

INDIRA GANDHI CO-OPERATIVE HOSPITAL  
KADAVANTHRA, KOCHI – 682020  
A Unit of Cochin Co-operative Hospitals Society Ltd.

QUOTATION DOCUMENT  
OUTSOURCING OF HOSPITAL LAUNDRY SERVICES  
(to be downloaded , filled and submit)

Quotation No: CCHS/Laundry/2026-1

Date : 12.09.2026.

---

## 1. INVITATION TO QUOTATION

Indira Gandhi Co-operative Hospital, Kadavanthra, Kochi, a 250-bed multispeciality hospital, invites quotation from reputed, experienced and financially sound agencies/firms for providing comprehensive laundry services for hospital linen.

The selected agency shall be responsible for the complete collection, transportation, washing, disinfection, drying, ironing, folding, packing and delivery of hospital linen.

The Hospital will consider quotations on either:

1. Per Kilogram (Kg) basis, or
2. Per Piece basis.

The Hospital reserves the right to select either pricing model based on the technical suitability, quality and overall financial advantage to the Hospital.

---

## 2. OBJECTIVE

The objective of outsourcing the laundry service is to ensure:

- Continuous availability of clean hospital linen
- High standards of hygiene and infection control
- Timely collection and delivery

- Proper disinfection and processing
- Prevention of cross-contamination
- Proper handling and accountability of Hospital linen
- Cost-effective and reliable laundry services.

---

### 3. SCOPE OF WORK

The selected agency shall undertake the complete laundry process, including:

#### 3.1 Collection of Soiled Linen

Collection of soiled linen from designated areas of the Hospital at prescribed intervals.

#### 3.2 Segregation

Proper segregation of linen into appropriate categories, including:

- Normal linen
- Heavily soiled linen
- Blood/body-fluid contaminated linen
- OT linen
- ICU/critical-care linen
- Isolation/infectious linen
- Other categories specified by the Hospital.

#### 3.3 Transportation

Safe transportation of soiled linen from the Hospital to the laundry facility and clean linen back to the Hospital.

Soiled and clean linen shall be transported separately.

#### 3.4 Washing and Disinfection

Washing and disinfection shall be carried out using appropriate hospital-grade detergents, disinfectants and other approved chemicals.

The process shall ensure effective removal of dirt, stains, organic matter and microbial contamination.

### 3.5 Drying

Adequate mechanical drying shall be provided to ensure that linen is completely dry before finishing and packing.

### 3.6 Ironing and Folding

All processed linen shall be properly ironed, folded and finished.

### 3.7 Packing

Clean linen shall be appropriately packed/covered to prevent contamination during transportation and storage.

### 3.8 Delivery

Clean linen shall be delivered to the designated Hospital location according to the agreed schedule.

Priority requirements of OT, ICU, CTVS, Emergency, Labour Room and other critical areas shall be attended to promptly.

---

## 4. LINEN COVERED UNDER THE CONTRACT

The laundry service may include:

- Bed sheets
- Pillow covers
- Patient gowns
- Patient dresses
- Draw sheets
- Blankets
- Bed spreads
- Towels
- OT gowns
- OT drapes

- Surgical linen
- Scrub suits
- Doctor/nurse coats
- Curtains
- ICU linen
- CTVS linen
- Labour room linen
- Other hospital textile items.

The Hospital may add or delete items according to operational requirements.

---

## 5. SPECIAL PROCESSING OF CRITICAL-AREA LINEN

Linen from:

- Operation Theatre
- CTVS
- ICU
- SICU
- CCU
- Neuro ICU
- MICU
- Oncology/Onco ICU
- Labour Room
- Isolation areas

shall be processed with appropriate additional precautions and disinfection procedures as directed by the Hospital Infection Control Team.

---

## 6. PER-KILOGRAM MODEL

Agencies quoting on a per-kg basis shall quote an all-inclusive rate per kilogram of linen processed.

The rate shall include:

- Collection
- Transportation
- Labour
- Water
- Electricity/fuel
- Detergents and chemicals
- Disinfection
- Washing
- Drying
- Ironing
- Folding
- Packing
- Delivery
- Overheads
- All other operational expenses.

GST and other applicable statutory charges shall be clearly indicated separately.

The bidder shall specify separately, if applicable, rates for:

- Normal linen
- Heavily soiled linen
- Infectious/contaminated linen
- OT/critical-care linen.

---

## 7. PER-PIECE MODEL

Agencies quoting on a per-piece basis shall provide item-wise rates for different categories of linen.

The quoted rate shall include all costs connected with collection, transportation, washing, disinfection, drying, ironing, folding, packing and delivery unless specifically mentioned otherwise.

A detailed rate schedule shall be submitted along with the tender.

---

## 8. ESTIMATED QUANTITY

The Hospital shall provide the bidder with the estimated linen volume, wherever available.

Estimated average linen load: 500 kg/day

The quantity indicated is only an estimate and shall not constitute any guaranteed minimum quantity of work.

