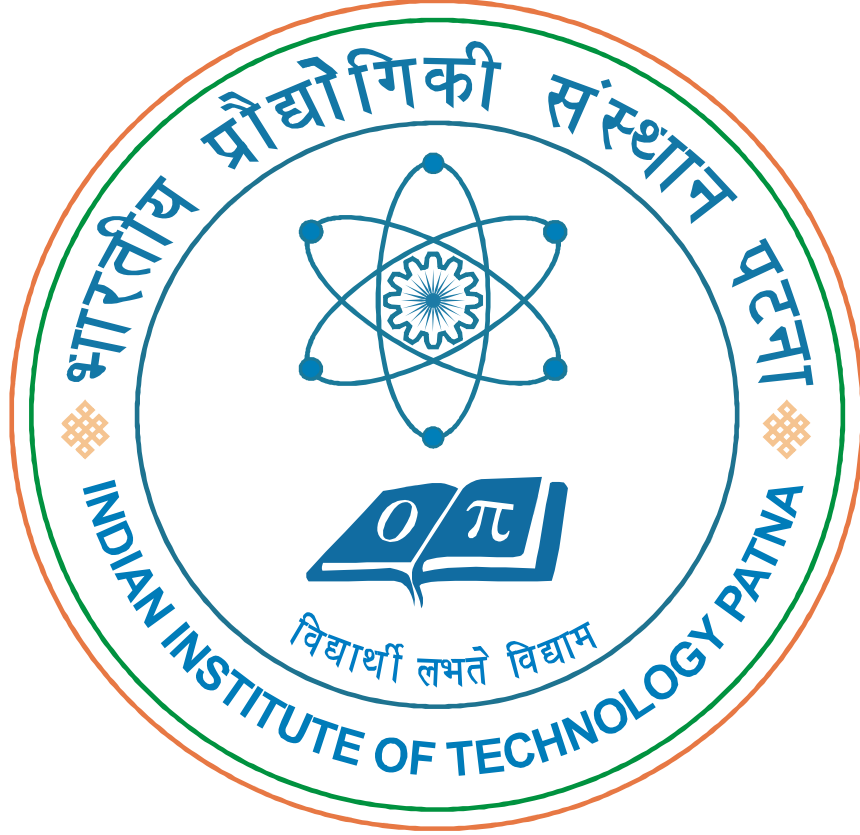


INDIAN INSTITUTE OF TECHNOLOGY PATNA

BIHTA, PATNA – 801106 (Bihar)

Phone: (06115) 233646, (06115) 233067



**EXPRESSION OF INTEREST FOR PROVIDING LAUNDRY SERVICES AT IIT
PATNA**

**INDIAN INSTITUTE OF TECHNOLOGY PATNA
BIHTA, PATNA - 801106 (Bihar)**

Phone: (06115) 233646, (06115) 233067

CONTENTS OF TENDER DOCUMENT

EoI for providing complete laundry services to the Students/Employees of IIT Patna and their dependents by running the Laundry Service Centre at its campus in Bihta.

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**INDIAN INSTITUTE OF TECHNOLOGY PATNA
BIHTA, PATNA - 801106 (Bihar)**

Phone: (06115) 233646, (06115) 233067

Reference Number: IITP/SA/2024-25/2

Date: 14/06/2024

NOTICE INVITING EXPRESSION OF INTEREST THROUGH E-PROCUREMENT

Indian Institute of Technology Patna hereinafter referred to as the Institute is an Institute of National Importance, established by an Act of Parliament of India. It was established in 2008 to foster *technology education & research* in India. As on date, Institute has about 3500 *Students*.

For providing laundry services to its students, and as per requirement of the Institute laundry service centre at its campus at Bihta, Patna is required.

For management of laundry service centre, mentioned in above para, selected agency has to look after the complete management like providing, equipping, manning, running and managing of laundry services and collecting charges from the service users at rate quoted in the BoQ of this tender.

