

HALL MANAGEMENT CENTRE
INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR



TENDER DOCUMENT

FOR

**INVITATION TO AGENCIES FOR PROVIDING CENTRALISED LAUNDRY SERVICE TO
HALLS OF RESIDENCE UNDER HMC**

Chairman, HMC
Indian Institute of Technology Kharagpur

Tender Document

For

Name of works: **Invitation to agencies for providing CENTRALISED LAUNDRY SERVICE
TO HALLS OF RESIDENCE UNDER HMC, IIT KHARAGPUR**

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/03

DATE: 24th May 2018

TENDER NOTICE

The Hall Management Centre (HMC), Indian Institute of Technology Kharagpur (IIT Kharagpur), invites applications in the prescribed format from reputed laundry service providers/ establishments to setup centralized laundry services at IIT Kharagpur.

Interested agencies can download the tender document from the institute website (www.iitkgp.ac.in) or HMC website (www.hmc.iitkgp.ac.in).

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/03 24 th May 2018
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.
Last Date of Submission of Tender	Date: 25 th June 2018 (MONDAY) upto 3:00 PM In the HMC Office, IIT Kharagpur
Phase-I Evaluation	Date: 25 th June 2018 at 3:30 PM In the HMC Office, IIT Kharagpur
Phase-II Evaluation (Presentation)	Date: 25 th June 2018 at 4:00 PM In the HMC Office, IIT Kharagpur
Opening of Price Bid	Date: 25 th June 2018 at 5:30 PM In the HMC Office, IIT Kharagpur
Validity of the offer/bid	120 days from the last date mentioned above
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
Website	http://www.iitkgp.ac.in http://www.hmc.iitkgp.ac.in

Section -I INSTRUCTIONS TO BIDDERS

Sealed tenders are hereby invited for CENTRALISED LAUNDRY SERVICES at IIT Kharagpur 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 bidder.

(b) Second - Price Bid

2. The technical and price Bids will be opened in the presence of bidder or their authorized representative carrying the authorization letter and photo identity proof.

3. 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.

4. The bidder should submit the Technical and price bids in two Separate sealed envelopes superscribing "Technical Bid" and "Price Bid" respectively. EMD and Tender Fee should be kept inside the Technical Bid envelope. These two envelopes should be then put inside another bigger envelope and sealed properly and Super- Scribed "LAUNDRY SERVICES at IIT Kharagpur Campus". All enclosures shall be numbered and indicate the number of attached documents in technical bid form for reference.

5. Tenders should be addressed to the Chairman HMC, IIT Kharagpur, 721302 West Bengal, India.

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

1. IIT Kharagpur is one of the most premier technology Institutes 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 bidding 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 Kharagpur 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 bidder shall bear all the expenses for rent and running the in-house laundry services.
5. The bidder 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.
6. The bidder 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. Signed certificates and Work Order copy from the clients to whom such services have been extended must be enclosed with the technical bid.
7. The laundry shall run seven days a week (for minimum 8 hrs per day) for which the bidder shall make a schedule for receiving & delivery of clothes. The bidder will be fully responsible for any loss, burn, damage, etc.
8. There should also be provision of online booking by the campus residents. The respective webpage must be developed and run by the bidder.
9. The earnest money deposit is liable to be forfeited, if the bidder withdraws or amends or deviates from the tender in any respect within the period of validity of the agreement.
10. The selected bidder needs to make a security deposit of Rs. 200,000/- (Rupees Two Lakhs Only) in favour of the Chairman HMC within 15 days from the date of contract. Work order will be withdrawn if the security deposit is not paid within due time. In the event of breach/violation or contravention of any terms and conditions herein by the bidder, the security deposit shall be forfeited.
11. The earnest money deposit can be adjusted against security money. No interest shall be paid on earnest and security money deposits.
12. 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.
13. The bidder 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.

14. The bidder 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.
15. The bidder must declare that the number and type of latest machines s/he will use. The machines will remain in the location in working condition and would be replaced/ repaired within five days.
16. The bidder 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 Kharagpur will not be responsible/ liable for any penalty or charges levied by any government or local agency.
17. The bidder 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.
18. The bidder 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.
19. The bidder should submit along with their tender, copies of the valid trade license no. and Labour license (if applicable), PAN Card, PF and ESI Registration Certificates (if applicable), and GST Registration number. **VENDORS NOT REGISTERED UNDER GOODS AND SERVICES TAX (GST) WILL NOT BE CONSIDERED.**
20. The bidder must submit copy of Income Tax return for the last three financial years.
21. The bidder 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.
22. All personnel/employees/workmen employed by the bidder shall be adults with good health and sound mind. The personnel of the bidder shall be liable to security search by the Security Staff/Agencies deployed by IIT KGP.
23. The employees/workmen employed by the bidder shall always be under the direct and exclusive control and supervision of the bidder. The bidder 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 bidder shall submit the list of manpower engaged for the contract to HMC. It is also mandatory that the bidder keeps a complete record of background, origin, and contact information of their employees on payroll and shall be produced to IIT Kharagpur officials on demand.
24. The bidder shall abide by the workplace/industrial safety rules and regulations, as applicable. The bidder shall be liable for any liability, loss, claim in respect of personal injury to or any accident /casualty of any person whomsoever arising out during the course of carrying out the laundry works. That the bidder shall not engage or depute any worker below the age of 18 years in the laundry premises.

