

Tender Ref. No. 24SP030T

May 01, 2024

Tender for Providing Laundry Services at IIM Tiruchirappalli

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance and more details are available in our website <http://www.iimtrichy.ac.in>.

IIM Tiruchirappalli invites sealed tender for the Interested bidders for “**Providing Laundry Services at IIM Tiruchirappalli**”.

SCOPE OF WORK

- a. Running and operation of Laundry Services for students, faculty, staff, guests, and residents of the campus (approx. 1000 Nos.).
- b. The tenderers are advised to visit the site before participating. The prospective bidders shall visit the site on May 09, 2024 at 3.00 pm.
- c. IIM Tiruchirappalli will not guarantee any minimum/maximum business.
- d. The vendor shall fulfill the following responsibilities regarding cleanliness and sanitation:
 - i. Hygiene and sanitation standards should be strictly followed.
 - ii. Compliance with the hygiene standards will be checked periodically. Non-compliance to hygiene standards will be sufficient reason to terminate the contract.
 - iii. Washing and Ironing of Clothes.
 - iv. Keeping the premises and surroundings neat, clean and hygienic.
 - v. Periodic cleansing as per laid down norms.

ELIGIBILITY CONDITIONS FOR BIDDERS

- a. The bidder(s) should be registered with GST authority. Documentary proof needs to be attached. Non-GST Declaration shall be accepted for the bidders who have an annual turnover of less than Rs. 20 Lakhs.
- b. The bidder should have an Operating Outlet with a similar kind of business in Tamil Nadu.
- c. The vendor should have a minimum of 1-year experience in running the Laundry in any Educational Institutes/State or Central Govt. Units/Private Sector Organisations.
- d. Institute authorities shall visit the shop of the bidders.

PERIOD OF CONTRACT

The Contract period is initially for a period of *One (01) year*. However, the Contract shall be extended for a further period of up to 3 more years on a yearly basis if the services provided by the Agency are found to be satisfactory, on the same terms and conditions, and at the sole discretion of the Institute. The decision of the Institute shall be final and binding on the Contractor.

EARNEST MONEY DEPOSIT

- a. The bidder(s) should remit an Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand only) at the below-mentioned IIM Tiruchirappalli bank account through Online transfer. The same will be released after the finalization of the tender to the unsuccessful bidders.

Bank Account Details

Name of the Beneficiary: IIM Tiruchirappalli

Bank Name: State Bank of India

SB A/c. No: 32170808935

IFSC Code: SBIN0071187

- b. A copy of the payment transaction receipt has to be attached with the Tender application form, without which the tender won't be considered for the bidding process.
- c. The EMD of the unsuccessful bidders will be released after the finalization of the tender. No interest is payable on the Earnest Money Deposit (EMD).
- d. Exemption from the payment of EMD will be provided to the MSME bidders subject to the production of a Valid and relevant MSME Certificate along with the tender document.
- e. The bidders who seek exemption from EMD as per the clause above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract, and they fail to sign the contract or to submit performance security before the deadline defined in the bid document, they will be suspended for three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

The Amount payable to IIM Tiruchirappalli

- a. Rental Charges - The Vendor shall pay a sum of Rs. 5,000/- plus GST per month towards monthly rent and machinery available on the laundromat.
- b. Electricity Charges - IIMT shall provide electricity and charges will be levied as per the prevalent tariff policy of TNEB Limited, applicable to IIMT as per actual consumption. A separate meter will be fixed by the Institute.
- c. Water Charges - Water will be supplied at cost by the Institute to the Vendor. The water meter will be fixed by the Institute. Water charges will be levied on actual consumption every month based on the meter readings and as per the following slabs:
 - i. Rs. 50 per kilo liters up to the consumption of 600 kilo liters per month.
 - ii. Rs 75 per kilo liters up to the consumption of above 600 kilo liters and up to 1000 kiloliters per month.
 - iii. Rs 100 per kilo liters up to the consumption of above 1000 kilo liters per month.

