



Tender No: IITTP/Laundry/2022-23/002

Date: 12-08-2022

NOTICE INVITING TENDER FOR SMART LAUNDRY AT IIT TIRUPATI

Tender Schedule

(To be read along with Schedules A, B, C, D, E, F and G)

Important Conditions of the tender to be strictly adhered to by the bidders

Eligibility to participate in the tender:

1. The bidders should have at least **Three Years' Experience** in operating laundry/ Washing facilities at Educational Institutes/reputed Organisations etc.,
2. The bidders should preferably have laundry services at different reputed organizations. The bidders should have a performance certificate from any authorised institutions which they have provided services previously.
3. The bidder(s) shall declare that he/she (they), including partners if any, was (were)/is (are) not involved in any criminal proceedings as per Indian law.

Submission of Bid:

The bid can be submitted online to the email Id - **ccw@iittp.ac.in** The due date for submission of the bid is on or **before 1500hrs on 26-08-2022**

Authority to Sign:

All documents must be duly signed by authorized representative(s) of the respective bidders. If an individual or a proprietor / proprietress of a firm is a signatory, he/she should sign above the printed full name and current address (to be presented in block letters). In case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm should sign. A certified copy of the Power of Attorney document must accompany the full set of Documents. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.

Compliance/acceptance:

Compliance or acceptance with reference to the Basic Technical Details (Schedule-A), Terms & Conditions for providing Laundry services for the Students (Schedule-B), Smart Laundry Proposal (Schedule-C), Penalty Points (Schedule-D), Scope of Work (Schedule-E) and Schedule-G (Financial Bid) must be included in the bid.

Opening of the bids:

The bids will be opened at the appointed time and date by a duly constituted Committee and will be intimated to the vendors through email address given in the contact information. IIT Tirupati will not be held responsible for any technical issues while receiving or while submitting the bids.

Quote Price:

The prices of each and every item mentioned in the Schedule-G, should be mentioned by the bidders. Rates shall be fixed and remain valid for a period of one year. If required bidder may specify additional relevant information using additional pages in "Financial Bid".

Alternative Proposals:

Each bidder shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the corresponding bid invalid; offers with conditional rebate will also be held invalid.

Validity of Offer:

Each bidder shall agree to keep the bid open for sixty (60) days from the due date of submission thereof and not make any modifications in the terms and conditions.

Late offer:

The offers received after the due date and time will not be considered and the same will be returned unopened to the respective bidders.

Acceptance and Rejection:

The Tender Committee reserves the right to shortlist/reject any or all bids and accept the whole or any part of a bid without assigning any reason.

Final Selection:

Final selection shall be based on the submitted bid documents and inspection reports and the rates Quoted by the party. The Tender Committee reserves the right to negotiate the price(s) quoted by the bidder(s); services can be stripped off or awarded partly to a selected bidder by the Tender Committee on the basis of evaluation.

Disputes and Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in a court of competent jurisdiction located within Tirupati in Andhra Pradesh or through a mutually agreed arbitrator.

Indemnity clause:

The vendor shall indemnify IIT Tirupati of any legal issues that may arise out of the activities of the vendor and/or its employees whether within the premises or outside, within the campus.

Dean (Student Affairs), IIT Tirupati

Acknowledgement:

It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to strictly adhere to them.

Date:
Place:

Signature of Bidder(s)
official seal and address

Schedule – A: Basic Technical Details

Sl. No.	Description	Information	
1 A	Name of the Bidder		
	Complete Address		
	Phone No.	E-mail ID	Website
1 B	Contact Person / Representative of firm: Name Designation		
	Phone:	Mobile Phone:	
2 A	License No:	Registration No:	
	PAN:	TAN:	
	ESI:	EPF :	
	(Enclose copies of the above)		
2 B*	Proof for payment of income tax and service tax (last one year) (copy of income tax and service tax payments to be enclosed) (avoid if a start-up)		
3*	Turnover per annum Rs. (in lakhs) Attach the relevant certificate		
4*	Any Centrally Funded Institute related Smart Laundry services are operated elsewhere (Enclosed list of laundry services handled up to 2022, and ongoing business separately with all the relevant documents) (List to be included with name and the duration, type of service provided etc.) Attach a separate page if required		
5*	Whether Quality Certification obtained for any of the services provided (If Yes, copy to be enclosed)		
6	Does your firm have any Mobile App for Smart Laundry (IoT Based / Android Based) If yes give details.		

