

# **TECHNICAL BID**

# **INSTALLATION AND** **OPERATION OF** **WASHING MACHINES**

Total Number of pages submitted: \_\_\_\_\_

## **I. General Terms & Conditions of the Tender:**

- 1) The tendering agency is advised to visit the area designated for laundry services under the said contract so as to get a clear idea about the nature of work involved. *The details of the buildings are given in Annexure-I.* Any clarifications regarding the scope of work or any other information can be obtained from the office of Registrar during the hours from 10:30 to 13:00 Hrs on working days from Monday to Friday or during the **Pre-Bid meeting scheduled on 29<sup>th</sup> April 2016 at 10.00 AM . It shall be deemed that the Contractor has undertaken a visit to the Institute and is aware of the requirement and operational conditions prior to the submission of the tender documents and no claims will be entertained after submission of the contract.**
- 2) The enquiry to a contractor does not make him automatically eligible for this tender. It is the responsibility of the contractor to prove his eligibility by submitting necessary documentary proofs along with the tender. Tender submitted by ineligible contractor will be rejected.
- 3) **Earnest Money Deposit:** Demand Draft for Rs.25,000/- (Rupees Fifteen thousand only) (Refundable) is to be submitted having a validity of three months from the last date of tender along with the Technical Bid towards EMD. Technical Bid without EMD will be summarily rejected.
- 4) Technical Bid is available in Annexure-II and Financial Bid is available in Annexure-III.
- 5) **Each and every page should be duly numbered and total number of pages enclosed should be derived and mentioned on first page of the submitted document.**
- 6) Technical Bid and Financial Bid along with its enclosure if any, should be kept in separate sealed envelopes and the both the sealed envelopes should again be put in the **overall envelope super scribing Tender for Laundry Services.** **If the Technical Bid and Financial Bid are submitted together in the open condition, then the tender will be rejected.**
- 7) All the columns in the Technical Bid & Financial Bid are to be filled by the agency without fail and corrections if any has to be scored and written clearly and should be initialled by the person signing the contract. Corrections by applying white fluid, overwriting etc is not allowed and will be a reason for disqualification.

- 8) The bidder should give an undertaking to the effect that the firm/contractor agrees to abide by all the terms and conditions as stated in the Tender Document in the prescribed format.
- 9) **The envelope as said above can be sent to the office of the Registrar in the following ways by 14.30 Hrs on 04<sup>th</sup> May 2016:**
- By Speed Post/Courier so as to reach the office on or before the last date and time. Institute will not be responsible for postal/courier delays.
  - The same envelope can be **dropped in the Tender Box kept in the office of the Registrar or before the closing date & time as said above. Tenders dropped in other places will not be considered.**
  - The tender received after the date and time as indicated above will be summarily rejected.
- 10) **The envelope containing Technical Bid and its enclosures** will be opened on the same day ie. **04<sup>th</sup>May 2016 at 03.00 P.M. in the Office of Registrar**, in the presence of the tenderers or their authorized representatives (maximum one per firm) by the constituted committee.
- 11) The evaluation of technical bids will be based on the list of enclosures as mentioned in technical bid. Non submission of any/all of the list of enclosure will lead to disqualification.
- 12) Evaluation of bids based on its Merits & Demerits of the bidders and their credentials as presented in the documents in the Technical Bids. The Institute reserves the right to qualify/disqualify a bid/bids/all the bids based on the weightage as decided by the Competent Authorities.
- 13) The price bids of only technically qualified bidders will be opened and intimation in this regard, will be given by e-mail/telephone/fax/ SMS to the technically qualified bidders only. Technical qualified bidders may send their authorized representatives along with the authorization letter (Only one per firm) for attending the opening of price bids, if they wish to do.
- 14) Based on the comparison of rates quoted by the technically qualified firms, the lowest quoted bidder(s) will be identified and intimated their position through Letter of Intent (LOI).
- 15) Institute reserves the right to accept the tender bid either in part or full or to reject any tender either in part or full without assigning any reasons thereto.
- 16) Institute reserves the right to decide the lowest position on item wise basis.