Actual quantities may vary depending on patient occupancy, seasonal variations and Hospital requirements.

---

## 9. LAUNDRY FACILITY

The selected agency shall have an adequately equipped commercial laundry facility capable of handling the Hospital's requirements.

The facility should preferably have:

- Industrial washing machines
- Hydro extractors
- Tumble dryers
- Flat-work ironer
- Steam press
- Folding facilities
- Adequate water supply
- Proper drainage
- Effluent treatment arrangements
- Separate areas for soiled and clean linen
- Appropriate linen transportation facilities.

The Hospital reserves the right to inspect the facility before awarding the contract.

---

## 10. MANPOWER

The agency shall provide adequate trained manpower for uninterrupted service.

The agency shall be responsible for:

- Recruitment
- Salary and wages
- EPF/ESI and other statutory benefits
- Uniforms
- ID cards
- Training
- PPE
- Occupational safety
- Replacement of absent staff.

The agency shall ensure adequate staffing throughout the contract period.

---

## 11. STAFF HYGIENE AND INFECTION CONTROL

All personnel shall:

- Maintain personal hygiene
- Wear prescribed uniforms
- Use gloves/PPE wherever required
- Follow hand hygiene
- Follow infection-control procedures
- Handle soiled linen safely
- Avoid cross-contamination.

Staff handling contaminated linen shall be appropriately trained.

---

## 12. SEPARATION OF SOILED AND CLEAN LINEN

The agency shall maintain strict separation throughout the process:

SOILED LINEN → SORTING → WASHING/DISINFECTION → DRYING →  
IRONING/FOLDING → PACKING → CLEAN LINEN

Clean and soiled linen shall not be mixed at any stage.

Separate transport containers/trolleys shall be used wherever required.

---

### 13. LINEN ACCOUNTABILITY

The agency shall maintain proper records of:

- Linen received
- Linen processed
- Linen returned
- Linen pending
- Linen damaged
- Linen lost/missing
- Linen rejected/reprocessed.

The Hospital may implement physical or electronic linen tracking systems.

---

### 14. LOSS AND DAMAGE

The agency shall take all reasonable precautions to prevent loss or damage to Hospital linen.

The agency shall be responsible for loss or damage attributable to its negligence or improper handling.

The cost of lost or irreparably damaged linen may be recovered from the agency as determined by the Hospital.

Normal wear and tear shall be considered separately.

---

## 15. QUALITY STANDARDS

Processed linen shall:

- Be visibly clean
- Be properly disinfected
- Be free from objectionable odour
- Be adequately dried
- Be properly ironed/folded
- Be free from excessive detergent/chemical residue
- Be free from foreign material
- Be properly packed.

Linen failing to meet the required standards shall be reprocessed by the agency at no additional cost.

---

## 16. SERVICE TIMINGS

The agency shall provide collection and delivery according to a schedule agreed with the Hospital.

Laundry services shall be available throughout the year, including Sundays and holidays, whenever required.

Emergency requirements from critical departments shall receive priority.

---

## 17. TURNAROUND TIME

The agency should specify the turnaround time for the following.

Routine linen: \_\_ hours

OT/critical-care linen: \_\_ hours

Emergency requirement: \_\_ hours

Failure to maintain the agreed turnaround time may attract penalties.

---

## 18. PENALTIES

Penalties may be imposed for:

- Delay in collection
- Delay in delivery
- Poor washing quality
- Repeated stains
- Loss of linen
- Excessive damage
- Shortage of manpower
- Failure to attend emergency requirements
- Violation of infection-control procedures
- Mixing of clean and soiled linen
- Repeated complaints.

Details of penalties shall be specified in the final agreement/work order.

Repeated or serious violations may result in termination of the contract.

---

## 19. ELIGIBILITY

The bidder shall:

1. Be a legally registered firm/company/agency.
2. Have adequate experience in commercial or hospital laundry services.
3. Preferably have experience with hospitals.
4. Have adequate infrastructure and machinery.
5. Have trained manpower.
6. Have sufficient financial capacity.
7. Possess all applicable statutory registrations/licences.
8. Have satisfactory performance records.

Preference may be given to agencies having demonstrated experience in hospital laundry services.

---

## 20. DOCUMENTS TO BE SUBMITTED

The bidder shall submit:

1. Registration certificate
2. PAN
3. GST certificate
4. Firm/company profile
5. Experience certificates/work orders
6. Details of existing hospital clients
7. Financial/turnover details
8. Details of laundry machinery
9. Details of manpower
10. Applicable statutory licences/approvals
11. Technical proposal
12. Financial proposal
13. Signed copy of tender document and terms & conditions.
14. Client List.

---

## 21. CONTRACT PERIOD

The contract shall initially be for:

2 years

The Hospital may extend the contract based on satisfactory performance and mutual agreement.

Performance shall be reviewed periodically.

---

## 22. PAYMENT

Payment shall be made monthly based on verified:

- Weight of linen processed, or
- Number of pieces processed,

as applicable to the selected pricing model.