SELECTION OF VENDOR

- a. The Contract order will be given to the L1 Vendor for a period of one year from the date of issue.
- b. The contract period for the respective vendor shall begin from the date of allotment of the premises. It shall be valid for one year.

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Price Bid Criteria

- c. The bidder should quote the rate for all the items mentioned in the Price Bid (i.e. Annexure –II) else the bid will be rejected.
- d. Combined rate of Part-A (*i.e. Ironing*) of the Price Bid (i.e. Annexure-II) will be taken into consideration for the selection of the L1 bidder. The bidder who quoted the lowest rate (L1) will be awarded a work order for providing laundry services at IIM Tiruchirappalli.
- e. Items mentioned in Part-B of the Price bid will be negotiated with the L1 Bidder and finalized before the issue of the Work Order.
- f. The Institute reserves the right to accept or reject all the bids including the lowest without assigning any reason.
- g. **Resolution on Tie Cases:** In case more than one bidder quotes the same L1 rates of all the items mentioned in the price bid, then the lot system will be followed and the Work Order will be awarded accordingly.

PERFORMANCE/SECURITY DEPOSIT

The Successful bidder should pay an interest-free security deposit of Rs. 50,000/- to the above-mentioned IIM Tiruchirappalli Bank account and the same will be returned to the vendor after the completion of the Contract period on furnishing “NO DUES CERTIFICATE” from the authority on completion of the contract.

GENERAL TERMS AND CONDITIONS

1. The license fee fixed by IIM Tiruchirappalli is Rs. 5,000/- excluding GST towards the rental charges for building and machinery.
2. The vendor should collect the clothes from the Institute on call basis and should deliver them promptly, as per the requirement of the institute.
3. ***The existing Vendor who provides services at IIM Tiruchirappalli should submit a “No Dues Certificate cum Performance Certificate” as on 31st March 2024 from the Institute.***
4. ***The successful bidder should not collect amounts from the users more than the Quoted rate.***
5. ***The Rate Card should be displayed in the front area of the Laundromat.***
6. Proper receipts shall be issued before collecting the clothes and at the time of delivery of clothes.
7. The institute will provide infrastructure, machinery, Water, and Electricity and the Vendor should only use the machinery available in the institute or their own machinery and hand-wash is not allowed. However, maintenance of the machinery will be the scope of the vendor. While vacating the premises, the machinery should be handed over to the institute in proper working condition. The details of the machinery and the photographs are enclosed in the ***Annexure III.***
8. The Vendor is not allowed to carry the clothes outside the Campus.

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9. **For Guest House:** The complete job of collecting dirty linens from earmarked place/places to supplying cleaned linens to earmarked place/places shall be carried out by the vendor. (i.e. sluicing, washing, hydro-extraction, drying, repairing of the linens, ironing/calendaring, storing and issuing or distribution of cleaned linen). The firm should segregate torn linen at the time of sorting before the washing process is commenced & report to the designated officer.
10. The tenderer will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly up to the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
11. The linen items should be washed using good quality soaps/detergents, all stains removed using good quality stain removers, wherever applicable optical brightening agents are applied, wherever applicable starch is applied, dried properly, pressed without any wrinkles, folded neatly before delivery of the same.
12. The contractor is solely responsible for any loss, damage, discoloration, bleeding of colors, fading of prints, wear and tear, etc., caused by use of inappropriate washing steps /cycles/chemicals/detergents, etc. OR poor quality chemicals & detergents OR inappropriate handling, mixing of colored & white linen, etc., and the cost of the same will be recovered from the payment due to him in the first instance and may also be adjusted against the security deposit.
13. Institute reserves the right to intervene if the price of the product is more than the prevailing market price. The institute reserves the right to cap the product price.
14. The rate card shall be displayed on the notice board of the outlet
15. In case the contractor is found charging more than the rates duly approved by the institute, the Institute reserves the right to impose a penalty and (or) terminate the contract with immediate effect with forfeiture of the Security Deposit.
16. The vendor should accept digital payments.
17. The vendor may operate the services from **6.00 am to 10.00 pm** on all days of the year, however, the vendor should be available on the campus between 9 am and 6 pm. The vendor shall also run the facility on extended timings.
18. Any dues against a customer on the part of the Contractor shall not be the responsibility of the Institute.
19. The outlet shall be used for running the laundry only and in no case used for residential purposes, or as a warehouse, or for any other purpose. The deployed staff of the contractor is not allowed to stay inside the premises or campus beyond working hours.
20. IIM Tiruchirappalli can terminate the contract with a three-month notice in case the services are not found satisfactory. The service provider will be required to give three months' notice in writing of their intention to leave or discontinue their service; in case the vendor quits without the required notice, then his security deposit will be forfeited. This contract can be terminated with a notice period of three months by either side.

