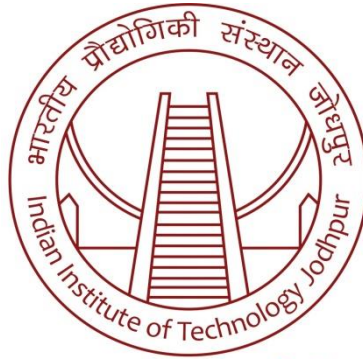


TENDER FOR LAUNDRY SERVICES CONTRACT : IIT JODHPUR (KARWAD)

NIT NO : NIT NO : IITJ/SPS/PC/LS/16-17/16

<u>NIT Issue Date and Time</u>	: 14 Mar 2017
<u>Pre-bid Meeting</u>	: 27 Mar 2017 (1500 h)
<u>Tender Submission Date and Time</u>	: 11 Apr 2017 (1500 h)
<u>Tender Opening Date and Time</u> (Technical Bid)	: 11 Aprr 2017 (1530 h)
<u>Tender Opening Date and Time</u> (Financial Bid)	: Date Later



॥ त्वं ज्ञानमयो विज्ञानमयोऽसि ॥

Indian Institute of Technology, Jodhpur
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TEL: +91 291 244 9141

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**TENDER FOR LAUNDRY SERVICES AT INDIAN INSTITUTE OF TECHNOLOGY,
JODHPUR**

General.

1. Indian Institute of Technology Jodhpur, an Institute of National Importance, invites sealed two part bids from reputed agencies engaged with proven track record, for provision of laundry services at Permanent Campus (Karwad). The contract will be initially for a period of one year, which may be renewed *annually* for another one year subject to satisfactory performance. The tender document with complete details including experience required, scope of work and terms and conditions can be downloaded from the website given on the cover page.

Scope of Work.

2. IIT Jodhpur would require laundry services on regular basis for various types of Linen items generally used by Faculty Members, Staff Members, Students and Visitors. This includes general purpose linen items, e.g., Curtains, Cushion Covers, Table Cloths, Seat Covers and Mosquito Nets.

3. The laundry services would encompass 'Scope' as under :

(a) Collecting, Washing and /or ironing and delivery of clothes in respect of individuals and Guests of IIT Jodhpur.

(b) Organising billing in case of every individual.

(c) Timely clearing of Water, Electricity and allied charges as prescribed in the Tender documents, if any.

(d) The laundry services shall include individuals staying at Permanent Campus (Karwad).

Definitions

4. Unless otherwise specified, the following expressions used shall carry the meaning hereunder respectively assigned to them, namely:

(a) The expression "Owner", "Institute", "IITJ" or "IIT" occurring in the tender document shall mean IIT Jodhpur.

(b) The expression "Bidder" shall mean the tenderer who submits the tender for the work and shall include the successor and permitted assigns of the tenderer.

- (c) The expression “Contractor” shall mean the tenderer who submits the tender for the work and selected by the Institute for the performance of subject work and shall include successor and permitted assigns of the contractor.
- (d) “Officer-in-Charge” shall mean any representative of the Institute authorized to act as the Officer-in-Charge of the work or any specified part thereof.
- (e) “Work” and “Scope of work” shall mean the totality of work/services and supply of washed and/or ironed clothes and materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.
- (f) “Contract” shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of IIT, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
- (g) “Competent Authority” shall mean the Director, IIT Jodhpur or any other Officer designated by him for the purpose of this work/tender pertaining to Laundry services and powers delegated thereto, for the conduct of the defined work and smooth running of the New Laundry services.

Minimum Qualification for Bidding

5. Bidder shall have following pre-requisites in providing laundry services :

- (a) Certificate of Registration of the bidder under relevant laws, such as Companies Act 1956 and Shops & Establishment Act 1958. For partnership firms, full name and address of each partner along with certified copy of registered partnership deed, copy of trade license. For proprietorship firms, full name and address of proprietor along with certified copy of trade license
- (b) All bidders should submit along with their tender documents, copies of the valid license, TIN No, PAN Card, ESI and EPF Registration Certificate.
- (c) A certificate (Affidavit) on Rs 100/- non judicial stamp paper to be submitted by the firm duly Notarized that they haven't been debarred or blacklisted for any services, supplies or products dealing in, by any organizations or educational institute/ university or state/ central government and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.