Sl. No.	Description	Information
7	Is the vendor going to give a presentation on Smart Laundry detailed work flow process (yes/no) and if yes specify the date.	
8	Customer Care Service – Timing and Toll Free Number	
9	Minimum time required for addressing the Maintenance issues.	
10	Will the Vendor employ any maintenance personnel at the worksite? If yes, provide details	
11	No. of Staff: Working in firm	
12	Litigations, if any, connected with the facility Yes/ No (if yes, details to be furnished)	
13	Any other information, bidder wishes to provide in support of their credentials (separate sheets may be used)	
14	Criminal proceedings, if any, against the bidder Yes/ No (if yes, details to be furnished)	

Date:

Signature with Seal

Note:

1. Authenticated certificates, testimonials and proofs of experience to be produced in support of Sl. Nos. 2, 3, 4.

2. For items marked by * has to compulsorily provide a detailed business plan regarding the nature of work.

Schedule-'B'
Terms & Conditions for laundry

1. The contract shall be valid initially for a period from 01 August 2022 to 30 August 2023. The contract could also be renewed further for a term of one year upon Satisfactory performance each time on mutually agreed terms & conditions, depending upon satisfactory services of the Contractor.

2. The Institute will provide the following.

- (i) Water for the basic activities.
- (ii) Electricity for running the facilities.
- (iii) A room in the existing Hostel Blocks.

3. The Laundry which holds the license for the operation of the facility, shall fulfill the following responsibilities regarding cleanliness and sanitation:

- a) Compliance to the hygiene/washing standards will be checked periodically by the students' Council and HoME Office. Noncompliance to hygiene standards will be sufficient reason to terminate the contract.
- b) Cleaning and maintenance of Laundry equipment.
- c) Keeping the premises and surroundings neat, clean and hygienic.
- d) Local Labour laws are to be strictly followed while assigning duties to the staff.

The laundry's performance will be reviewed on a regular basis and regularly monitored by the students council and HoME office staff members.

4. The rates stipulated at the time of awarding of the contract cannot be changed. The vendor shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.

5. On expiry/ termination of the license, the Service Provider must vacate the licensed premises promptly. All fixtures, furniture, etc. which are properties of IIT Tirupati should be handed over to the Institute in good and tenable conditions. The cost of repair charges incurred on account of mishandling and/or willful damage (except normal wear and tear) will be deducted from the caution deposit.

6. The vendor should not construct or make any structural/electrical alterations or install additional fittings inside the premises of the work place without prior approval from the Institute.

7. Employment of child labour, defined as per relevant laws is strictly prohibited. The contract will be terminated with immediate effect if those laws are violated. No employee must stay in the premises of IIT Tirupati after working hours unless permitted by the authorities.

8. The vendor shall be responsible for the proper conduct and behavior of the employees engaged by them. Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited.

9. All expenses related to the employees engaged for running of the shop shall be borne by the Contractor/Licensee. In case of any accident or mishap to any employee of the shop, the Institute and its functionaries shall not be held responsible/liable in any manner whatsoever.

10. The vendor shall carry out periodic cleaning of fixtures (including lights, fans, etc.). The maintenance of the tools and equipment provided by IIT Tirupati shall be taken care of by the Service Provider and returned in the same condition as received.

11. The vendor shall address all the maintenance complaints within 24 hours of receiving complaint.

12. The prices of the washes and other services in the laundry shop shall not be more than the agreed rates. The Service Provider shall display the approved rate list at a prominent location within the allotted premises.

13. A "Suggestions Book" must be kept at the billing counter, visible to all the students and also at identified location in the hostels, so that the students may record comments about the services. A copy of the suggestion should be given to the students after obtaining signature from the shop in-charge. HoME Office, students council, IIT Tirupati shall have the right to check the complaint book at any time.

14. The contract can be terminated by either side with a notice of one month without assigning any reason. HoME office, IIT Tirupati reserves the right to review and modify the terms and conditions, periodically. Decisions of the Students Council, HoME Office, IIT Tirupati shall be final and binding in extending the licence after the award of the contract.

15. The vendor is required to install washing machines at a rate of one per 75 students; for a total of 1500 students, at least 20 washing machines must be installed in designated areas of Hostel Blocks.

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)

Schedule – C**FEATURES OF SMART LAUNDRY**

Smart laundry service should include the following Features:

1. A wash cycle scheduler with variable time and needed wash type selection may be included in an Android application for students.
2. The App need to support online payments and create a digital receipt after a transaction.
3. Sending a reminder to the student about the booking time and after the wash is finished.
4. The designed app should reflect available machines and their status for booking.

Signature of Bidder(s)
Official seal and address

Schedule – D
PENALTY POINTS

Penalties for violation or rules, terms and conditions

The HoME (Hostel and Mess Establishment) at IIT Tirupati will oversee the functioning of laundry services. The HoME consists of nominated students, staff and faculty of IIT Tirupati and decisions taken by the said committee for issues with regard to the laundry shall be final and abiding for the Contractor.