The Institute is looking for interested organizations having adequate experience in the said services in related areas/fields backed by sufficient bench strength of competent personnel.

Institute invites **Online Expression of Interest** from reputed laundry service providers for the above mentioned laundry Services at IIT Patna and complete management of the proposed laundry service centre at Bihta, Patna, Bihar. **NO MANUAL BIDS SHALL BE ENTERTAINED.**

THERE IS NO TENDER FEE APPLICABLE FOR THIS TENDER.

The tender documents along with specifications, terms and conditions can be downloaded from IIT Patna website (<https://www.iitp.ac.in/index.php/services-and-amenities/stores-and-purchase/tenders.html>) as well as <https://www.eprocure.gov.in>) as per the schedule as given in **CRITICAL DATE SHEET** as under:

CRITICAL DATE SHEET

Tender No.	IITP/SA/2024-25/2
Date and Time for Issue/Publishing	14/06/2024 (5.00PM)

Document Download Start Date and Time	14/06/2024(5.00PM)
Bid Submission Start Date and Time	14/06/2024(5.00PM)
Pre-Bid Meeting	21/06/2024 (11.00 AM) Venue- Meeting Room near office of the Registrar, 2nd Floor, Administrative Building, IIT Patna , Bihta Campus, Pin- 801106
Bid Submission End Date and Time	04/07/2024 (11.00AM)
Date and Time for Opening of Bids	05/07/2024 (11.30 AM)
Address for Communication	Student Affairs office, 1 st floor, Administrative building Email- sa_office@iitp.ac.in

DOCUMENTS TO BE UPLOADED IN THE TECHNICAL BID & FINANCIAL BID

The scanned copy of the following documents must be uploaded on Central Procurement Portal (<https://www.eprocure.gov.in/eprocure/app>):

TECHNICAL BID:

1. Scanned copy of Company's / Firm's / Agency's Registration Certificate from the appropriate authority.
2. Scanned copy of GST Registration Certificate.
3. Scanned Copy of Experience Certificate of execution of laundry services for minimum three year in any IIT/NIT/IIIT/CFTI/Central Universities having at least 2000 enrolled students. Certificate regarding experience and student's strength must be issued by the competent authority of the concerned institute.
4. Scanned copy of last 3 year Audited Balance sheet along with CA certificate for Profit/Loss during last 3 years. The bidder/Company/Firm/Agency must have an average annual turnover of Rs 1 Cr. or more in the financial years 2020-21, 2021-22 and 2022-23.
5. Scanned copy of Solvency certificate worth 40 Lac on Banker's Letterhead, not older than 3 months from the date of bid date.
6. Scanned copy of the Proof of Submission of Earnest Money Deposit (EMD) of Rs.80,000/- or valid EMD exemption certificate.

Online Tender Fee and EMD Submission: Bidder can submit their EMD online by visiting below link:

<https://www.onlinesbi.sbi/sbicollect/icollecthome.htm>

Note:- Tender Reference Number should be mentioned for the purpose of EMD submission. Following webpage may be referred for the instructions related to fee submission;

<https://www.iitp.ac.in/images/pdf/snp/SBI%20I-Collect.pdf>

FINANCIAL BID:

1. Price Bid as BoQ_XXXX.xls . However, Price should also be filled in the format given on page no-15 of the tender and its PDF should be uploaded with sign and seal of the bidder.

Note- Both BOQ excel as well as PDF must be uploaded in CPPP, as per above.

Registrar

SCOPE OF WORK

IIT Patna would require laundry services on regular basis for various types of Linen items generally used by Students, Visitors and as per institute requirement. This also includes general purpose linen items, e.g., Curtains, Mosquito Nets etc. in addition to various garments/dresses.

