Also please advise the total tender value of the tender No: HITES/PCD/AIIMS-IV/52/Laundry/22-23	Refer revised Qualification Criteria mentioned in Section IX
	Qualification Criteria: Page No: 60 Section IX Point No: 3.		The Eligible criteria asked for similar turnkey project value, equivalent to or exceeding Rs. 10.52 Cr in the last 7 years, with 1 single work value of Rs. 2.10 Cr. We understand that this is the requirement for any bidder quoting for all the 9 hospitals. In case we would like to quote for less numbers of Hospitals (4 -5 Hospitals), how will this requirement criteria change? Will it decrease linearly with decrease of numbers of Hospitals quoted for?	Refer revised Qualification Criteria mentioned in Section IX
	Point no: 4 (a) Average Net Worth		Eligible bidders should have an average net worth of Rs. 2,10,54,600 for the last 3 years. We understand that this is the requirement for any bidder quoting for all the 9 hospitals. In case we would like to quote for less numbers of Hospitals (4 -5 Hospitals), how will this requirement criteria change? Will it decrease linearly with decrease of numbers of Hospital quoted for?	Refer revised Qualification Criteria mentioned in Section IX
	Point no: 4(b) Solvency Certificate :		Eligible bidders should submit a solvency certificate issued by a Nationalized / Scheduled bank anytime during the last six month from the date of tender opening, for a value of not less than 30% of	Refer revised Qualification Criteria mentioned in Section IX

			<p>the cumulative estimated value of work (i.e. Rs. 6,31,63,800 /-). We understand that this is the requirement for any bidder quoting for all the 9 hospitals. In case we would like to quote for less numbers of Hospitals (4 -5 Hospitals), how will this requirement criteria change? Will it decrease linearly with decrease of numbers of Hospital quoted for?.</p>	
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Note:

- I. Prospective Bidders are also advised to check the website regularly prior to the closing date and time of online submission of bids**