

Malaviya National Institute of Technology Jaipur

JLN Marg, Jaipur 302017, Rajasthan (India)



Name of Work:

Smart Laundry Services (Washing and Ironing) in Aurobindo Hostel of MNIT Jaipur

NIT No.: DSW/HO/04/2025-MNIT.JP

NIT Issue Date: 22nd Sept., 2025

Pre bid Meeting: 29th Sept., 2025 at 03:00 PM

Last Date of Submission: 14th Oct., 2025 at 04:00 PM

Bid Opening: 15th Oct., 2025 at 04:00 PM

BID DOCUMENT

Dean (Student Welfare)

Malaviya National Institute of Technology, Jaipur (Raj.)



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Smart Laundry Services (Washing and Ironing) in Aurobindo Hostel of MNIT Jaipur.

NIT No. - DSW/HO/04/2025-MNIT.JP

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1. PRESS NOTE NOTICE INVITING TENDER

Malaviya National Institute of Technology (MNIT), Jaipur, is an apex institute established by the Ministry of Education, Government of India. The Dean (Student Welfare), MNIT Jaipur invites online tenders for Laundry Machine Services from OEM or OEM authorized vendors in various hostels of MNIT Jaipur. Thus, it is requested to quote your best offer along with the complete details of specifications, terms & conditions. The details of hostels in which there is requirement of Laundry Machine Services is as follows:

S.No.	Location of Laundry Machine Services	Approx. Area (Sq. Feet)	Tentative Strength (approx.)
1	Aurobindo Hostel	400 Sq. Feet	950 Students

Note: Strength of Students may vary as per hostel allocation. The students of others may also avail the Laundry Machine Services facilities.

Instructions to Bidders for Online Bid Submission

Department of Expenditure has issued the directive to publish the tender document on the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>).

The bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. For more information, bidders may visit the CPP portal <http://eprocure.gov.in/eprocure/app>. The tender document can also be downloaded from MNIT Jaipur website. (www.storepurchase@mnit.ac.in)

1.1 Registration Process

- Bidders to enroll on the e-procurement module of the portal <http://eprocure.gov.in/eprocure/app> by clicking on the link “Click here to Enroll”. Enrollment on the CPP Portal is free of charge.
- The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- Bidder then logs in to the site through the secured login by entering their user ID / password and the password of the DSC / eToken.

1.2 Tender Documents Search

- Various built-in options are available in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in; they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

1.3 Bid Preparation

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document /Schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- e) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These document may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process

1.4 Bid Submission

- a) Bidder to log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidder to select the payment option as “on-line” to pay the tender fee/ EMD wherever applicable and enter details of the instrument.
- d) A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the pre-scribed format and no other format is acceptable.
- e) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time (for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- f) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- g) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- i) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

1.5 Assistance to Bidders

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 18002337315.

1.6 General Instructions to the Bidders

- a) The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- b) Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card Token in the company’s name is a pre-requisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the website <https://eprocure.gov.in/eprocure/app> under the link ‘Information about DSC’. Bidders are advised to follow the instructions provided in the ‘Instructions to the Bidders for the e- Submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure>

Instructions regarding Tender

1. Bids shall be submitted Online. The Bid documents can be downloaded from Institute's website.
2. Tenderer/Contractor are advised to follow the instructions provided in the "Instructions to the Contractors/Tenderer for the submission of the bids"
3. Contactor or contractors having business relationship shall not submit more than one tender. Under no circumstance, father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

4. EMD Payment:

The bidder shall be required to submit the Earnest Money Deposit (EMD) as mentioned below by way of demand drafts or Bank Guarantee or FDR only for the Laundry Service (s) applied for:

S.No.	Location of Laundry Machine Services	EMD Amount (in Rs.)
1	Aurobindo Hostel	50000

The demand drafts shall be drawn in favour of "MNIT Mess Council" payable at Jaipur only. The demand drafts or Bank Guarantee or FDR for earnest money deposit must delivered to the Hostel Office MNIT Jaipur on or before last date of bid submission date/time. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee / Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD will be rejected.