- 17) LOI will be placed on the technically qualified lowest bidder based on item wise basis. Institute reserves the right to award the LOI /execute the work contract with one or more agencies.
- 18) The selected firm has to execute a service agreement within 15 days from the date of placement of LOI after submitting a Security Deposit @ 5% of total contract value or Rs. 50,000/- (Rupees Fifty thousand only) whichever is higher, in the form of Demand Draft or bank guarantee, the agreement will be executed between the Institute & the firm by complying the norms for commencement of contract.
- 19) Institute does not guarantee any fixed volume of business to contractor. However irrespective of the number of students utilising the facility, all the washing machines as per the tender should be in installed and in working condition. In event of break don of washing machines, the same should be rectified within 48 hours. In the event of delay in maintenance/repairing of washing machines contractor is liable to be penalised.
- 20) In case of the lowest bidder withdraws from the acceptance of LOI/Contract, the EMD of the qualified bidder will be forfeited.

## **II. Specific Terms & Conditions of the Contract**

- a) The selected agency / firm has to provide, install and operationalize the necessary washing machines as per the specification detailed in the Financial Bid. The services are to be provided on cashless card system basis. The firm will also be responsible for day do day maintenance, repair of machines in the event of breakdown, etc.
- b) The agency should have minimum two years' experience in the field of commercial laundry operations at Institutes /Universities/Hostels of similar type.
- c) The agency should have sufficient experience in commercial laundry operations and should have successfully executed projects of similar type in educational institutes/Universities for the last two years. The copies of the work order/agreement has to be attached of the as proof of experience.
- d) The supplier shall adhere rules and regulations of Institute /government.
- e) It is the responsibility of the supplier for any damages occurred to the machines.
- f) The washing machines should be of heavy duty industrial type, fully automatic (preferably imported) and should be able to be operated round the clock.
- g) Washing machine should be operated by cashless card system/Smart card system. Issuing of cards, recharging and collection of money is the responsibility of the firm.
- h) The washing machines to be installed should be brand new and to be insured.
- i) If any machine fails during the contract period, the machines should be replaced within 48 hours.
- j) Service personnel should be deputed within 24hrs of registration of complaint / service request.

- k) The Institute will provide electricity and water connection for the operation of the washing machines.
- l) The agency should collect the user charges/fees from the users and the Institute in no way will be responsible for the same.
- m) Cashless card must be issued to students. Machines should be operated with microcontroller card system.
- n) Facility for recharging cards should be arranged by the supplier.
- o) Rate should be quoted for per wash and 10% of the cash collected shall be paid to the Institute towards rent, water and electricity charges to the institute on monthly basis. The monthly report of utilisation of the machines shall be submitted by 5<sup>th</sup> of next month and the amount has to be deposited in the Institute accounts.
- p) The agency / firm has to remit the necessary taxes, if any, as per the rate fixed by government.
- q) The contract will be given initially for a period of one year and is extendable for subsequent years based on the performance and service.
- r) Supplier should submit detailed report on execution, requirements, if any, from the institute side and any other conditions along with the tender.
- s) Notwithstanding anything contained in conditions above, the contractor/institute shall be at liberty to terminate this contract by giving 60 days clear notice on valid reasons. In this case the firm will be debarred for participating further in any tendering process of the institute.

#### **OTHER TERMS AND CONDITIONS**

- 1) It will be obligatory on the part of the contractor to maintain the contract for a minimum duration of one year at the quoted rates. Any termination of the contract on the part of the contractor will make him liable to forfeiture of security deposit. This contract shall be in force for a period of one year from the date of award of the work and shall be subject to the provision of early termination herein contained.
- 2) The contract may be renewed further, with the contractor on the same terms and conditions as agreed between the IISER TVM and parties on the conclusion of the contract.
- 3) The contract can be terminated by giving one month notice in case the laundry service is not found satisfactory. In case of any dispute the decision of the Director, IISER TVM will be final and legal proceedings, if any, will be within the jurisdiction of courts at Trivandrum.
- 4) Institute reserves the right of termination of the contract at any time, without

giving any notice, in case the Competent Authority of the Institute is of the opinion that there is wilful violation of Rules and Regulations of Central/State Laws or the Contractor has committed any breach/violation of the terms and conditions of the contract while fulfilling the tendered services and in such cases alternate arrangements as deemed by the Institute and the cost of such arrangements will be deducted from the amount payable to the contractor or from the security deposit submitted by the contractor.

5) The contractor shall ensure that all rules/regulations of the institute and any other relevant laws of the government are fully adhered to and no infringement on this account is caused directly or indirectly.

