

**HALL MANAGEMENT CENTRE
INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR**



TENDER DOCUMENT

FOR

INVITATION TO AGENCIES FOR PROVIDING CENTRALISED LAUNDRY SERVICE AT HMC

Chairman, HMC
Indian Institute of Technology Kharagpur

Tender Document

For

Name of works: **Invitation to agencies for providing CENTRALISED LAUNDRY SERVICE
AT HMC, IIT KGP**

Authenticity: **This document consists of total 20 pages**

Chairman, HMC
Indian Institute of Technology Kharagpur

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HALL MANAGEMENT CENTRE
INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR

No. IIT/HMC/CLS/02

DATE: 27th Nov' 2017

TENDER NOTICE

The Hall Management Centre (HMC), Indian Institute of Technology Kharagpur (IIT Kharagpur), invites applications in the prescribed format from reputed laundry services for providing centralized laundry services at Indian Institute of Technology Kharagpur. Applicants should have the minimum pre-qualification criteria as mentioned in the tender.

The agency shortlisted on the basis of the evaluation criteria as mentioned in **SECTION III** shall be required to make a presentation before a designated committee. The selected agency shall be taken initially for a period of one year, which can be extended for two more years on yearly basis based on satisfactory performance.

Interested agencies can download the tender document from the institute website (www.iitkgp.ac.in) or HMC website (www.hmc.iitkgp.ac.in). The Tender fee of **Rs. 3000/-** should be submitted along with pre-qualification documents. Tenderers should submit Earnest Money Deposit (EMD) of **Rs. 50,000 /-** along with pre-qualification documents.

Pre-bid conference will be held on 11th December 2017 in the office of the HMC. The last date of submission of tender is 18th December 2017. The validity of the offer (bid) will be 120 days from the last date of submission of the tender.

The Chairman, HMC reserves the right to accept or reject any tender or part thereof without assigning any reason whatsoever.

Chairman, HMC
Indian Institute of Technology, Kharagpur

INFORMATION SHEET

Tender No. Date:	IIT/HMC/CLS/02 27 th Nov' 2017
Issue of Tender Forms	Tender Documents can be downloaded from the Institute's website (www.iitkgp.ac.in) or HMC website (www.hmc.iitkgp.ac.in).
Tender Submission Fee	Rs.3000/- by way of Demand draft in favour of Chairman, HMC, IIT KHARAGPUR, payable at Kharagpur
Earnest Money Deposit (EMD)	Earnest money of Rs.50,000/- to be deposited along with the Tender Documents in the form of Demand Draft favoring Chairman, HMC, IIT Kharagpur payable at Kharagpur.
Pre-bid Conference	Date: 11 th December 2017 HMC Office, IIT Kharagpur at 5:00 pm
Last Date of Submission of Tender	Date: 18 th December at 4:00 pm
Validity of the offer/bid	120 days from the last date mentioned above
Opening of Tender	Date: 18 th December 2017 at 6:00 pm In the HMC Office, IIT Kharagpur
Contact Person and Address for enquiry and submission of sealed tender documents	Chairman Hall Management Centre Indian Institute of Technology Kharagpur Kharagpur-721 302, West Bengal
Contact Phone Number (s) E-mail Address	+91-3222-281100/02/03/04 hmc@iitkgp.ac.in rishisirohi@adm.iitkgp.ernet.in
Website	http://www.iitkgp.ac.in http://www.hmc.iitkgp.ac.in

Section -I INSTRUCTIONS TO TENDERERS

Sealed tenders are hereby invited for CENTRALISED LAUNDRY SERVICES at IIT KGP Campus. The Terms & Conditions in respect of tenders are as under:

1. The tender shall be in a two bid system.

(a) One - Technical Bid: Containing information regarding experience, business turnover, and other details of the firm, to evaluate the suitability of the tenderer.

(b) Second - Financial Commercial Bid

2. The Technical Bids will be opened on **at HMC Office on 18th December 2017** at 6:00 pm in presence of tenderer or their authorized representative. Authorized representatives of HMC, IIT KGP may conduct the visit of the Establishment and work place of the tenderer to assess their suitability, as part of the Technical Bid evaluation. The Commercial/ Financial bids of only those tenderer, who are found suitable by the committee appointed for the purpose, will be opened on a date/ time to be decided and communicated to such eligible tenderers.

3. Sealed tenders in prescribed form duly filled must be submitted along with the demand draft which will be in favour of "Chairman HMC, IIT Kharagpur".

4. Chairman HMC reserves the right to reject the tenders not conforming to the prescribed requirements and non-submission of required documents/copies. No correspondence thereof shall be entertained whatsoever.

