



राष्ट्रीय सिद्ध संस्थान / NATIONAL INSTITUTE OF SIDDHA

आयुष मंत्रालय / MINISTRY OF AYUSH

भारत सरकार - GOVERNMENT OF INDIA

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F. No :D-34016/1/2026-PURCH

Date: 11-09-2026

TENDER NOTIFICATION

National Institute of Siddha, invites sealed quotations for the providing laundry service at the NIS Campus, Details regarding the Notice Inviting Quotations are attached. Qualified vendors are encouraged to participate in the tender process.

**-Sd-
Director**

NATIONAL INSTITUTE OF SIDDHA
TAMBARAM SANATORIUM
CHENNAI – 600 047



NOTICE INVITING QUOTATIONS
Quotations Invited For
Providing of Laundry service

Bid Schedule Details		
Sl. No	Event Details	Particulars
1.	Tender publication Date	11-09-2026
2.	Date of pre-bid meeting	18-09-2026 @ 2.30 pm
3.	Tender submission closing (Bid due) date and time	01-10-2026 @ 5.00 pm

The National Institute of Siddha is an autonomous body under Ministry of AYUSH, Govt. of India. The Institute is having a 220 bedded hospital attached to it. The Institute is looking for laundry services for the following:

ESSENTIAL DOCUMENTS TO BE SUBMITTED ALONG WITH THE TENDER:-

1. GST Certificate
2. MSME Certificate
3. PAN Card
4. Work orders, Performance certificate or Experience certificate.
5. Shop Agreements (Like Rent/Lease Agreement /Tax Receipt/Electricity bill).
6. EMD proof.

EARNEST MONEY DEPOSIT (EMD)

1. The bidder shall furnish an **Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand only)** along with the tender document.
2. The EMD shall be submitted through any of the following acceptable modes:
 - **Account Payee Demand Draft (DD)** drawn in favour of “**The Director, National Institute of Siddha, Chennai – 47.**”
 - **Online payment** through any acceptable mode as specified by the Institute.
3. The EMD shall normally remain valid for a period of **45 days beyond the final bid validity period.**
4. **Micro and Small Enterprises (MSEs)/MSME service providers** shall be exempted from payment of EMD, subject to submission of valid and applicable registration/certification documents and compliance with the applicable Government rules.
5. The EMD shall be **refundable/returnable to the unsuccessful bidders** after completion of the tender process, as per the applicable rules and conditions of the tender.
6. The EMD of the successful bidder shall be dealt with in accordance with the terms and conditions of the tender and applicable Government rules.

PERFORMANCE SECURITY

1. The contractor will be required to furnish **Performance Security** in the name of the “**Director, National Institute of Siddha, Chennai**”, for **3%** of the annual value of the contract (total amount payable for 12 months) before commencing the work under the contract.
2. The performance security will remain with the Institute as long as the contract is in force and will remain valid for a period of 60 days beyond the date of completion of all contractual obligations. The security amount is liable to be forfeited fully or in part thereof, in case of breach of any of the conditions mentioned in the contract agreement. The performance security deposit is refundable on successful completion of the contract.