25. The agency staff shall work under supervision, direction and overall administration of the bidder. 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.
26. HMC shall not be responsible for any injury, accident, disability, or loss of life to the bidder 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 bidder. The bidder 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. Bidder must obey the labor rules of Government of India.
27. The bidder will deploy workers for collection & delivery of the clothes to the students. The workers deployed at laundry shall be employees of the bidder and the bidder 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.
28. The bidder shall be wholly responsible to provide all the benefits viz. P.F., E. S. I, Bonus, Gratuity & Leave, etc. (if applicable) to eligible personnel engaged and deployed for the work as per labour rules of Govt of India. IIT Kharagpur shall not be responsible in any manner.
29. HMC/ IIT Kharagpur shall have the right to ask the bidder/agency to remove any person, on grounds of misbehaviour, security risk, misconduct, etc. with clients, campus residents, workers, visitors, etc.
30. The water & electricity shall be provided by IIT Kharagpur. The bidder will be fully responsible for the safety of their stocks, furniture, fixtures, machines, apparatus, equipment etc. HMC/ IIT Kharagpur will not be responsible/ liable for any damages caused to the bidder by any way including theft & fire etc. and no such claim to compensate any such damages will be entertained by HMC/ IIT Kharagpur.
31. The agency shall not engage any sub-bidder 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 bidder/agency shall be submitted to HMC.
32. The bidder will use the detergent (e.g Surf Excel, Tide, Ariel or equivalent) in the laundry as approved by HMC and also keep his/her machines in working condition all the time. S/he will keep the laundry and its surrounding neat & clean all the time and disposal of garbage of laundry disposed of outside the campus on our own cost.
33. The bidder will pay the License Fee, electricity and water charges as per the rates approved by IIT Kharagpur, time to time.
34. The bidder will indemnify IIT Kharagpur for all liability in respect of any worker's 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 equipment required to carrying out proper services in all 07 days and all other liabilities etc.).
35. The bidder undertakes that no enhancement in his/her quoted/agreed rates shall be made in any manner during the contract period.

36. The bidder shall maintain cleanliness of the surroundings. If bidder fails to do so the work may be executed from other agency on the risk & cost of the bidder and the expenditure incurred shall be recovered from the bidder along with penalty as decided by the competent authority of HMC/IIT Kharagpur.
37. IIT Kharagpur shall only provide the electricity & water connections up to the laundry. The extension board & lead wire etc. if needed shall be arranged by the bidder at his own cost.
38. The bidder 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 persons of HMC/IIT Kharagpur have the right to check the quality of material and ask to change any brand and item at anytime.
39. If the services of the bidder are not found satisfactory they will be issued three months' notice for improvement by the HMC/IIT Kharagpur Authority. If satisfactory improvement is not found even after this notice, a final one month's notice will be issued to the bidder by the HMC 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.
40. The bidder 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.
41. Original bills with GST number must be provided to the customer.
42. All payments from customers should be received through Credit/Debit card, Net banking, PoS, and similar modes.
43. The facility should be restricted to IIT Kharagpur community only.
44. All mechanized washing, drying and related activities have to be done inside the IIT Kharagpur campus at the designated place and cannot be outsourced or subcontracted.
45. The tenure of the contract to the selected agency shall be given initially for a period of three (3) years, which may be extended further on yearly basis based upon satisfactory performance.

DISPUTES & JURISDICTION

- (a) Settlement of disputes: It is incumbent upon the bidder 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 HMC and IIT Kharagpur. The bidder 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 HMC / IIT Kharagpur. 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.

SIGNATURE OF THE BIDDER AND SEAL

Section III : EVALUATION CRITERIA

PHASE-I: 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 Maximum Marks of PHASE-I is 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 organizations</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 31 st March 2018		30
	Up to 5 lakhs	5	
	> Rs.5 Lakhs and up to Rs.10 Lakhs	10	
	> Rs.10 Lakhs and up to Rs.20 Lakhs	20	
	Above Rs.20 Lakhs	30	
03	Solvency		20
	Up to Rs. 5 Lakhs	5	
	Rs.5 Lakhs and up to Rs.10 Lakhs	10	
	Rs.10 Lakhs and up to Rs.20 Lakhs	15	
	Above Rs. 20 Lakhs	20	

PHASE-II: Bidders must give a PowerPoint presentation of 15 minutes covering the following aspects.