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21. Any damage to the Institute Property during the contract period will have to be borne by the Contractor.
22. Addition or alteration/ modification of anything in the physical structure of the space provided is not permissible in any manner without a valid written order from the Institute.
23. The Contractor is not allowed to award, allot, sell, mortgage the license, or sublet in any form to any other person in any manner whatsoever.
24. In case of non-compliance of the terms and conditions of the contract by the Contractor, the Institute will have the absolute power to terminate the license without assigning any reason whatsoever.
25. The overall general maintenance, cleaning, and garbage disposal (dry and wet garbage/biodegradable and non-biodegradable waste disposal, etc., in an eco-friendly manner, using protective/closed bins) will be the scope of the vendor.
26. The campus is a 'NO SMOKING' zone and usage of any kind of tobacco/alcoholic/drug materials is not allowed inside the campus.
27. The Institute shall be at liberty to terminate this agreement and forfeit the security deposit in case the Contractor commits any breach of any term or condition contained in the contract.
28. The stamp duty and expenses if any payable under the law in respect of this deed shall be borne by the Contractor, on Non-judicial paper for Rs.100/- for the Agreement.
29. The Contractor shall have to furnish the list of employees to be appointed by him for running the outlet. The employees shall carry identity cards duly countersigned by the authorized person affixed with a photograph given by the Contractor. A copy of the Aadhaar of the employee should be submitted to the Institute.
30. The ID Card so issued shall have to be produced on demand by the Institute. The expenditure on this accord shall be borne by the Contractor.
31. In case a worker leaves the employment of the contractor or is removed by him, the contractor will inform the Institute in writing. The particulars of any new employee will also have to be intimated to the authorities as specified by the Institute.
32. The Contractor shall abide by the municipal laws and other authorized bodies pertaining to the sale of food, drink and other eatables and shall also obtain the necessary license from the competent authority as may be required under the law.
33. Disposal of waste material, cleanliness of the premises, and maintenance of the items issued to him will be done by the contractor himself.
34. The Contractor shall not use the premises for any other purpose.
35. Bidder should take into account the corrigendum/Addendum published in the IIM Tiruchirappalli website in the tender page from time to time before submitting the bids.
36. If you have any technical queries, please e-mail adminoffice@iimtrichy.ac.in, with a copy to purchase@iimtrichy.ac.in, Phone: 0431 – 250 5167 before submission of quotation.
37. ***The vendor should quote the rate for all the items, failing which the quotation will not be considered for further evaluation.***
38. ***The bidder should submit the tender/quotation duly signed and stamped on all the pages.***

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39. IIMT reserves the right to change/extend/modify/amend or delete any of the conditions, clauses or items stated therein any or all provisions of this Tender document before last date of submission of the tender. Such revisions/amendments/corrigendum will be made available on the website of the IIMT Tender portal.
40. IIMT also reserves the right to withhold or withdraw the process at any stage with intimation to all the bidders who have submitted the quotation/tender.
41. IIMT will not be responsible for any loss in transit or postal delay.
42. Tax will be deducted as per the rule in force.
43. **Penalty Clause:**
IIM Tiruchirappalli will have the full power to impose penalties to the Vendor for not fulfilling the requirements. The decision of the competent authority of the institute shall be final with respect to the extent of penalties being levied. IIM Tiruchirappalli reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Tiruchirappalli shall be final and binding.