INSTRUCTIONS TO BIDDERS FOR SUBMITTING TENDER DOCUMENTS

6. The Technical Bids will be opened as per dates mentioned on the cover page. Tender(s) received beyond the deadline will be summarily rejected. Interested agencies are requested to submit three sealed envelopes as explained in succeeding paras superscribing as the reference number to be sent by Speed Post/Courier to "Office of Store and Purchase, Indian Institute of Technology Jodhpur" so as to reach on or before the deadline. The Financial bids of only those agencies who would qualify based on Technical Bid documents, will be opened and the lowest bidder (as per the evaluation criteria) will be awarded the contract. Director, IIT Jodhpur reserves the right to reject any or all the tenders without assigning any reason. Any attempt on part of tenderers to influence, negotiate directly or indirectly with Institute, will lead to exclusion from consideration.

7. (a) The Bidder shall give an undertaking that he/she will comply with all conditions in the tender documents. For this purpose, the tender documents shall be completed in all respects and duly signed and stamped on each page by an authorised representative of the Bidder.

(b) **Double Cover Bid Tender**: Bidders are required to submit their offers in a sealed cover superscribing the name as above of the tender and containing three separate envelopes as under:

(i) **Envelope X** Should be super-scribed with the name of the work and the words **Technical Bid**. It should contain documents as per Appendix A which includes :

- (1) Copy of tender documents with all pages duly signed and stamped and all terms and conditions agreed to;
- (2) Technical Data Sheet;
- (3) Declaration with respect to Non Black listing.
- (4) TIN No, PAN No, Registration Certificate;
- (5) Bank Drafts (Tender Fee Rs 500/- and EMD Rs 10,000/-).
- (6) EPF & ESI Registration Certificate.

All other essential certificates/documents as mentioned in essential qualification required for bidding.

(ii) **Envelope Y** : Should be super-scribed with the name of the work and the words **Financial Bid**. It should contain only the "**Financial Bid**" as per Appendix B.

(iii) **Envelope Z** : Envelope X and Y duly sealed shall be placed in Envelope Z.

(c) The bidder shall quote his rate in the **Financial Bids** both in figures and in words. Incomplete **Financial bids** and those submitted in any other format will be rejected. The sealed outer Envelope Z shall be addressed to: Officer-in-Charge, Store Purchase, INDIAN INSTITUTE OF TECHNOLOGY JODHPUR.

(d) All Tenders submitted in person should be dropped in the Tender Box kept at the Office of officer-in-Charge, Store Purchase, IIT JODHPUR, latest by the last date and time of submission.

(e) No Faxed/E-mailed Tenders will be entertained. IITJ will not be responsible for any postal losses or delays in submission of tender documents

Terms and Condition for Laundry Services

8. Following terms & conditions will be applicable to the service providers :

- (a) Quality washing, drying and electric/ steam ironing.
- (b) Connecting on daily basis (pick and drop facility)
- (c) Have experienced employees.
- (d) Timely collection and delivery twice a week.
- (e) Express delivery service available at door steps and emergency services when warranted.
- (f) Track with the updated world, through online services.
- (g) For safety and authenticity, Vendor will have a code generation process for every individual customer.
- (h) Provisioning of Laundry bags and individual user IDs to be ensured.
- (j) Following branded detergents only to be used :-
 - (i) **For Cotton Clothes**. Surf Excel, Tide Plus, Henko, Ariel.
 - (ii) **For Woolen Clothes**. Ezee, Lizol (Washing), Surf Excel "Matic".

Note :Future Requirement:

- (a) Mobil app-to trace order with a click.
- (b) Locker facility for laundry in hostels.

Preparation of Bank Drafts.