- Their existing business model describing the rationale of how the organization creates, delivers, and captures value, in economic, social, cultural or other contexts.
- Their existing services at different places with photographs and videos.
- Their vision for IIT Kharagpur setup.
- For a sample population of 5000 students, their plan for number of machines, manpower, infrastructure, electricity and water consumption estimate, collection and delivery, management, waste disposal, sanitization, etc.
- Their plan for reducing environmental effects, carbon footprint, recycling, etc.

The Maximum Marks for PHASE-II is 100.

SHORTLISTING CRITERION FOR BIDDERS QUALIFIED FOR PRICE BID OPENING:

- Overall Marks: (0.7 x Marks obtained in PHASE-I) + (0.3 x Marks obtained in PHASE-II)**
- The Overall Marks obtained by the bidder MUST BE ATLEAST 50.**

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, 721302 West Bengal

SUBJECT: Submission of tender application for providing centralized laundry services

Sir,

We have examined the details given in the Tender Document Ref. No. IIT/HMC/CLS/03, dated 24/05/2018.

We hereby submit the necessary 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 the bid 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 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	Labor License Number (If applicable) Copy should be enclosed	
7	GST Registration Number (This is a mandatory document) Copy should be enclosed	
8	Permanent Account Number Copy should be enclosed	
9	EPF Registration Number (If applicable) Copy should be enclosed	
10	ESI Registration Number (If applicable) Copy should be enclosed	
11	Proof for payment of Income Tax return for the last three financial years.	
12	Copy of the last three months challan in support of the deposit of the contribution made both with the ESIC, and the EPFO, if applicable.	

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 HMC and IIT Kharagpur.

Date:

Signature of the bidder with seal

Technical Data sheet
[to be submitted in the organization's letterhead]

<i>Sl. No</i>	<i>Particulars</i>	<i>Data / Value</i>	<i>Annexure No. for supporting document</i>
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	<i>Annual average turnover in Lakh during the three financial years [Use FORM 'C' for details]</i>		
04	<i>Bank Solvency (Rs. in Lakh). [Use FORM 'E' for details]</i>		
05	<i>Number of persons on payroll [Copy of the last three months challan in support of the deposit of the contribution made both with the ESIC, and the EPFO, if applicable]</i>		

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 bidder with seal

FINANCIAL INFORMATION

Annual Turnover to be furnished by figures for 03 (three) years ending on 31st March 2018 in Lakhs (to be supported by Financial Audited Statements).

Details	Financial Years		
	(1) 2015-16	(2) 2016-17	(3) 2017-18
Gross annual turnover (Rs. in Lakh)			

Note: Attach additional sheets, if necessary

(Signature of Applicant)

FORM 'D'

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 Commence ment 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).

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: PRICE 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 HMC / IIT Kharagpur. The charges for the laundry services shall be as under.

Washing & Ironing Cost:

Sl. No.	Wash Category	Mode of Wash	Quantity	Description	Price in Rs. Inclusive of GST and other taxes
A.	DRY WASH ^a & IRONING	SEPERATE WASH ^c	Per kg	*Non wearable item	
B.				**wearable item	
D.		MIXED WASH ^d	Per kg	*Non wearable item	
E.				**wearable item	
F.			Per Piece	**wearable item	
G.	Dry wash Total of A+B+C+D+E+F				
H.	WET WASH ^b & IRONING	SEPERATE WASH ^c	Per kg	*Non wearable item	
I.				**wearable item	
J.		MIXED WASH ^d	Per kg	*Non wearable item	
K.				**wearable item	
L.			Per Pieces	**wearable item	
M.	Wet wash Total of H+I+J+K+L				
N.	Weighted Total (0.2 times G + 0.8 times M)				
O.	Weighted Total in Words:				

^a Petrol wash (no water used) for sweaters, coats, silk sari, etc.

^b Water based wash using detergent

^c Clothes/items of one person will not be washed with those from any other person.

^d Clothes/items of different persons may be washed together

* Bed sheets, pillow covers, rugs, table covers, etc.

** No undergarments allowed

The weighted sum $N=0.2 \times G + 0.8 \times M$ shall be taken as the final Price bid.

NOTE:

1. Determination of rate for any new item will be fixed mutually as and when required.

Signature & Seal of the Bidder

IMPORTANT NOTICE

BIDDERS 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 BIDDER. 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