The firms who are registered with National Small Industries Corporation (NSIC) / OR Small Scale Industrial (SSI)/ MSE are exempted to submit the EMD (copy of registration must be provide along with).

5. Submission of Tender:

The tender shall be submitted online in two parts, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before submitting.

6. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

Technical Bid

The following documents are to be furnished by the Contractor along with Technical Bid as per the tender document:

- i) Signed copy of valid registration certificate, experience certificate as per the tender notice, PAN, GST registration certificate and Tender Acceptance Letter.
- ii) Signed and Scanned copy of documents like Earnest Money Deposit

Scope of Work:

The Dean (SW) MNIT Jaipur requires contractor(s) to run the Laundry Services (Washing and Ironing) in various hostels of MNIT Jaipur on rates as fixed by the Dean (SW) MNIT Jaipur to cater for the laundry related needs of the students (Schedule - D).

2. TENDER INFORMATION

MNIT Jaipur through Dean (Student Welfare) invites Online Tenders for providing Smart Laundry Services (Washing and Ironing) in Aurobindo Hostel of MNIT Campus Jaipur from OEM and OEM authorized vendors. Interested Bidders can submit bids duly completed in two bid system **i.e. Technical Bid and Financial Bid.**

Financial Bids of only those bidders will be opened whose technical bids qualify the Technical bid eligibility criteria and are found suitable. Date of opening of Financial Bids will be decided after technical bids have been evaluated. The Dean (SW) MNIT Jaipur reserves the right to accept or reject any or all of the bids without assigning any reason. The Dean (SW) MNIT Jaipur shall not be responsible for any loss or delay.

Smart Laundry Services (Washing and Ironing) means vendor will install Washing Machines in the Campus at points designated above in the tender document. The washing machines will be installed by the vendor which will be operated/maintained by the onsite manpower/staff deployed by the vendor only.

Terms & Conditions:

A. General Conditions:

1. Pre-bid meeting shall be held in the Hostel Office MNIT Jaipur to clarify any queries of the tenderer on 29th Sept., 2025 at 03:00 PM.
2. **Period of Contract:** The contract shall be initially for one year from the date of commencement and may be extended on a year-to-year basis for maximum two years on the same terms and conditions, subject to the satisfactory service of the contractor. NO claims whatsoever on account of increase in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the responsibility of the contractor to bear such other expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the Hostel Office MNIT Jaipur through appropriate reduction of the contracted rates.
3. All the Technical Bids will be scrutinized by the evaluation committee constituted by the Dean (SW) MNIT Jaipur to check all relevant documents for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
4. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period, otherwise the EMD submitted by the tendering firm would stand forfeited.
5. Bid Validity: The quoted rates must be valid for a period of 180 days from the date of the opening of Technical Bid prescribed by the Institute. During the validity period, the overall offer for the assignment and the bidder(s) quoted price must remain unchanged. If a bidder quotes a validity period that is less than the required period, the bid will be considered unresponsive and may be rejected.
6. **The technically qualified Bidder who submits the highest financial bid amount as a Maintenance Charges / Rent (per month) shall be declared as successful bidder (H₁) for Laundry Services and communication to that shall be made to the respective vendor subject to the approval and as decided by the Dean (SW) MNIT Jaipur.**
7. Maintenance Charges / Rent (per month) to be quoted by the bidder shall not be less than the amount as mentioned below :

S.No.	Location of Laundry Machine Services	Minimum Maintenance Charges / Rent (per month) (in Rs.)
1	Aurobindo Hostel	20000

If rate quoted by Highest bidder (H₁) for Laundry Machine services is found less than respective minimum Maintenance Charges / Rent (per month) as mentioned above; the contract will not be awarded for that Laundry Machine services.

8. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
9. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
10. The successful tenderer will have to deposit three months maintenance charge / rent as Performance Security Deposit within 15 days of receiving the work order either by way of Bank Guarantee of scheduled bank in favour of MNIT Mess Council payable at Jaipur as per the prescribed format attached as Annexure -III or FDR valid for 60 days beyond the expiry period of contract. The firm has to commence the work within 15 days of issue of work order otherwise the contract may be cancelled and EMD will be forfeited.
11. The Dean (SW) MNIT Jaipur reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
12. The Dean (SW) MNIT Jaipur reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
13. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or

not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done.

14. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate put forth by the tenderer shall be summarily rejected.

15. The contractor shall bear the cost, if required, for necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services. He shall assure Hostel Office MNIT Jaipur against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which Hostel Office MNIT Jaipur may be party or involved because of the contractor failure to comply and of the obligation under the relevant act law, which the contractor is to follow.

16. The successful bidder/contractor will be required to enter into an Agreement / Contract on Rs. 500 Non-Judicial Stamp Paper at their own cost.

17. The laundry services will be provided to the Students of hostels at the fixed rate as per **Schedule - D**.

18. The services of the laundry services will be at the disposal of the students. The users of the laundry services shall be paying for the services directly to the tenderer.

19. The laundry services will run on all days including Sundays and Holidays.

20. The timings and working days of the laundry services will be regulated by the hostel office/mess committee.

21. The contractor will be responsible for maintaining adequate number of persons engaged in laundry services.

22. The responsibility of maintaining the cleanliness will be of the contractor, at his own cost. In case of violation of this condition, Hostel Office / Mess committee may have the right to impose a fine of Rs. 2,000/- per occasion. However, Hostel Office / Mess committee may recommend higher penalty upto Rs. 10,000/- or the contract may be cancelled by giving a week's notice to vacate the premises.

23. The bearer / staff (not below the age of 18 years) employed by the contractor shall have to be medically fit, neat and clean. The contractor shall not employ young children as prohibited under the law / rules / regulations.

24. The contractor shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed/provided by the Hostel Office MNIT Jaipur, during the entire period of the contract. If any damage/loss of equipment/fixtures found, then the same will be recovered from the contractor. The contractor shall take adequate fire precautions.

25. The contractor shall maintain the Hostel premises in good condition and shall not cause any damage thereto. If any damage is caused to the premises by the contractor or his workers, employees or agents the same shall be rectified by the contractor at his own cost either by rectifying the damage or by paying cash compensation as may be determined by the Hostel Office MNIT Jaipur.

26. The successful tenderer shall not sub-let the premises either in whole or in part. The premises shall not be used for residential purposes even for the laundry services staff. No additions or alterations of the premises will be made without permission of the Hostel Office MNIT Jaipur.

27. The contractor and his employees would be governed by the discipline rules as may be laid down by the MNIT / Hostel Office MNIT Jaipur while they are in the Institute premises.

28. Utility Charges per month in the form of Electricity, Water, etc. will be charged from the contractor apart from the Maintenance Charges / Rent (per month) quoted in the Financial Bid. Electricity charges per month shall be paid by contractor to MNIT Jaipur as per actual consumption on the prevailing rates of Jaipur Vidyut Vitran Nigam Limited (JVVNL) or at such higher rates as may be decided by the MNIT Jaipur from time to time. Furthermore, Water Charges per month shall be paid by contractor to MNIT Jaipur as per actual consumption on the prevailing rates of PHED Rajasthan or at such higher rates as may be decided by the MNIT Jaipur from time to time.

29. The conduct/characters/antecedents and proper behavior of the workers in the laundry services shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees (permanent, temporary, casual) to the Hostel Office MNIT Jaipur. All the employees should be police verified.

30. The decision to award the laundry services contract will be taken on the basis of prices quoted, feasibility, etc.

31. The tenderer will be provided on monthly maintenance charge for the space and basic infrastructure. Laundry machines, any other requirement to run laundry services including machinery and equipment, etc. will have to be arranged by the tenderer.

32. The tentative timing to run the Laundry Services will be from 09.00 AM to 07.00 PM. Further, Timing to run Laundry Services may vary as per the recommendations of the Mess Committee / Hostel Office MNIT Jaipur.

33. In Girls Hostel Laundry Services, it is mandatory for the tenderer to deploy Female Staff only. No male staff shall be deployed by the tenderer in Girls Hostel Laundry Services. Further, it is mandatory for the tenderer to abide by the rules and regulations of the Institute.