The laundry services would encompass 'Scope' as under:

- (I) Collecting, Washing and /or ironing and delivery of clothes as per requirement of IIT Patna.
- (II) Organizing billing in case of every individual.
- (III) Timely clearing of Water, Electricity and allied charges as prescribed in the Tender documents or/and as per the institute rule

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

- (a) Quality washing, drying and electric/steam ironing.
- (b) Have experienced staff.
- (c) Timely delivery.
- (d) Express delivery service available at door steps and emergency services when warranted.
- (e) For safety and authenticity, Vendor will have a unique code/number for every individual customer.
- (f) Provisioning of Laundry bags to be ensured.
- (g) Following branded detergents only to be used:-
 - (i) **For Cotton Clothes.** Surf Excel, Tide plus, Henko, Ariel or equivalent industrial grade washing chemicals.
 - (ii) **For Woolen Clothes.** Ezee, Lizol (Washing), Surf Excel "Matic" or equivalent industrial grade washing chemicals.
- (h) Use of Polythene is strictly prohibited on the Campus.
- (j) The Vendor has to bear transport related expenses for service under his scope at his own cost.

- The service provider must set up its own machinery infrastructure for providing laundry services.

Laundry Procedures.

1. There is a requirement to follow step by step procedure to nullify the chances of skipping any important action to be performed.

Proper identification should be done to ensure correct delivery without any confusion/damage.

The service shall maintain counters for receiving and delivering cloth.

(a) **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.

(b) **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.

(c) Heavy Duty Commercial Machines infrastructure equipment and counter are required to be installed at designated space as decided by the institute.

(d) Laundry must function on all working days from 10.00 am to 06.00 pm.

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

(f) **Loss, Damage and Storage:** In the instance that a garment is lost or damaged by the Vendor, the Vendor shall compensate at half the original price of the garment.

Evaluation Scheme

A. **Technical Evaluation Scheme** The technical committee will evaluate the proposals on various parameters as detailed in this document. Bidders meeting the bidder's minimum eligibility criteria will be qualified for presentation. The evaluation of the technical committee is final and binding.

S.No.	Description	Criteria for Marks	Minimum Marks required for qualifying for Presentation	Maximum Marks
1.	Number of Years of experience in providing laundry services in any IIT/NIT/IIIT/CFTI/Central Universities having at least 2000 enrolled students.	3 mark for 1 year of experience subject to maximum of 15 marks	9	15
2.	ISO Certificate (Must be older than 6 months from the Bid Start Date)	5 mark for valid certificate	0	5
3.	Minimum turn-over of Rs.1 Cr during each of the last three financial years	2 marks for min turnover and 1 mark each for additional 1 crore subject to max of 10 marks	6	10
4.	Valid Solvency Certificate of Minimum 40 Lacs	5 Marks for Valid Certificate	5	5
5.	Total		20	35

B. Presentation All technically qualified bidders will have to present about their technical specifications, their firms' performance in the area of laundry services and innovative ideas in execution of laundry services before the Technical Committee, IIT PATNA Patna. The presentation will be 15 minutes. The presentation will be evaluated for maximum 30 marks and qualifying marks will be 20 marks.

S.No.	Points to be included	Maximum Marks
1.	Past Exposure with Organization	35
2.	Taking over plan and innovative ideas in laundry management	
3.	Others (Feedback from Current and Past Organisations, Financial Viability, Presentation Skill, Demonstration, Manpower Exposure, Reputation of Organisation/market Value etc.)	

C. Financial Evaluation Scheme

Financial Bids of only those bidders will be opened who are declared qualified in both stages i.e. in technical evaluation (A) stage and in presentation stage (B) and who are having total of 35 marks or above out of maximum 60 marks as per marking scheme given in this tender document. The financial bid having lowest sum having qualified in technical evaluation will be given the maximum score of 30. The financial bid of other bidders will be given marks as $F=30 \times L/P$ where

F= Total Financial Score of the bid under consideration

L=Lowest total price

P=Price of the bid under consideration

For financial calculation purposes, items of Sr. No. 1 to 9 (as given on page no-15 of the tender which, in total, amount to first 27 entries of BoQ) will be calculated. However, bidder must fill all 66 entries in BoQ.