5. The tenderer should submit the Technical Bid & Financial/Commercial Bid along with EMD of Rs. 50,000/- in two Separate sealed envelopes super-scribing "Technical Bid" and "Commercial Bid" respectively. EMD and Tender Fee should be kept inside the Technical Bid envelop. These two envelopes should be then put inside another bigger envelope and sealed properly and Super-Scribed "LAUNDRY SERVICES at IIT KGP Campus".

6. Tenders should be addressed to the Chairman HMC, IIT Kharagpur.

7. The following information to be indicated on the Envelope cover.

a) Tender for LAUNDRY SERVICES at IIT KGP Campus.

b) Name of Firm -

c) GST Registration no.

d) Clearly indicate on the inside envelopes "TECHNICAL BID" OR "FINANCIAL BID".

e) All enclosures shall be numbered and indicate the number of attached documents in technical bid form for reference.

TENDERER'S NAME & SIGNATURE

Section -II : Brief Description of Scope of Work, Terms & Conditions

1. Indian Institute of Technology Kharagpur (IIT KGP) is one of the most premier technology Institute of the country having national importance.
2. It is proposed to have centralised laundry system for students in the Halls of Residence and all campus residents. For this purpose, the agencies willing to pre-qualify for laundry services shall be short-listed on the basis of the eligibility and evaluation criteria.
3. There are 20 bachelor hostels of which are 14 boys and 6 girls hostels, 2 married hostels and approx. 12000+ students. Over & above, the 3000+ residents of the campus can also avail the laundry services.
4. IIT KGP shall only provide the space for installing the Washing Machines, Dryer, Electric Iron facility, and other equipment/ accessories as may be necessary for running the laundry services. The tenderer shall bear all the expenses for running the in-house laundry services.
5. The tenderer should quote the rates & amount tendered by him/ them in figure & as well as in words. Alterations will not be allowed. Every page of the tender form should be signed by the tenderer himself. Attested copies of the Registration Number of the firm, and copies of GST registration, Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agency/ Organizations, Memorandum of firm and partnership deed if firm is in partnership shall be enclosed.
6. The tenderer with seal of agency/firm should sign every paper of the tender as a confirmation of acceptance of the terms & conditions mentioned on each paper as this will be a part of agreement.
7. The tenderer shall have a minimum 1 (one) year of experience in providing mechanized laundry services in an organization of repute (at state or national level) as on tender submission deadline. Name, address / contact details of the present and past satisfactory clients to be provided with a copy of the experience certificate in the client's letterhead to be enclosed with the technical bid. At least One (1) similar completed/ongoing work should be in Government / Autonomous Bodies / Public Sector Undertakings. Signed certificates and Work Order copy from the clients to whom such services have been extended must be enclosed with the technical bid.
8. The laundry shall run seven days a week (for minimum 8 hrs per day) for which the tenderer shall make a schedule for receiving & delivery of clothes. The tenderer will be fully responsible for any loss, burn, etc.
9. There should also be provision of online booking by the campus residents. The respective webpage must be developed and run by the tenderer.
10. The earnest money deposit is liable to be forfeited, if the tenderer withdraws or amends or deviates from the tender in any respect within the period of validity of the agreement.
11. The tenderer may be asked to deposit security in favour of the Chairman HMC for an amount as decided by the competent authority of IIT KGP in the form of Bank guarantee for the due performance of the contract, within 15 days from the date of contract. In the event of breach/violation or contravention of any terms and conditions herein by the tenderer, the security deposit shall be forfeited by IIT KGP, in addition to any amount of penalty as decided by the Chairman, HMC shall be recoverable from security amount if not paid by the tenderer.