9. Following bank drafts in favour of "Director, IIT Jodhpur" payable at Jodhpur will be enclosed in Envelope X as part of Technical bids :-

(a) Rs 1,000/- bank draft for Tender Fee – Non- refundable.

(b) Rs 30,000/- bank draft as Earnest Money Deposit (EMD) – Refundable.

10. **Security Deposit:** Rs 75,000/- in the forum of Bank Guarantee shall be deposited within one month of issue of Work Order.

11. **Annual Turnover.** Vendors Annual turnover for last three financial years (FY 2013-14, 2014-15 & 2015-16) should not be less than Rs 7,50,000/- (Rupees Seven Lakh Fifty Thousand only) each. Financial statements with net profit duly audited/certified by Chartered Accountant (CA) for last three years alongwith copies of Income Tax Returns, must be enclosed with Technical Bid.

Laundry Procedures.

12. There is a requirement to follow step by step procedure to nullify the chances of skipping any important action to be performed. Following steps define Vendor's actions clearly serving the Institute towards healthy clothing :-

(a) **Pickup from various Locations:** All washable and untidy attires will be collected by Vendor's professional team and packed in safely marking with identification so as to ensure correct delivery without mismatch or confusions.

(b) **Dropping Laundry Bags at Washing Locations:** Once collection of clothes is finished from the user, items will be dropped at washing point for further process.

(c) **Washing, Drying & Ironing:** Vendor's advanced technologies and highly skilled labors must come into action to ensure that clothes are passed through phases of washing, drying & ironing achieving quality & time lines.

(d) **Dispatch and drop back to Central location:** Once processed, the team dispatches all packages to a central location and hand over to responsible person/ authority.

(e) **Updation of Information over Web:** Making use of the advanced technology, complete service information be uploaded into users account so as to update him with correct information about the service taken.

(f) **Status Enquiry made by Customers:** At the final stage, the user can inquire about the status of the laundry service he/she opted for his/her clothing over

company's eMail. This facilitates user to know about the delivery status after availing Vendor's services.

(g) **Express Delivery:** In case of an emergency, the Vendor will be informed by eMail and **shall organize** immediate collection of clothes and delivery of washed /pressed clothes within 24 hrs with 10% extra charges.

(h) **Number of Machines:** Heavy Duty Commercial Machines are required to be installed on roof top of Girls Hostel, Boys Hostel and Type B Accommodation.

(j) In case of non-availability of users, unwashed clothes will be left at Central Point to be specified later on shifting to Permanent Campus, which will be picked up by the Vendor and delivered/processed accordingly.

(k) **Weekly Laundry:** Organize service cleaning as per pre agreed drop and pick up time which are as under:-

- (i) **Pickup Time:** Between 1800-2000h on Wednesday and Saturday. } Biweekly
- (ii) **Delivery:** Between 1800-2000h next Saturday & Wednesday. } Service

(l) **Responsibility:** The Vendor shall be responsible to organize the pickup and drop of laundry twice a week. The service shall be at pre-specified central point for students and from the houses of Faculty and Staff.

(m) **Marking & Identification:** The Vendor will provide the user with laundry bags and will mark them for easy identification.

(n) **Missed/Unattended Delivery or Pick up:** If the user misses a scheduled pickup during a given week, same will not be carried forward from one semester to another.

(o) **Payment Mechanism:** The user will be required to pay the agreed upon charges prior to service, as part of sitting fee through CoW Office. **Amount Plus/Minus, if any,** shall be adjusted with ensuing months bill. Payment shall be made through **Digitized Mode** only.

(p) **Refunds:** In the event of a natural disaster, such as a hurricane and floods, when the services are interrupted, there shall be no refunds, but a credit will be carried forward to the next semester.

(q) **Garment Care:** The Vendor shall be responsible and guard against laundry items bleaching, shrinking, fading or otherwise becoming altered or wearing out by unfair wash-and-dry laundry process.

(r) **Loss, Damage and Storage:** In the instance that a garment is lost or damaged by the Vendor, the Vendor shall compensate the user as per rates attached as **Appendix 'E'**.