6) The contractor shall indemnify, the Institute (Director, IISER-TVM), against all possible damages (including violation of any of the provisions of Statute/Acts/Laws) caused to the personnel/equipment of the contractor on account of Contractor's/Supervisor's negligence while undertaking the jobs in the Institute.

7) The contractor shall evolve a consensual working system which should not in any way affect the regular working of the IISER TVM Administration or other units in the Campus.

8) The contractor shall provide detergents, surf, fabric softener etc. on payment basis as per MRP and all the necessary ingredients for washing the soiled clothes. Maintenance and upkeep of the washing machines/mechanical devices deployed for use will be sole responsibility of the contractor and IISER TVM will in no way contribute anything on this account.

9) The contractor **shall deploy a supervisor**, who is capable and qualified, to supervise, oversee the working of the machines on 24x7 basis. The supervisor should also be able to interact, in a polite way, with the officers/faculty members/students of IISER TVM. **No additional payment will be paid by the Institute towards deployment of Supervisor to oversee the day-to-day operations of the laundry services.**

10) The contractor shall comply with provisions of payment of Wages Act 1936 or any other statutory modification of re-enactment thereof or rules framed there under with regard to payment of wages to all persons employed by him

11) The washing machines equipment/machines/surfactants to be used/deployed for laundry service by the contractor, should not pollute/ damage the Institute buildings and its surroundings in any way nor shall in any way cause harm to the health of the students, staff or occupants.

12) The contractor shall deploy only those personnel, who bear a good moral character

behaviour, health and pleasing personality without any political interferences and less than 55 years of age. police verification certificate of the personnel employed to be submitted to the Institute .

13) The Supervisor deployed under this contract, shall wear appropriate uniform indicating contractor's/ firm's name / insignia or logo affixed in the left hand side of the upper portion of the body wear dress/uniform- and a photo ID card indicating name of the person, contractor's/firm's name & address, for identification purpose during duty hours. Cost of the above items will have to be borne by the contractor.

14) The contractor shall ensure that behaviour of the supervisor deployed under this contract shall in no way be detrimental to the IISER TVM Administration.

15) If the Institute's authorities feel that no fruitful action taken despite of complaints communicated towards improvement in services and behaviour/improper functioning of the machines/ personnel deployed by the agency, the contractor has to withdraw the same from the Institute and no political/association influence will be entertained by the Institute in this regard. Suitable penalty will be applicable towards deficient quality of service/non-improvement in service etc.

16) Any infringements of any such instructions may render the contractor liable to be fined at the rate fixed by the Institute. The fine will be in addition to the penalty.

17) The necessary approvals from statutory agencies has to be obtained by the Contractor and Institute in no way will be responsible for same.

18) The contractor should ensure optimal usage of water, electricity and misuse of same is to be strictly avoided.

19) The contractor's personnel shall abide by the instructions of the authorities of the Institute. The Supervisor should maintain proper liaison with the officers/ authorities of the Institute.

20) The Supervisor should maintain a daily usage register and report to the officials designated by the Institute for the purposes of supervising the activities of Hostel Administration etc.

21) **Clause of Liability/damages** : In the event of any damage or loss whatsoever caused to the Institute's property due to negligence OR connivance of firms employees, the Institute shall be empowered to have the damage or loss repaired and or recover the amount so spent as well as that due from the imposition of penalties etc. under other various clauses of the tender from any money due to the contractor under this agreement or on account of any other work, executed for the Institute by the contractor or from his security deposit.

22) Under Special circumstances, in the event that the Laundry arrangements made by contractor are not satisfactory or are inadequate, notwithstanding any of the provisions referred to above, the Director, IISER TVM or his authorized representative in the event of urgency may entrust the work of Laundry arrangements to any other firm/contractor, person/personnel without any intimation to the contractor and the contractor shall be liable for refund of such expenses incurred by the IISER TVM Administration in this regard. The decision of the Director, IISER TVM or his authorized representative as regards to the satisfactory laundry services will be final.



# **Annexure-I**

**Tentative Location of Institute's Hostel buildings where the Laundry washing machines to be installed and operated at IISERTVM campus, Vithura.**

1. Two hostel buildings(with Capacity of 400 students in total approximately)at

IISER TVM, Vithura.