12. The earnest money deposit can be adjusted against security money. No interest shall be paid on earnest and security money deposit.
13. The Chairman HMC reserves the right to accept or reject any tender without assigning any reason, bifurcate the whole tender in two tenders (without effecting the existing terms & conditions of the contract) or cancel any part of the tender.
14. The tenderer may visit to see the campus/hostel with the prior permission to assess the quantum of work, deployment of required man power, machines, tools & plants etc. before quoting their rates and amount in tender.
15. The tenderer while submitting the tender would be deemed to have considered and accepted all the terms and conditions of contract. No verbal or written enquiry will be entertained in respect of acceptance or rejection of the tender.
16. The tenderer must declare that the number and type of latest machines he will use. The machines will remain in the location in working condition and would be replaced/ repaired within five days.
17. The tenderer shall be responsible for all such taxes, as may be levied on the laundry services and shall also be responsible to obtain any License/permission from the concerned Govt. department. IIT KGP will not be responsible/ liable for any penalty or charges levied by any government or local agency.
18. The tenderer shall have to produce documentary proof like Aadhar Card/Voter Card/Smart Card/Telephone Bill/ Electricity Bill/IncomeTax Certificate in support of identity of the person deputed at IIT KGP.
19. The tenderer must provide proof of registration under relevant law, such as Companies Act, and / or Shops & Establishment Act etc. 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
20. The tenderer should submit along with their tender, copies of the valid trade license no., Labour license, PAN Card, PF Registration Certificate, ESI Registration Certificate, GST Registration number.
21. The tenderer must submit copy of acknowledgement of Income Tax return for the last three financial years.
22. The tenderer must submit a certificate (Affidavit) to be signed by MD / CEO of the company 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.
23. All personnel/employees/workmen employed by the tenderer shall be adults with good health and sound mind. The personnel of the tenderer shall be liable to security search by the Security Staff/Agencies deployed by IIT KGP.
24. The employees/workmen employed by the tenderer shall always be under the direct and exclusive control and supervision of the tenderer. The tenderer shall appoint fully qualified competent and trained workers in their payroll, supervisors and employees/workmen to ensure that the services rendered by them and the responsibility and obligations undertaken

by them are carried out to the satisfaction of the HMC. The tenderer shall submit the list of manpower engaged for the contract to HMC. It is also mandatory that the tenderer keeps a complete record of background, origin, and contact information of their employees on payroll and shall be produced to IIT KGP officials on demand.

25. The tenderer shall deploy trained workers who are totally capable of how to execute the job. The work should be executed very carefully, if damage occurs, the tenderer shall be liable for any liability, loss, claim in respect of personal injury to or any mishappening/casualty of any person whomsoever arising out during the course of carrying out the laundry works. That the tenderer shall not engage or depute any worker below the age of 18 years in the laundry premises.
26. The agency staff shall work under supervision, direction and overall administration of the tenderer. Web-based feedback on the service is to be collected from the customers and submitted on semester basis in order to ensure smooth functioning and good service.
27. HMC shall not be responsible for any injury, accident, disability, or loss of life to the tenderer or to any of its persons that may take place while on duty. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the tenderer. The tenderer has to make his own arrangements towards accommodation, health insurance, accidental and disability coverage and domiciliary treatments of all persons engaged by them under their pay role. Tenderer must obey the labour rules of Govt of India.
28. The tenderer will deploy workers for collection & delivery of the clothes to the students. The workers deployed at laundry shall be employees of the tenderer and the tenderer shall be liable to pay them their wages and other dues etc. for which they are legally entitled. The laundry shall run all seven days of the week and timings for collection and delivery of clothes shall be approved by HMC. The tenderer shall be wholly responsible to provide all the benefits viz. P.F., E. S. I, Bonus, Gratuity & Leave, etc. to eligible personnel engaged and deployed for the work as per labour rules of Govt of India. IIT KGP shall not be responsible in any manner.
29. The competent authority of IIT KGP shall have the right to ask the tenderer/agency to remove any person, who is not found to be competent and orderly in the discharge of the satisfactory laundry services.
30. The water & electricity shall be provided by IIT KGP. The water charges shall be charged and electricity charges shall be recovered through meter. The tenderer will be fully responsible for the safety of their stocks, furniture, fixtures, machines, apparatus, equipment etc. IIT KGP will not be responsible/ liable for any damages caused to the tenderer by any way including theft & fire etc. and no such claim to compensate any such damages will be entertained by IIT KGP.
31. The agency shall not engage any sub-tenderer or transfer the contract to any other person in any manner. If found subletting in any manner the contract will stand cancelled without prior notice. A list of workers engaged by the tenderer/agency shall be submitted to HMC.
32. The tenderer shall maintain cleanliness of the surroundings. If tenderer fails to do so the work may be executed from other agency on the risk & cost of the tenderer and the expenditure incurred shall be recovered from the tenderer along with penalty as decided by the competent authority of IIT KGP.
33. IIT KGP shall only provide the electricity & water connections up to the laundry. The extension board & lead wire etc. if needed shall be arranged by the tenderer at his own cost.