Following weight age will be given to marks obtained in Technical Evaluation and Financial Evaluation:

A) Technical Evaluation= 35%

B) Presentation Evaluation= 35%

C) Financial Evaluation= 30%

Summation of scores part A and B of technical evaluation and score of C as per formula indicated above will decide award of contract, . In case of tie, the bidder having higher Technical + Presentation marks will be declared successful.

However, the Director Institute reserves the right to reject any financial bid on the basis of abnormally low and/or high prices quoted in comparison to the prevailing market price (s)of any item and/or all items. If a firm quotes Nil rate (s)/ consideration (s), the bid shall be treated as unresponsive and will not be considered. The Institute's decision shall be final and binding in this regard.

The substantial responsive Bidder/Company/Firm/Service Provider will be declared finally successful for award of contract after financial evaluation based on evaluation scheme.

GENERAL TERMS AND CONDITIONS:

1. IITP shall provide some space around 1000 Sq Feet in the premises initially for one year which may be extended depending on the evaluation by the competent authority.
2. Agency/firm/company/proprietor/individual will pay monthly rent to IITP @ ₹ 4.00 per Sq ft plus applicable GST per month, if space will be provided by IITP.
 - a. Agency/firm/company/proprietor/individual will pay advance sum of three (03) month's rent within 10 days after the date of issue of order to start laundry services.
 - b. Monthly rent must be paid in advance by 10th of every month, and electricity and water charges (if any) should be paid as per actual use by end of the following month. If rent or other dues is not paid within two months from their due date, the license shall be terminated. Electricity and water may be provided by IIT Patna on actual cost basis.
3. Selected agency/firm/company/proprietor/individual shall pay electricity charges on commercial rates as fixed by IITP or as decided from time to time by Institute.
4. Waste Management should be done in a proper way. The premises and surroundings of the shop (if allotted) shall be kept clean and tidy by keeping dustbins (arranged by the vendor) at appropriate places and are subject to inspection by the officials of the licensor and the Municipal Authorities. Non-compliance will attract a penalty imposition as decided by the Competent Authority on each occasion. Plastic Carry Bags will be totally prohibited inside the Campus IITP reserves the right to cancel the contract after giving one month written notice to the engaged agency/firm/company/proprietor/individual and also the right to inspect the operational work undertaken by the agency/firm/company/proprietor/individual at all times and the agency/firm/company/proprietor/individual shall obey the orders and directions issued by IITP.
5. **Registration /execution of the agreement:** - The successful tenderer shall be required to execute an Agreement Deed on the format approved and supplied by the institute on the appropriate of stamp papers at his own cost. The same shall be submitted to this office within 7 days of communication so that the case can be pursued for issuance of letter of award of contract.
6. **Duration:** - The contract will initially be awarded for 3 years which is extendable upto 5 years based on satisfactory performance of the bidder.
7. **Security deposit:** - The successful tenderer shall be required to deposit Rs. 2 Lakh as a Security deposit to the institute in the form of Bank Guarantee / FDR. The premises or space will be given with basic covered infrastructure, Water connection and drainage connection to the licensee. Any modifications, changes, alterations, repairs, required shall be undertaken by the licensee at his own cost with the prior written permission from the Institute and as per the drawings approved by the appropriate authority, as per the requirement of the Institute.
8. **Forfeiture of Earnest Money (if any) Security/Bank Guarantee. Indemnity Bond:-** The Director, IIT Patna shall have absolute right and power for the forfeiture of said