34. The tenderer shall ensure that:

(a) Detergent to be used for washing of clothes shall be of brand Surf Excel / Ariel / Tide only.

(b) The Tenderer shall take meticulous care and shall check all the clothes before washing and ironing, if found damaged after washing and ironing, the vendor is liable for rate of compensation for loss and damage of clothes as mentioned below:

Rate of Compensation for damage by Bidder

S.No.	Items	Amount of Compensation (in Rs.)
1	Shirt/Kurta/Kurti	100
2	Trouser/Pant/Jeans/	200
3	T-Shirt/Gown/Stole	80
4	Track Suit (Top)	100
5	Track Suit (Lower)/ Pajama/Legging/Skirt/Half Pant	100
6	Bed Sheet (Single)	100
7	Bed Sheet (Double)	200
8	Pillow Cover	60
9	Winter Clothes (Shawl/Sweater/Hoodie/etc.) / Blanket	200

(c) The committee members shall have free access to inspect the laundry service areas at any time on any working day, and

(d) Waste disposal must be done daily on regular basis. If found unsatisfactory the contract may be cancelled at any time by the Dean (SW) / Hostel Office MNIT Jaipur with / without furnishing any notice. The Dean (SW) / Hostel Office MNIT Jaipur reserves the right to impose a fine, if deemed necessary.

35. The Tenderer shall ensure that either he himself remains present during services to the students or one of his responsible supervisors remains present.

36. The Tenderer shall ensure that the staff engaged by him observes safety precautions and security regulations at the campus.

37. The Tenderer shall not utilize the premises and facilities of the MNIT Jaipur to cater any other client, other than MNIT Jaipur students, residents, faculties, staff and visitors attending the Institute.

38. The Tenderer may visit the site before applying for the tender on any working day from Monday to Friday between 9.30 AM to 6 PM and quote accordingly. No clarification regarding the same shall be entertained after the award of the contract and the contractor have to abide by the terms and conditions as laid down in the tender.

39. The tenderer shall not keep the laundry services closed without prior permission from the Hostel Office MNIT Jaipur authority. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by Hostel Office MNIT Jaipur, as it may deem fit.

40. The tenderer shall bring their own equipment's, etc., in sufficient quantity as needed to maintain the laundry services.

41. The tender is liable to exclusion from consideration if:

- Any attempt at negotiation direct or indirect on the part of the tenderer with the authority to whom he has submitted the tender
- or the authority who is competent finally to accept it after he has submitted his tender
- or any endeavor to secure any interest for an actual or prospective tenderer
- or to influence by any means the acceptance of a particular tender.

B. LEGAL TERMS AND CONDITIONS

1. The tenderer should have at least one trained and certified person in their business premises to ensure laundry services. He may nominate a trained person as laundry supervisor.
2. The Tenderer and his staff shall abide by various rules and regulations of MNIT Jaipur / Hostel Office MNIT Jaipur as prevalent from time to time.
3. The Tenderer shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Tenderer in respect of non-compliance of any labour legislation in force during the validity of the contract, the Tenderer would be fully responsible and would indemnify the Hostel Office MNIT Jaipur, in case the Hostel Office MNIT Jaipur is held liable for the lapse if any, in this regard.
4. The Tenderer shall submit to Hostel Office MNIT Jaipur a list of all workers engaged to carry out the laundry services work, indicating name, age, home address, qualifications, etc., and would intimate as and when any change takes place. The Tenderer shall not at any time engage any minor to carry out the work under the contract.
5. The Tenderer shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the MNIT Jaipur / Hostel Office MNIT Jaipur immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
6. Hostel Office MNIT Jaipur would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of MNIT Jaipur / Hostel Office MNIT Jaipur rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff. The decision of Hostel Office MNIT Jaipur management in this regard would be final and binding on the Tenderer. In such an event, Dean (SW) / Hostel Office MNIT Jaipur shall have the right to engage any other tenderer to carry out the task.
7. The Tenderer and his staff shall comply with all instructions and directions of the Dean (SW) / Hostel Office MNIT Jaipur authorities given from time to time. In the event of any emergent situation, the staff of the Tenderer shall comply with instructions given by the Hostel Office MNIT Jaipur authorities, without waiting for confirmation by the Tenderer.
8. All the workers engaged by the Tenderer for carrying out tasks under this contract, shall be deemed to be the employees of the Tenderer only. The tenderer shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The tenderer shall also provide its Workers photo-identity cards which shall be checked by the MNIT Jaipur / Hostel Office MNIT Jaipur, as and when necessary.
9. The successful vendor shall maintain a complaint book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint and the said book shall be open for inspection by the concerned officer of Hostel Office MNIT Jaipur.
10. The Contractor shall maintain and provide all necessary documentation, registers and records in connection with the performance of laundry services and other related documents including for complying with any statutory requirements and provisions of applicable laws.
11. The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
12. **Dispute Settlement:** - It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Dean (SW) MNIT Jaipur, whose decision shall be final and binding on both the parties.