**Annexure-II**

**TECHNICAL BID – DETAILS OF FIRM**

<b><u>Sl</u></b>	<b><u>Information Required</u></b>	<b><u>Details of Information sought</u></b>	<b><u>No of Pages submitted as proof</u></b>
1	Name and Address of the Tenderer/Agency with Telephone Number/Fax No./Mobile No.(attach proof of address )		
2	Details of Firm Registration (Attach copy of registration certificate)		
3	Permanent Account Number (PAN) (attach copy)		
4	No of machines deployed by the firm to other institutes/organisations (Attach copy of valid work orders/purchase orders/agreements)		
5	Experience in the field of providing similar services(Details of clients of last two financial years ( <b>2013-14,2014-15</b> )furnish proof such as work order / contract agreement)		
6	Nature of any other business run by the agency, if any.		

8	Details of EMD for Rs. 25,000/- (DD No., date & amount) (to be submitted along with technical bid)		

Total number of pages attached: \_\_\_\_\_

Date:- \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Place:- \_\_\_\_\_

(Authorized Name & Signatory of Agency/firm with stamp)

**Note: -** All the enclosures should be signed by the person signing the tender with seal.

# **CHECK LIST FOR ATTACHMENTS**

**(Put a "tick" in the appropriate column)**

<b><u>Sl</u></b>	<b><u>Attachment</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
(a)	Address Proof		
(b)	Copy of Registration Certificate		
(f)	Copy of Pan Card		
(g)	Details of Machines		
(h)	Proof of experience in the laundry services		
(i)	Bank Details with IFSC code		
(k)	EMD (for Rs. 25,000/- in the form of DD)		
(l)	Signed copy of tender form		
(m)	Undertaking in the prescribed format		

Date:- \_\_\_\_\_

SIGNATURE

\_\_\_\_\_

Place:- \_\_\_\_\_

NAME

\_\_\_\_\_

(Authorized Name & Signatory of Agency/firm with stamp)

# UNDERTAKING

I/We \_\_\_\_\_ have carefully gone through and understood the contents of the tender (No. **IISER(T)/Admn/060/2016-17** dated 19 April 2016 and its terms and conditions and I / we undertake to abide myself/ourselves by all the terms and conditions set forth and we do not have any counter conditions. Duly accepted tender conditions are enclosed herewith.

Date:- \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Place:- \_\_\_\_\_

NAME \_\_\_\_\_

(Authorized Name & Signatory of Agency/firm with stamp)

**FINANCIAL BID-**  
**INSTALLATION AND OPERATION OF WASHING MACHINE**

1. Name of the Bidder :

2. Address & Contact No of the Bidder :

3. Amount quoted for providing laundry services at IISER TVM are:

S.No	Nature of the Work	Rate per load of wash as per set programme in INR	Cost of the Cashless card
01	Supply, Installation and operation of 10 Nos of Heavy Duty, Industrial Type Automatic washing machines with capacity of 10kg and above, on cashless card system basis.		

I/We hereby certify that:-

- a) Read and understood all the terms & conditions of the tender for Laundry services at IISER TVM and will be abided with the same and we do not have any counter conditions.
- b) All the service conditions and other statutory liabilities of the personnel deployed under this contract will be abided by us.

NAME & SIGNATURE OF THE TENDERER  
(With Office Seal & Stamp)



No:- IISER(T)/Admn/060/16Date: 19 April 2016

To,  
M/s \_\_\_\_\_

### **Tender Enquiry – Installation and Operation of Washing Machine**

1. Indian Institute of Science Education and Research (IISER) Thiruvananthapuram intends to engage a reputed firm / agency with considerable experience in providing laundry services to its hostel inmates by installing and operating Heavy Duty, Industrial Type, Card based Automatic Machine at its campus at Vithura, Thiruvananthapuram.
2. You are hereby requested to submit your bid in the attached tender form duly filled in all respect along with connected documents.
3. The bids should be submitted in two bid format. The technical bid and financial bids should be submitted in separate sealed envelopes and should be put in a single cover super scribing “**Tender for Installation and Operation of Washing Machines**” addressed to **The Registrar, Indian Institute of Science Education and Research (IISER) Thiruvananthapuram, CET Campus , Eng. College P.O, Thiruvananthapuram-695016** on or before **14:30 Hrs on 04 May 2016**. **Tender can also be dropped in Tender Box placed at Administrative section situated at IISER Annex building. The tenders dropped / delivered at other sections of the Institute will not be considered.**
3. The tenders should be submitted with an EMD of Rs. 25000/- (Rupees Twenty five thousand only) failing which the tenders are liable to be rejected.

Thanking You

(Sudin B Babu)  
Asst.Registrar (GA)