34. The tenderer at his own cost will provide machines and appliances/instruments used in laundry process, the detergent used in washing shall be of best and approved quality i.e. Surf Excel, Aerial & Tide or its equivalent (with approval from HMC) and will not keep any other detergent in laundry. The authorized person of IIT KGP has the right to check the quality of material and ask to change any brand and item at anytime.
35. If the services of the tenderer are not found satisfactory they will be issued three months' notice for improvement by the IIT Authority. If satisfactory improvement is not found even after this notice, a final one month's notice will be issued to the tenderer by the IIT authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
36. The tenderer has to maintain a complaint register in his/her premises and prompt action must be taken to settle the complaints registered, to the satisfaction of HMC.

DISPUTES & JURISDICTION

- (a) Settlement of disputes: It is incumbent upon the tenderer to avoid litigation and disputes during the tenure of the contract. However, if such disputes take place between the parties, efforts shall be made to settle at the level of IIT KGP. The tenderer shall make request in writing to the Chairman HMC for settlement of any disputes within 30 days of arising of the cause of dispute failing which no disputes / claims shall be entertained by IIT KGP. The decision of the Chairman HMC will be final and binding on the parties, if differences still persist, the settlement of the disputes may be sought in the court of law, in Kolkata jurisdiction.
- (b) Jurisdiction: The court of Kolkata in the state of West Bengal only will have the jurisdiction to deal with and decide any legal matters or disputes whatsoever arising out of this contract.

TENDERERS SIGN AND SEAL

Section III : EVALUATION CRITERIA

The Tender will be evaluated by Tender evaluation committee constituted by the Competent Authority, IIT Kharagpur. The detailed evaluation method for Prequalification-cum-Technical bid is specified below. The Total weightage will be 100.

Sl. No	Particulars	Allocation of Marks	Maximum Marks
01	<i>Years of Experience in providing mechanized laundry services in Govt. Organization /PSU/ Railways/Other large private organisation</i>		50
	1-2 years continuous service	10	
	2+ years continuous service	20	
	3+ years continuous service	30	
	4+ years continuous service	40	
	5+ years continuous service	50	
02	Average annual financial turn-over of the firm in laundry business (in the last 3 financial years) ended on 31st March 2017		30
	Upto 5 lakhs	5	
	> Rs.5 Lakhs and upto Rs.10 Lakhs	10	
	> Rs.10 Lakhs and upto Rs.20 Lakhs	20	
	Above Rs.20 Lakhs	30	
03	Solvency		20
	Upto Rs. 5 Lakhs	5	
	Rs.5 Lakhs and upto Rs.10 Lakhs	10	
	Rs.10 Lakhs and upto Rs.20 Lakhs	15	
	Above Rs. 20 Lakhs	20	

Note: To technically qualify,a bidder must secure atleast 40 marks

Section IV: LETTER OF TRANSMITTAL

[to be submitted in the organizational letterhead]

From
(Full Address of the Applicant)

To
Chairman, HMC
Indian Institute of Technology Kharagpur

SUBJECT: Submission of pre-qualification application for providing centralized laundry services

Sir,

Date:

We have examined the details given in the Tender Document **Ref. No. IIT/HMC/** **dated**
We hereby submit the Pre-qualification documents.

1. We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
2. We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.
3. We undertake that, if any information or document is found to be false or forged, my application/empanelment is liable to be rejected / cancelled by the HMC, IIT-Kharagpur at any point of time.

Enclosures: nos.

Date of submission:

Signature of Applicant
Name of the Organization
(Company seal)

Section V: Forms

TECHNICAL DATA SHEET
(To be submitted in the organizational letterhead)

FORM 'A'

Details of Organization/Service Provider
[To be submitted in the organizational letterhead]

	Description	Information
1	Name of the Firm	
2	Year of Establishment	
3	Complete Address with contact number and e - mail	
4	Name & Designation of the contact person with mobile number and e-mail	
5	Trade License Number/Society Regn. Number Copy should be enclosed	
6	GST Registration Number Copy should be enclosed	
7	Permanent Account Number Copy should be enclosed	
8	EPF Registration Number Copy should be enclosed	
9	ESI Registration Number Copy should be enclosed	
10	Proof for payment of Income Tax return for the last two financial years 2015-16 and 2016-17	
11	Copy of the last three months challan (say, for April to June 2017 paid in July 2017) in support of the deposit of the contribution made both with the ESIC, and the EPFO	

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not be allowed to have any dealing with IIT Kharagpur.