C. Payment Terms:

1. The users of the laundry machine services shall be paying for the services directly to the tenderer.
2. The Maintenance Charges / Rent (per month) of the Laundry Machine Services will have to be paid by the 5th of every month in advance, in case of holiday, on the next working day, failing which penalty @ Rs. 500/- per day shall be imposed for delayed period subject to maximum of 10% of Contract Value.
3. The successful bidder will have to pay the Maintenance Charges / Rent (per month) of the Laundry Machine Services every month irrespective of vacations and holidays. No relaxation in Maintenance Charges / Rent (per month) will be granted on any ground.

D. Qualifying Requirements: -

1. The bidder should have a minimum annual average turnover of Rs. 25 lakhs per annum during the last three consecutive financial years i.e. 2022-23, 2023-24 & 2024-25. Annual average turnover certificates and audited turnover statements duly certified by a chartered accountant along with Profit & Loss Statements are required to be furnished as proofs of the same.
2. At least 3 years' experience of executing similar work like running and maintaining Laundry Machine Services in Central/State Government Higher Educational Institutions such as IITs, AIIMS, NITs, NIFTs, NIDs, NFSUs, IAS Academies, NDA, ISRO, IIMs, IISER, NISER, Central University, SAIL, BHEL, NTPC, Power Grid, CIL, GAIL, ONGC, and/or public sector institutions (with minimum 500 plus students strength). The bidder should submit at least 3 work orders and experience certificate against the same work orders (with satisfactory/good/very good performance mentioned clearly) in the tender document.
3. A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible.
4. Bid should be complete, covering the entire scope of job and should confirm to the General, and Special Conditions indicated in the bid documents. Incomplete and non-confirming bids will be rejected outright.
5. No Joint Venture / Consortium is allowed to participate in the Tender Process. Tenderer should submit an undertaking on firm's letterhead in this regard.
6. Certificate for registration with income tax, GST, PF, ESI, and any authority applicable for the last three years.
7. Copy of Registration of the Shop/Agency / Firm / Company issued by the Nagar Nigam/ concerned authority of Shops and Commercial Establishment Act is must wherever applicable

E. Terms & Conditions for Laundry Services

1. **Authority of person signing document:** - A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such. If, on enquiry, it appears that the person so, signing had no authority to do so, the Dean (SW) MNIT Jaipur may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
2. **Validity:** The quoted rates must be valid for a period of the entire contract (including extensions, if any). The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
3. In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
4. **Subletting of Work:** The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of Dean (SW) / Hostel Office MNIT Jaipur, which will be at liberty to refuse if thinks fit. The tender is not transferable. One tenderer shall submit only one tender.
5. **Breach of Terms and Conditions:** In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by Hostel Office MNIT Jaipur in that event the security deposit shall also stands forfeited.