- security/deposit, in case of breach of any clause of this contract, without any prior notice and no claim whatsoever on this account shall be entertained.
9. **Rate of washing linen:** - The rate of Service Tax/ GST, if any, payable by the contractor should be indicated separately in the BoQ.
 10. **Commencement of Work:** - The contractor is required to commence the work at the time and date as mentioned in the allotment of work letter. In the event of failure Registrar, IIT Patna, has the full right for any penalty/and other action in the matter his/ her decision will be final.
 11. **Detergent/washing material to be used:** - The contractor shall use only ISI marked detergent/washing material as specified in the scope of work. In case it becomes necessary to use any material other than the approved, prior permission shall be obtained from the controlling authority.
 12. **Quality of washing of linen and its ironing:** - The contractor shall ensure that the quality of washing of linen & its ironing is to be the entire satisfaction of the users.
 13. **Determination of quality of work/ service:** - The decision of the Director, IIT Patna, with regard to the determining the quality of work/ Services done by the contractor shall be final and acceptable to the contractor. The contractor shall therefore rectify the defect so pointed out without any extra payment.
 14. **Taking linen outside the campus:** - The contractor shall not take any linen outside the campus for washing under any circumstances, without the prior permission of the Registrar. Similarly the contractor shall use only the premises allotted to him for drying the linens.
 15. **Loss/Damage to the linen:** - Any loss/damage to the linen during working process will be indemnified by the contractor, Proper receipt must be given to customer while receiving cloth.
 16. **Identification:-** The contractor shall supply complete information about the persons deployed by him regularly i.e. names, fathers name, age residential address, and permanent address, telephone/mobile no. etc. In case of any change in deployment, he shall also inform the office immediately. The contractor shall also issue identity cards to his employees for their identification and they shall be duly bound to display the identity cards at the time of duty.
 17. **Relationship between the employer and staff:** - The person deployed by the contractor for work shall be his employees for all intents and purposes and in no case, there shall be any relationship of employer and employee between the said person and the institute, either implicitly or explicitly.
 18. **Supervisory control:** - The persons so deployed by the contractor shall be under the overall control and supervision of the contractor and the contractor shall be liable for payment of their wages etc. and all other dues in time i.e. latest by 7th of the following month, which the contractor is liable to pay under the various labour laws/ Regulations and other statutory provisions. The Registrar, IIT Patna, shall be absolved of all such liabilities and the contractor shall bear such liabilities, at its own level. The contractor shall take all reasonable precautions to prevent any unlawful act or disorderly conduct of his employees so deployed and for the preservation of peace and protection of persons and property of the institute. Liability of workers engaged

- by the vendor shall solely lie on the vendor. Compliance with labour law is sole responsibility of the vendor.
19. **Preventive measures to be taken by the contractor:** - The contractor shall take all reasonable measures to prevent any unlawful riots or disorderly conduct or acts of omission /commissions by his employees so deployed and for the prevention of peace and protection of persons and property of the institute.
20. **Termination of contract:** - The contract stands terminated on the expiry of contract period or in case of either of the parties do not wish to carry out the obligations under this contract agreement, the contract can be terminated with a prior notice of three months, at the instance of contractor and one month at the instance of the institute. However, if the contractor does not serve the requisite notice, his security deposit shall be forfeited in proportion to the period falling short of the specified the notice period. Provided that during the notice period for termination of the contract, in the situation contemplated above,
The contractor shall keep on discharging his duties as before till the expiry of notice period Or the contract may be terminated by the Registrar, IIT Patna, in any of the following contingencies at a notice shorter than one month:-
- I) In case the services rendered by the contractor are found unsatisfactory
 - II) If there is breach of any terms & conditions of the Contract Agreement.
 - III) In case the contractor assigns the contract or any part thereof or benefit or interest therein or there under to any other person, without any notice.
 - IV) Or contractor being declared insolvent by the competent Court of law without any notice.
21. **Transfer of Liabilities:** -In the event of exigencies arising due to the death, infirmity insolvency of the contractor or for any other reason or circumstances, liabilities thereof arising out of the contract, shall be borne by the following on such terms and conditions, as the Director, IIT Patna, may deems fit in public interest, namely:-
- I) Legal heirs in case of sole proprietor, or
 - II) The next partner in the case of company or firm
 - III) Otherwise the Director, IIT Patna, shall reserve the right to settle the matter (including the right to revoke and terminate the Contract Agreement) if he may so deem fit in circumstances of case.
22. No subletting of work will be allowed at any stage. Staff engaged for running shops/kiosk/carts should not be suffering from communicable/skin diseases. Approval of Institute Medical Committee is required for deployment of any staff (if any).
23. On the expiry of the period of the license or on its termination, as the case may be, the licensee shall deliver vacant possession of the premises intact to the licensor. Validity of entry pass etc. shall expire on expiry/termination of license.
24. In the event of the Licensee failing to deliver vacant premises to the licensor, the licensor shall have the right to take possession of the premises by putting his own lock and key to the shop. The articles, if any, left by the licensee, will be seized.
25. Licensee shall ensure that fire detection and suppression measures installed inside the premises are kept in good working condition at all times, and also ensure that all