Bills shall be supported by appropriate records and verified by the authorised Hospital representative.

Applicable statutory deductions shall be made.

---

## 23. TAXES

All applicable taxes and statutory charges shall be borne by the agency.

GST shall be clearly indicated separately in the financial bid.

---

## 24. INSURANCE AND LABOUR COMPLIANCE

The agency shall comply with all applicable labour and statutory requirements, including, wherever applicable:

- EPF
- ESI
- Minimum wages
- Employees' compensation
- Insurance
- Occupational safety requirements
- GST and other statutory obligations.

The Hospital shall not be responsible for employment-related liabilities of the agency's personnel.

---

## 25. INSPECTION AND AUDIT

The Hospital reserves the right to inspect:

- Laundry premises
- Machinery
- Processing areas
- Storage areas
- ETP/wastewater arrangements
- Records
- Manpower.

The agency shall fully cooperate with Hospital inspections and quality audits.

---

## 26. PERFORMANCE MONITORING

The agency's performance shall be assessed on:

- Quality of washing
- Timeliness
- Infection-control compliance
- Linen availability
- Loss/damage
- Complaints
- Manpower adequacy
- Emergency response
- Documentation
- Overall service quality.

---

## 27. TERMINATION

The Hospital may terminate the contract for:

- Persistent poor performance
- Repeated delays

- Serious infection-control violations
- Repeated loss/damage of linen
- Breach of contractual conditions
- Failure to maintain required standards
- Submission of false information
- Any other material breach.

The applicable notice period shall be as specified in the agreement.

---

## 28. SUBCONTRACTING

The successful bidder shall not subcontract the work to another agency without prior written permission from the Hospital.

The main contractor shall remain fully responsible for the quality and continuity of service.

---

## 29. TENDER EVALUATION

Evaluation shall be carried out in two stages:

Technical Evaluation

The Hospital shall assess:

- Experience
- Hospital laundry experience
- Infrastructure
- Machinery
- Manpower
- Infection-control arrangements
- Quality systems
- Financial capacity.

Financial Evaluation

Financial bids of technically qualified bidders shall be compared.

The Hospital shall not be bound to accept the lowest quotation if the bidder does not meet the required technical, quality or service standards.

The final selection shall be based on quality, technical suitability, reliability and overall financial advantage.

---

### 30. FINANCIAL BID – PER KG

Sl. No.| Category| Rate per Kg ₹

- 1| Normal hospital linen|
- 2| Heavily soiled linen|
- 3| Infectious/contaminated linen|
- 4| OT linen|
- 5| ICU/critical-care linen|
- 6| Other linen|

GST: \_\_ %

Total rate including GST: ₹\_\_\_\_\_ per Kg

---

### 31. FINANCIAL BID – PER PIECE

Sl. No.| Item| Rate per Piece ₹

- 1| Bed sheet|
- 2| Pillow cover|
- 3| Patient gown|
- 4| Patient dress|
- 5| Draw sheet|
- 6| Blanket|
- 7| Bed spread|
- 8| Towel|
- 9| OT gown|
- 10| OT drape|
- 11| Scrub suit|
- 12| Doctor/Nurse coat|
- 13| Curtain|
- 14| Other items|

GST: \_\_ %

---

### 32. GENERAL CONDITIONS

1. The bidder shall carefully study the tender document before submitting the tender.
2. The bidder may inspect the Hospital and understand the requirements before submission.
3. Conditional tenders may be rejected.
4. Incomplete tenders may be rejected.
5. Rates quoted shall remain firm for the agreed period.
6. The Hospital reserves the right to accept or reject any or all tenders.
7. The Hospital may cancel or modify the tender process without assigning reasons.
8. The successful bidder shall enter into a formal agreement with the Hospital.
9. All tender documents shall be signed and stamped by the authorised representative.
10. The Hospital's decision regarding technical suitability shall be final, subject to applicable rules.
11. The agency shall maintain confidentiality regarding Hospital and patient information.
12. The agency shall ensure uninterrupted laundry services throughout the contract period.

---

### 33. ADDRESS FOR SUBMISSION

The Secretary  
Indira Gandhi Co-operative Hospital  
Kadavanthra, Kochi – 682020  
Email: igchhospitalcochin@yahoo.com

---

### 34. DECLARATION BY BIDDER

I/We hereby declare that I/we have read and understood the complete tender document and agree to abide by all the terms and conditions specified therein.

I/We confirm that the information submitted by us is true and correct and that we possess the necessary experience, infrastructure, manpower and financial capacity to undertake the Hospital laundry services.

Name of Firm/Agency: \_\_\_\_\_

Authorised Representative: \_\_\_\_\_

Designation: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Seal: \_\_\_\_\_

#### ANNEXURE V – UNDERTAKING

I/We undertake to provide continuous, hygienic, timely and quality laundry services to Indira Gandhi Co-operative Hospital and to comply with all Hospital infection-control requirements, statutory requirements and the terms of the final agreement.

Name: \_\_\_\_\_

Firm: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Seal: \_\_\_\_\_