6. Insolvency etc.: In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified Dean (SW) / Hostel Office MNIT Jaipur shall have the power to terminate the contract without any prior notice.
7. The Dean (SW) / Hostel Office MNIT Jaipur, reserves the right to review the performance of the firm every three months or whenever needed, and to terminate the contract at any point of time during the currency of the contract in case of performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the competent authority shall be binding on the contract firm. The Dean (SW) / Hostel Office MNIT Jaipur further reserves the right to renew the contract the such period(s) as it may deem necessary, taking into account the satisfactory performance of the firm during the currency of the contract.
8. In case of pecuniary and material loss suffered by the Institute on account of negligence attributable to the Contractor or his employees, the Hostel Office MNIT Jaipur will have the right to forfeit the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Institute, the balance, as may be necessary shall be recovered from the contractual charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.
9. The standard of sanitation will always be up to the satisfaction of the authorized representative of Hostel Office MNIT Jaipur or the officer-in charge whose decision in this regard shall be final and binding on the contractor.
10. The CCTV should be installed by the vendor at the installation points in the Aurobindo hostel for the safety of the equipment.
11. On expiry/ termination of the license, the Service Provider must vacate the licensed premises promptly. All fixtures, furniture, etc. which are properties of MNIT Jaipur 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 security deposit.
12. Vendor shall provide Instruction Manual to educate the user (student / staff) of IOT Washing Machine for how to use Washing Machines.
13. The vendor should not construct or make any structural/electrical alterations or install additional fittings inside the premises of the workplace without prior approval from the Institute.
14. 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 MNIT Jaipur after working hours unless permitted by the authorities of MNIT Jaipur.
15. 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.
16. All expenses related to the employees engaged for running of the laundry services shall be borne by the Contractor/ Licensee. In case of any accident or mishap to any employee on site, the Institute and its functionaries shall not be held responsible/ liable in any manner whatsoever.
17. The vendor shall carry out periodic cleaning of fixtures (including lights, fans, etc.). The maintenance of the tools and equipment provided by MNIT Jaipur shall be taken care of by the Service Provider and returned in the same condition as received.
18. The vendor shall address all the maintenance complaints within 24 hours of receiving complaint.
19. The prices of the washes and other services in by the service provider shall not be more than the price list (as mentioned in the tender). The Service Provider shall display the price list at a prominent location within the allotted premises.
20. A "Suggestions Book" must be kept at the Laundry room, visible to all the students and also at identified location in the Aurobindo hostel, 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 staff of Vendor. Student welfare office/Hostel Office and designated student representative, MNIT Jaipur shall have the right to check the complaint book at any time.

21. Dean (SW) MNIT Jaipur reserves the right to review and modify the terms and conditions, periodically. Decisions of the Dean (SW), MNIT Jaipur shall be final and binding in extending the license after the award of the contract.

22. Basically, the vendor is required to install washing machines at a rate of one washing machine per 100 students in designated areas of Aurobindo Hostel. However, the actual number can be reviewed based on the uses of the students and the decision of Dean (SW) MNIT Jaipur will be final with respect to the student to machine ration.

23. The language of all contract documents and for all correspondence and communication should be in English only.

24. CONTRACTOR shall carry out work in accordance with the directives to be furnished by Dean (SW) MNIT Jaipur which may be amended from time to time by reasonable modifications as Dean (SW) MNIT Jaipur sees fit.

25. CLAIMS, TAXES & DUTIES, FEES AND ACCOUNTING:

(i) CONTRACTOR agrees to pay all claims, taxes and fees for equipment, labour, materials, and services to be furnished by it hereunder and agrees to allow no lien or charge resulting from such claims to be fixed upon any property of MNIT Jaipur.

Dean (SW) MNIT Jaipur may, at its option, pay and discharge any liens or overdue charges for CONTRACTOR's services, labour, materials and services under this CONTRACT and may there upon deduct the amount or amounts so paid from any sum due, or thereafter become due, to CONTRACTOR hereunder.

(ii) **Notice of Claims:** CONTRACTOR or Dean (SW) MNIT Jaipur, as the case may be, shall promptly give the other, notice in writing of any claim made or proceeding commenced for which that party is entitled to indemnification under the CONTRACT. Each party shall confer with the other concerning the defense of any such claims or proceeding, shall permit the other to be represented by counsel in defense thereof, and shall not effect settlement of or compromise any such claim or proceeding without the other's written consent.