13. **Inventory/Special Instruction Sheets:** Inventory/special instruction sheets for each pickup are available and be used for the purpose of keeping track of items.

Financial Bid

14. Financial bid to be given in the format attached as **Appendix 'B'**:

15. **Terms of Payment**

(a) Monthly payment will be made as per Para 11 (l) above.

(b) The service provider will submit monthly Individual bills by 3rd of every month. Payment will be made within 10 days of bills submission, in favour of the Vendor (in the name of the firm/agency, as per award of contract and agreement) .

(c) The contractor need to provide details of his Bank Account Number, Name and Address of the Bank, Branch Code and IFSC code, to facilitate payment through NEFT/ RTGS.

(d) If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of one year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on existing Terms and Conditions.

(e) **Payment to Contractor's Employees.** In case of receipt of any complaint for nonpayment of dues to his employees or the PF or any other kind of dues to his employees, IIT Jodhpur will be at liberty to deduct such amount payable to the aggrieved person from Contractors' bills and make payment to the person concerned under intimation to the Contractor.

16. **Compliance of Labour Laws.**

(a) The contractor shall comply with the provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, Maternity benefits Act 1961, Apprentices Act 1961 and the Contract Labour (Regulation and Abolition) Act 1970, ESI, EPF or the modifications thereof or any other laws relating thereto and the rules made from time to time . If he fails to do so, his failure will be a breach of the contract and IIT Jodhpur may at its discretion cancel the contract. The Vendor shall

also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the acts.

(b) Vendor himself will be responsible for performance and risks involved in view of the fact that work site of Vendor is supposed elsewhere outside the premises of IIT Jodhpur.

(c) IIT Jodhpur will provide free space and paid Water and Power supply for carrying out the washing, pressing & dry cleaning services as prescribed in bid document. The equipment, Labour and detergent shall be arranged and paid by the Vendor himself.

17. **Termination and Extension.** IIT Jodhpur reserves the right to terminate the contract in part or full at any time with one month's notice without assigning any reason thereof. IIT Jodhpur also will have the right to extend this contract on the same rates, Terms & Conditions at one time or in spells of lesser time/periods upto a cumulative maximum period of three years or till an alternate arrangement is made whichever is earlier.

18. **Penalty.** In case of breach of any contract conditions and for all types of losses caused by the contractor, **IIT Jodhpur shall be at liberty to make deductions** from the bills raised by the contractor upto the extent as deemed suitable under circumstances of the case.

19. **Validity and Evaluation.**

(a) The bids should be valid for a period of at least 180 days from tender opening date, within which the award shall be finalized.

(b) The evaluation will be based on financial offers made by various bidders based on the total of each item and resultant grand total.

20. **Undertaking and Declaration.** For understanding the Terms and Conditions of Tender and specification of work, an undertaking as under to be submitted by the Tenderer :-

(a) For understanding the Terms & Conditions of Tender and specification of work - **Refer Appendix 'C'.**

(b) For Compliance Report **Refer Appendix 'D'.**

21. Arbitration.

(a) In the event of any question, dispute / difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the sole Arbitration to Director IIT Jodhpur or his nominee.

(b) The award of the Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Director IIT Jodhpur shall appoint another person to act as Arbitrator in place of the out-going Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

(c) The Arbitrator may give interim award(s) and/or directions, as may be required.

(d) Subject to the aforesaid provisions, the Arbitration & Conciliation Act, 1996 and the rules made hereunder and any modification from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

22. Court Jurisdiction. Any dispute arising out of the tender/bid document/evaluation of bids/issue of Purchase Order (PO) shall be subject to the jurisdiction of competent court at the place from where the Tender has been issued i.e. Jodhpur.

“This contract/PO is subject to jurisdiction of Court of Jodhpur only.”