In general, the following matrix shall be followed for the Guest House laundry:

S. No	Performance Indicators	Penalty in case of non-compliance
1	Collection of dirty linen at the time fixed	1% of the total monthly invoice for the respective facility, for each day (for delay beyond 24 hrs)
2	Timeliness of handing over cleaned linen	1% of the total monthly invoice for the respective facility (for delay beyond 24 hrs) + cost incurred on making alternate arrangements
3	The linen delivered is in good condition (not torn)	1% of the total monthly invoice for the respective facility

44. **Jurisdiction:** All disputes arising out of this contract shall be subjected to the Courts at Tiruchirappalli.
45. **Force Majeure:**
 - a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
 - b) Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.
46. GST Number of IIM Tiruchirappalli is **33AAAI5004R1ZO**.

Tenders should be submitted in the sealed cover super scribing ***“Tender for Providing Laundry Services at IIM Tiruchirappalli”*** addressed to, “The Chief Administrative Officer (i/c), IIM Tiruchirappalli, Trichy Pudukkottai Highway, Chinna Suriyur, Trichy – 620 024 to reach us ***on or before 05.00 PM, May 22, 2024.***

ANNEXURE – I: PROFILE OF THE BIDDER

Sl. No.	Required Information	Description
1	Name of the agency/firm/company	
2	Address of the agency/firm/company	
3	Mobile / Telephone Number	
4	E- Mail Id	
5	Legal status (Individual, proprietary, partnership firm, limited company, etc.)	
6	Statutory details (Photocopies to be attached):	
	a. Registration number of the firm.	
	b. PAN No. of the Agency	
	c. GST No. of the Agency	
Note: If the vendor do not have the details, they can provide self-declaration.		
7	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	
8	BANK ACCOUNT DETAILS:	
	Name of the Bank	
	Name of the Branch	
	Account Number	
	Type of Account	
	IFSC Code No. (copy of the cancelled cheque should be enclosed)	

ANNEXURE – II – PRICE BID

The bidder should quote the rates for each of the items in the attached list duly signed and stamped. *The Quoted rate under this category includes GST.*

Sl. No. (1)	Item (2)	Rate per Piece				
		Washing (3)	Ironing (4)	Washing + Ironing (5)	Dry Cleaning (6)	Dry Cleaning + Ironing (7)
1	Pant					
2	Shirt					
3	Jeans Pant					
4	T-shirt					
5	Dhoti					
6	Chudi bottom					
7	Chudi top/Kurti/other Tops					
8	Shawl/Dupatta					
9	Saree					
10	Blouse					
11	Skirts					
12	Bed sheet					
13	Pillow cover					
14	Bed cover					
15	Blankets					
16	Bath Towel					
17	Hand Towel					
18	Door Curtains					
19	Window Curtain					
20	Coat					
21	Silk Saree					
22						
23						

Note:

- a) The bidder must quote rates for all the items from Sl. No. 1 to Sl. No. 21 above. The bidder is free to add more clothing materials to the above list from Sl. No. 22, however, they will not be taken for the evaluation.

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- b) The L1 vendor shall be selected based on the average of 3, 4, and 5 columns in the above table, that is, Washing, Ironing and Washing + Ironing.
- c) The rates for items will be negotiated with the selected Bidder and finalized, if found more than the market rates.
- d) The rates mentioned in the Price Bid is *exclusive of GST*.
- e) The vendor and the Institute authorities shall negotiate for any hike in prices, if required, before the end of each year, if the services provided by the vendor is found to be satisfactory.

Annexure - III



Spinning Machine



Washing Machine



Drier Machine