- electrical wiring, power outlets and gadgets are used and maintained properly for guarding against short circuits/fires.
26. The licensee has to pay amounts, in case of any accident to the personnel employed by them during the business time. The licensee alone is liable for workmen's compensation and any other statutory dues. The Institute is not liable for payment of any such compensation.
 27. The licensee shall pay all the taxes which are levied by the Central Government and State Government from time to time. The Institute is not liable for the penalties against non-payment of these taxes or default therein. Any default, non-payment of taxes to statutory authorities may cause termination of license and vacation of premises.
 28. All the above Terms and Conditions will form part of agreement. These conditions shall be binding on the licensee in addition to any other conditions prescribed by the Institute.
 29. All Notices, Consents, Sanctions, Directions and Approvals referred to in this agreement or otherwise shall be given by the licensor to the licensee in writing. No accommodation shall be provided to shopkeeper or their employee on the campus. No vendor or their employees are allowed to stay on campus after the closing of shops. During the Agreement period, the licensor is at liberty to alter /modify /add/delete the condition(s) of the Agreement in the interest of the Institute.
 30. The licensee shall not exhibit or permit any advertisement in the shop (if allotted), except business. In case of misbehavior, assault on person / employees of the Institute, any act or comment tarnishing the image of the Institute by the licensee or his representative/ workers lead to impose penalty or termination of contract duly forfeiting PSD.
 31. Penalty for any violations will be decided by the Competent Authority based on gravity of the violation.

Arbitration

32. In the event of any question, dispute/difference arising under the agreement or in connection here with (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 Patna or his nominee.
33. The award of the Arbitrator shall be final and binding on both the parties. In the event of such Arbitrator to whom the matter is originally referred to, 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 what so ever, the Director IIT Patna 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 persons o appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
34. The Arbitrator may give interim award(s) and/or directions, as maybe required.

(i) 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.

- (ii) Any dispute arising out of the tender shall be subjected to the Jurisdiction of Patna courts.

Financial Bid / Reference for BoQ

To be prepared in BoQ format of CPPP mentioning following items and approximate number of each type of linens for the purpose of comparison

Sl.No.	Item(s)	Ironing	Washing & Ironing	Dry Cleaning
1.	Pant + Shirt			
2.	Shirt			
3.	Pant			
4.	Pant (Jeans)			
5.	T-Shirt			
6.	T-Shirt + Jeans			
7.	Salwar Kurta			
8.	Salwar			
9.	Kurta			
10.	Coat			
11.	Coat + Pant			
12.	Woolen Coat			
13.	Jacket			
14.	Saree			
15.	Bed-sheet (Single)			
16.	Bed-sheet (Double)			
17.	Bed-sheet (Single) with pillow cover			
18.	Bed-sheet (Double) with pillow cover			
19.	Towel (small)			
20.	Towel (full size)			
21.	Curtains			
22.	Shoes			

Note:- Any other item(s) not covered above shall be mutually discussed and rate as fixed by the institute shall be applicable