DOCUMENTS REQUIRED FOR TECHNICAL BIDS : LAUNDRY SERVICES

Ser No	Documents Required	Enclosed or not	Remarks
(a)	Copy of Tender documents with all pages duly signed & stamped including Appendices		
(b)	Declaration on Rs 10/- Non Judicial Stamp Paper with reference to 'Not Black Listed'		
(c)	PAN Copy, TIN Copy		
(d)	Registration Certificate Copy		
(e)	Experience Certificate, if any		
(f)	Firms/Owners ITR Copy of last three years		
(g)	Tender Fee and EMD Bank Drafts of Rs 500/- & 10,000/- respectively.		
(h)	EPF Registration Certificate		
(j)	ESI Registration Certificate		

FINANCIAL BIDS : LAUNDRY SERVICES**1. Routine Wears**

S.No	No of Clothes	Free Wash, if any	Amount for 04 ½ months (Rs)	Remarks
	Unlimited Nos of clothes			
	Unlimited Nos of clothes for six months			

2. Occasional Wears (Dry Cleaning)

S.No	Description	Rate (Rs)	Remarks
(a)	Blazer		
(b)	Three Piece Suit		
(c)	Sarees		

3. **Rate of Ironing only.** Rs _____ per cloth (For Faculty, Staff & Guests).

4. **Rate of Washing & Ironing.** Rs _____ per cloth (For Faculty, Staff & Guests).

Notes :

(i) L-1 shall be worked out based on unlimited number of clothes and total amount for 04 ½ (Four and half) months. Rates of clothes requiring Dry cleaning, Ironing & Washing (for Faculty, Staff & Guests) will not be included for working out L-1.

(ii) Bedsheet single, Pillow cover, Towel bath, Chair covers, Window Curtains with lining, Car Seat Cover, Partition curtains shall be counted as one cloth each.

However, Full Size Curtain with Lining, Mosquito net, Double Bedsheet shall be counted equal to two clothes each.

(iii) In case of Curtains, rates will be inclusive of its removal and putting back at the same place.

UNDERTAKING AND DECLARATION
FOR UNDERSTANDING THE TERMS AND CONDITION OF
TENDER & SPECIFICATION OF WORK

1. Certified that :-

(a) I/We _____ have read, understood and agree with all the terms and conditions, specifications included in the tender documents and offer to execute the work at the rates quoted by us in the tender form.

(b) If I/We fail to enter into the agreement and commence the work in time, the EMD/SD deposited by us will stand forfeited to the IIT Jodhpur.

2. The Tenderer hereby covenants and declares that :-

(a) All information, Documents, Photo copies/Certificates enclosed along with the Tender offer, are correct.

(b) If anything is found false and/or incorrect and/or reveals any suppression of fact at any stage, IIT Jodhpur reserves the right to debar our tender offer/cancel the purchase/work order if issued and forfeit the EMD/SD/Bill amount pending with IIT Jodhpur. In addition, IIT Jodhpur may debar the contractor from participation in its future tenders too.

Date :

(Signature of Tenderer)

Place :

Name of the Tenderer

COMPLIANCE REPORT

To,

The Director
Indian Institute of Technology,
Jodhpur

REGARDING "TENDER FOR WASHING AND DRY CLEANING WORK
AT IIT JODHPUR"

Dear Sir,

I have gone through the complete terms and conditions of the "Tender for Washing and Dry Cleaning Work at IIT Jodhpur" and accept the same. I am herewith enclosing :-

Bank Draft No _____ dated _____ drawn on Bank
_____ for Rs _____
along with the Tender as Earnest Money Deposit (EMD).

Place : (Signature of Bidder

Date : Name : _____

Address _____

Tele No _____

RATE OF COMPENSATION FOR LOSS AND DAMAGE BY VENDOR

Ser No	Items	Amount of Compensation (Rs)
1.	Shirt	100/-
2.	Trouser	200/-
3.	T Shirt	80/-
4.	Track Suit (Top)	100/-
5.	Track Suit (Lower)	100/-
6.	Bed Sheet (Single)	100/-
7.	Bed Sheet (Double)	200/-
8.	Pillow Cover	60/-
9.	Window Curtains	100/-
10.	Door Curtains	200/-