Date:

Signature of the tenderer with seal

Technical Data sheet
[to be submitted in the organizational letterhead]

Sl. No	Particulars	Data / Value	Annexure No. for supporting document
01	<i>Firms Experience in years</i>		
02	<i>Experience of having successfully operated and managed laundry services during the last 01 (one) year continuously as of tender submission deadline [Use FORM 'D' for details]</i>		
03	Annual average turnover in Lakh during the two financial years 2015-16 and 2016-17 [Use FORM 'C' for details]		
04	Bank Solvency (Rs. in Lakh). [Use FORM 'E' for details]		
05	Number of persons on payroll [Copy of the last three months challan (say, for April to June 2017) in support of the deposit of the contribution made both with the ESIC, and the EPFO]		

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not be allowed to have any dealing with IIT Kharagpur.

Date:

Signature of the tenderer with seal

FINANCIAL INFORMATION

Financial Analysis-Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for 02 (two) years ended on 31st March 2017 in Lakhs and certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

Sl. No	Details	Financial Years	
		(1) 2015-16	(2) 2016-17
i)	Gross annual turnover (Rs. in Lakh)		
ii)	Profit/Loss (Rs. in Lakh)		

Note: Attach additional sheets, if necessary

(Signature of Applicant)

Details of all Works of Similar Class Completed during the Last Five Years as on the last date of submission

Sl. No.	Name of work / Contract and location	Owner or Sponsoring organization	Scope of Work including capacity (Type e.g. Hotel, Hospital, Guest House,others)	Date of Commencement as per contract	End date of the contract	Stipulated period	Name, Address and Telephone of officer to whom reference may be made	Remarks

Necessary supporting documents must be attached

(SIGNATURE OF APPLICANT)

Solvency Certificate
[Format for Solvency Certificate]

To
The Chairman HMC
Indian Institute of Technology Kharagpur
Kharagpur 721302

Solvency Certificate

**This is to certify that to the best of our knowledge and information, M/s..... (address)
a customer of our bank is respectable and be treated as good for an engagement up to a sum of Rs..... (Solvency
amount) only as on..... (Date of Certificate).**

**This Certificate has been issued without any risk and responsibility on the part of the Bank or any of its officers. This certificate is
issued at the specific request of the customer.**

Yours faithfully,

For..... Bank

Bank Officer with designation

DECLARATION

1. I.....Son/Daughter of Shri..... Proprietor/ Partner/ Chairman/ Authorized Signatory of M/s..... am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I am /We are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the Authorised Person

Date:.....

Full Name.....

Place.....

Company Seal.....

Note: The above declaration, duly signed and sealed by the authorized signatory of the firm/company, should be enclosed with the Technical Bid document.

Section VI: FINANCIAL COMMERCIAL BID

I..... Proprietor/Partner/authorized person of M/s..... understand the work and terms & conditions as entered in the tender document and bound himself/ themselves to abide the rule & regulation of IIT KGP. The charges for the laundry services shall be as under.

Washing & Ironing Cost:

					IN Rs.
A.	DRY WASH & IRONING	SEPERATE WASH	Per Kg	Non wearable item/ ***wearable item	
B.			Per Piece	***wearable item	
C.		MIXED WASH	Per Kg	Non wearable item/ ***wearable item	
D.			Per Piece	***wearable item	
E.	WET WASH & IRONING	SEPERATE WASH	Per Kg	Non wearable item/ ***wearable item	
F.			Per Piece	***wearable item	
G.		MIXED WASH	Per Kg	Non wearable item/ ***wearable item	
H.			Per Piece	***wearable item	
		TOTAL OF A+B+C+D+E+F+G+H			

*** No undergarments allowed

The sum of A+B+C+D+E+F+G+H shall be taken as the final Price bid.

IRONING: Determination of rate of any new item will be fixed mutually as and when required.

The above rates are all inclusive of GST. I will use the detergent (e.g Surf Excel, Tide, Ariel or equivalent) in the laundry as approved by HMC and also keep our machines in working condition all the time. I will keep the laundry and its surrounding neat & clean all the time and disposal of garbage of laundry disposed off outside the campus on our own cost.

I will pay the License Fee and pay the electricity and water charges as per meter on the rates approved by IIT KGP.

I hereby indemnifying IIT KGP for all liability in respect of any workers payment, E.S.I. P.F., Bonus & compensation and other liabilities, that arise during contract period & in future as our rates are all inclusive (that include workers, material, tools & plants, all equipments required to carrying out proper services in all 07 days and all other liabilities etc.) and I also understand that no enhancement in our rates shall be made in any manner during contract period.

Signature & Seal of the Tenderer

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. IIT KGP WILL PROCESS THE TENDER AS PER IIT KGP STANDARD PROCEDURES. THE CHAIRMAN OF HMC RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. IIT KGP WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCY WHOSE BIDS ARE REJECTED.

Chairman, HMC
Indian Institute of Technology Kharagpur