ELIGIBILITY CRITERIA

1. **Minimum Experience Requirement:** “The bidder must have a minimum of two (2) years’ experience in providing laundry services to Government / Public Sector / Autonomous Bodies / Private Hospitals / reputed Private Organizations / Institutions. The bidder shall have a functional office located within Chennai city limits, with a valid Chennai PIN code. Documentary proof of both the requisite experience and Chennai office address shall be mandatorily submitted along with the bid. Bids failing to meet these eligibility criteria shall be liable for rejection.”
2. **Proof of Experience:** The bidder shall submit documentary evidence in support of the minimum two (2) years’ experience, such as **work orders, agreements, completion certificates, performance certificates, or experience certificates** issued by the concerned Government / Public Sector / Private organization or institution. The documents submitted shall clearly indicate the period and nature of laundry services rendered.
3. **Local Office Requirement – Chennai:** The Service Provider shall have a **functional office / establishment within Chennai city limits**, and the registered/operational office address furnished in the tender shall have a **valid Chennai PIN code**.
4. **Proof of Chennai Office:** The bidder shall submit documentary proof of its office located in Chennai, such as **GST Registration Certificate, Shops & Establishments Registration, Trade Licence, Rent/Lease Agreement, Property Tax Receipt, Electricity Bill, or any other valid government-issued document** indicating the complete office address and Chennai PIN code. The purchaser/department reserves the right to verify the physical existence and functionality of the said office.
5. **Operational Capability:** The Service Provider shall have adequate infrastructure, manpower, transportation facilities, laundry-processing facilities and other resources necessary for providing uninterrupted laundry services as specified in the tender.
6. **Past Performance:** The bidder should have satisfactory performance in laundry services during the preceding period of its operation. The Purchaser/Department reserves the right to verify the performance of the bidder with its existing or previous clients.
7. **Validity of Documents:** All certificates, registrations, work orders and other documents submitted by the bidder shall be valid and genuine as on the date of submission of the tender. Submission of false, forged or misleading documents shall result in **rejection of the bid and/or termination of the contract**, besides any other action permissible under applicable rules.
8. **Right of Verification:** The Institute reserves the right to verify the experience, office address, infrastructure and credentials of the bidder either before award of the contract or at any stage during the contract period. Failure to satisfy the eligibility conditions upon verification may result in disqualification or termination of the contract.
9. **Mandatory Compliance:** The above eligibility requirements shall be treated as **mandatory/pre-qualification criteria**. Bids not fulfilling any of the specified eligibility conditions or not accompanied by the required documentary proof may be liable for rejection.
10. **Continuity of Eligibility:** The Service Provider shall maintain the required office and operational facilities in Chennai throughout the contract period. Any change in the office

address shall be intimated to the Institute in writing and shall be subject to acceptance by the Institute.

11. Interpretation

The decision of the Institute regarding fulfilment of the eligibility criteria, based on the documents and information submitted by the bidder, shall be final.

12. Quotation submission format:-

<u>Sl. No.</u>	<u>Particulars</u>	<u>Pre GST Price (Rs.)</u>	<u>GST %</u>	<u>Grand total</u>
1.	Patient bedsheet (83"×56")			
2.	Yoga bedsheet (Jamukkalam) (77" × 37")			
3.	Yoga bedsheet Green Colour (142" × 48")			
4.	ECG Bedsheet (90" × 58")			
5.	ECG Screen (95" × 92")			
6.	Doctor bedsheet (80.5" × 59")			
7.	Outpatient screen (81" × 67")			
8.	Inpatient screen (81" × 67")			
9.	Bedside screen (Big) (47" × 55")			
10.	Bedside screen (small) (55" × 22")			
11.	Yoga Bedsheet (66.7" × 32.5")			
12.	X-ray dhoties (78" × 42")			
13.	X-ray gown (46" × 28.5 ×)			
14.	Bed sheets (Theatre) (83"×56")			
15.	Apron (Theatre) (46"×33")			
16.	Patient pillow cover (23" × 16.5")			
17.	Hand towel (small) (16"×14")			
18.	Doctor pillow cover (28"×16")			
19.	Towel Big size (27.5"×16")			
20.	Pillow covers (Theatre) (28"×16")			
21.	Hand-Towel (Theatre) (27.5"×16")			
22.	Center Hole Towel (Theatre) (34" × 27.5")			

you are requested to quote your lowest rate for the above linens. Rate for linens shall be quoted as per the serial number given in the tabular column.

Please submit your quotation in a sealed cover by 01-10-2026. The cover must be superscribed as "Quotation for Dry clean and Laundry service".

Total value wise Evaluation will be adopted for this tender viz., the evaluation is based on the total value of the bid. Quotations should be submitted only in closed cover/envelope. Open quotations will be rejected.