The Contractor shall be fined for not adhering to the agreed terms as per the following rules, the fine amount(s) given below are excluding GST, however, GST as applicable shall be levied.

1. Non-availability of complaint register on the counter/discouraging students from registering complaints would lead to a fine of Rs. 1000/- on the Contractor.
2. In case of improper washing/ironing, tearing/spoiling/fading of clothes or any other damage caused by the laundry services, appropriate fine shall be levied by HoME Office, depending on case to case basis, not less than Rs. 500/- per clothing.
3. Three or more complaints within a two-week period of poor service quality, damage or loss of cloth, irregularity in collection and delivery would invite an appropriate fine, maximum up to Rs. 1000/- on the Contractor.
4. Changes in the detergent/chemical/Consumables used for laundry services, without permission of HoME would result in a fine of Rs. 1000/- on the Contractor.
5. Each instance of unprofessional behaviour (lack of personal hygiene of staff, misbehaviour by workers etc. as determined by the committee etc.) will lead to an appropriate fine, maximum up to Rs. 1,000/- on the Contractor.
6. Absence of Contractor or his representative empowered to take decision from HoME meetings on due invitation (which will be held approximately once every month) will attract an appropriate fine, maximum up to Rs. 1,000/-.
7. For any rules stated in the agreement,
 - I. First violation of the rule implies fine as per the rule.
 - II. Second and subsequent violations of the same rule within 30 days of the previous fine will be 50% addition to the initial amount of fine on the Contractor.
 - III. If any of the above rules are violated 5 times (taken as a total) the Contractor will be automatically disqualified, and the contract may be terminated. However, this is not the only criteria for termination. The Institute reserves the right to terminate the contract at any time, considering the frequency and seriousness of the violations.
8. Any violation of Green Office directives (related to act of harming the eco-friendly drive at the Institute) shall attract penalty of Rs. 1,000/-. Similarly, any improper disposal or dumping of waste, including dumping solid waste in drains shall attract a penalty of Rs. 1,000/-.
9. Non-submission of the requisite documents as specified in the tender document or any additional document sought by the Institute within the stipulated time frame shall attract appropriate penalty.

10. Any violation of the terms and conditions of the Contract will attract the penalty as imposed by the Institute which will be acceptable to the Contractor.

As and when HoME (Hostel and Mess Establishment) proposes a fine, it will be informed to the representative of the Contractor, and the fine will be imposed by the Institute on the recommendation of the HoME.

Signature of Bidder(s)
Official seal and address

Schedule – E**Scope of Work and Prevailing charges for items / services (subject to-revision) at IIT Tirupati****Scope of Work and the Working Hours:**

Providing laundry services at laundry points located in the Hostel Blocks of IIT, Tirupati.

1. The Laundry needs to be opened on all the days, including holidays and the Laundry timings are 24 / 7. The vendor should install all the required equipment for Laundry services like Washing machines and other requisites for functioning of Laundry facilities.

Note:- The complete workflow of the Laundry shop and the communication matrix of firm is to be clearly mentioned in the separate sheet.

2. The vendor should enable digital payment facilities.

Area and Rent:

Sufficient area will be earmarked in the Hostel Blocks of the Institute. Rent of Rs.1500/- is payable per month and Electricity charges are as per the meter readings to be paid by the vendor per month.

Caution Deposit:

A caution deposit (Refundable) of Rs.20,000/- shall be paid to IIT Tirupati within a month of receiving the work order.

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)
Official seal and address

Schedule – F**TENDER EVALUATION MARKS FOR EACH CRITERIA**

S.No	Description	Marks Awarded in Final evaluation
1	Whether all schedules signed and supporting documents as per schedule –A are attached in the tender bid document	5 MARKS
2	Whether all the technical criteria in Schedule-A are met (Necessary to proceed to stage-2 evaluation)	10 MARKS
3	Acceptance to schedule-B terms & conditions	5 MARKS
4	Smart Laundry proposal as per Schedule-C (Necessary to proceed to stage-3 evaluation)	40 MARKS
5	Acceptance of penalty points in Schedule-D	10 MARKS
6	Financial Bid Quoted in Schedule-F (As per the weightage mentioned in the schedule-F)	30 MARKS

Schedule – G**FINANCIAL BID****List of Items and Quoted Prices****IIT Tirupati - Laundry Menu**

S.No	Program	Washing Machine Capacity	Charges @ per Kg(Rs)	Duration
1	Normal Wash* (60% weightage in evaluation)			
2	Quick Wash* (30% weightage in evaluation)			
3	Spin* (10% weightage in evaluation)			

*Provide the details of washing machine including its capacity per wash

Note 1:- The mandatory requirements will be finalized by the Institute periodically and will be communicated to the vendor in advance.

Note 2:- Any additional features can be appended by the vendor in a separate list.

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)
Official seal and address