Terms and Conditions for Laundry Services

1. Scope of Services

- **Service Coverage:** The laundry services provided include the collection, cleaning, and delivery of hospital linens, patient clothing, staff uniforms, and other related items as specified in the bid.
- **Exclusions:** The following items are not covered by this service: personal belongings of patients or staff not related to hospital operations, items requiring special handling or cleaning beyond standard procedures, and items that are damaged or lost due to circumstances beyond our control.
- **Schedule for pickup of soiled linens and delivery of washed linens:** Three times a week.

2. Collection and Delivery

- **Schedule:** Laundry services will be performed according to the agreed schedule. Any changes to the collection or delivery schedule must be communicated and agreed upon in advance.
- **Collection Points:** Designated collection points for laundry will be established, and hospital staff must ensure items are delivered to these points in a timely manner.
- **Delivery:** Clean laundry will be returned to the designated delivery points or directly to the departments as specified by the Hospital Authorities.
- **Delivery Time:** The contractor shall return washed linen within the stipulated time (48 hours). Any delay in return of washed linens should be intimated to the Institute.

3. Quality and Handling

- **Standards:** All laundry items will be cleaned according to industry standards, using hospital-approved detergents and disinfectants.
- **Special Instructions:** Any special handling or cleaning instructions must be communicated to the laundry service provider in advance. The hospital will be responsible for providing clear and accurate instructions for items requiring special treatment.
- **Liability:** The laundry service provider is responsible for ensuring that items are cleaned to the agreed standards. The hospital is responsible for the proper handling and storage of laundry items before and after cleaning.

4. Lost or Damaged Items

- **Reporting:** Any lost or damaged items must be reported to the laundry service provider within one day of receipt of cleaned linens.
- **Compensation:** The laundry service provider will assess claims of lost or damaged items and, if applicable, offer compensation or replacement as per the terms outlined in the service agreement.

5. Confidentiality

- **Privacy:** The laundry service provider must adhere to confidentiality agreements concerning patient and hospital information. Laundry items must not be used or disclosed for any purposes other than those agreed upon.

6. Termination

- **Notice:** Either party may terminate the service agreement with 30 days written notice.
- **Breach:** The agreement may be terminated immediately in the event of a material breach by either party.

7. Transportation

The contractor shall arrange vehicles for:

- Pickup
- Delivery
- Safe Transportation

The transportation cost shall be deemed included in the quoted rates.

8. Inspection

Our officials may inspect

- Laundry facility
- Chemicals
- Washing process
- Delivery records

At any time during the contract period.

9. Amendments

- **Changes:** Any amendments to these terms and conditions must be agreed upon in writing by both parties.

10. Single Point of Contact

- Details of the coordinator (single point of contact) should be provided for addressing day to day issues

11. Rates

- The quoted rates shall be **inclusive of all charges**, including labour, transportation, washing, detergents, disinfectants, drying, ironing, folding, packing and other incidental expenses, except applicable GST, if separately admissible as per the tender/quotation conditions.
- The rates quoted should be valid for the entire period of contract.

12. GST and Taxes

- The contractor shall have a valid **GST registration**, wherever applicable, and shall be responsible for payment of all applicable taxes, duties and statutory liabilities. GST shall be paid as per applicable Government rules and the terms of the contract.

13. Right to Increase/Decrease Quantity

- The Institute reserves the right to increase or decrease the quantity of linen to be processed according to actual requirements. No minimum quantity of work is guaranteed to the contractor.

14. Records

The contractor shall maintain proper records of:

- Date of collection
- Quantity/type of linen collected
- Quantity processed
- Date of delivery

- Damaged/missing items, if any
- Complaints and rectification
- Other records as required by the Institute

15. Contract Period

- The contract shall remain valid for the period specified in the work order/agreement. Extension, if any, shall be subject to satisfactory performance and approval of the Competent Authority.

16. National Institute of Siddha reserves the right to cancel, reject the contract without assigning any reason.