26. PERFORMANCE:

The CONTRACTOR shall undertake to perform all services (Washing and Ironing) under this CONTRACT with all-reasonable skill, diligence and care in accordance with sound industry practice to the satisfaction of MNIT Jaipur and accept full responsibility for the satisfactory quality of such services as performed by them. Any defect, deficiencies noticed in the CONTRACTOR's service will be promptly remedied by the CONTRACTOR within 3 days upon the receipt of written notice from Dean (SW) MNIT Jaipur to improve their performance failing which Dean (SW) MNIT Jaipur may terminate the CONTRACT by giving the CONTRACTOR 30 (thirty) days written notice.

27. DISCIPLINE:

CONTRACTOR shall carry out operations here under with due diligence and in a safe and workman like manner according to good practice. CONTRACTOR shall maintain strict discipline and good CONTRACT among its employees and shall abide by and conform to all rules and regulations promulgated by MNIT Jaipur governing the operations. Should Dean (SW) MNIT Jaipur feel that the conduct of any of CONTRACTOR or contractor's employees is detrimental to MNIT Jaipur's interest, Dean (SW) MNIT Jaipur / MNIT Jaipur shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehavior, security reasons etc. while on or off the job. The CONTRACTOR shall comply with any such request to remove such personnel at CONTRACTOR's expense unconditionally. The CONTRACTOR will be allowed a maximum of 2 working days to replace the person by competent qualified person at CONTRACTOR's cost.

28. SAFETY AND LABOUR LAWS:

CONTRACTOR shall comply with the provision of all laws including Labour Laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by MNIT Jaipur shall be applicable in the performance of this CONTRACT and CONTRACTOR shall abide by these laws.

CONTRACTOR shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. No smoking or consumption of alcohol/ any other prohibited substance shall be permitted while on duty by any of contractor's personnel in MNIT Jaipur premises or during work hours.

The CONTRACTOR shall report as soon as possible any evidence which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

29. VERIFICATION OF CHARACTER AND ANTECEDENTS OF CONTRACTUAL MANPOWER

All contracts involving deployment of Contractor's manpower within MNIT Jaipur premises the Contractor shall submit the following documents to Hostel Office MNIT Jaipur prior to start of work:

- (i) Undertaking from the Contractor that the character and antecedents of the personal proposed to be deployed by their firm at MNIT Jaipur is/are impeccable.
- (ii) Undertaking from the Contractor that their firm has scrutinized the previous working of the person(s) proposed to be deployed by them at MNIT Jaipur and there is nothing adverse as regards his/her character and antecedent.
- (iii) The Health Certificate
- (iv) Police verification

30. SECRECY:

CONTRACTOR shall during the tenure of the CONTRACT and at any time thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorized in writing by Dean (SW) MNIT Jaipur, divulge or grant access to any information about the work. CONTRACTOR shall not also destroy any report, note or any other document to the operation/ work required by MNIT Jaipur / Dean (SW) MNIT Jaipur. The obligation is continuing one and shall survive after the completion/ termination of this agreement.

31. STATUTORY REQUIREMENTS:

During the tenure of this CONTRACT nothing shall be done by the CONTRACTOR in contravention of any law, act and/or rules/regulations.

32. INDEMNITY AGREEMENT:

(i) Indemnity by Contractor:

Unless otherwise specified elsewhere in this CONTRACT, CONTRACTOR shall indemnify and keep indemnified Dean (SW) MNIT Jaipur, (other than the CONTRACTOR) and its/their employees from all actions, proceedings, suits, claims, demands, liabilities, damages, losses, costs, charges, expenses (including without limitation, wreck or debris, removal costs, where wreck or debris removal is ordered by a competent authority) judgments' and fines/penalty arising out of or in the course of or caused by the execution of work under the CONTRACT or other obligations hereunder directly or indirectly associated herewith and or arising from:

- Personal injury, illness or death of:
- Any of CONTRACTOR or CONTRACTOR's personnel (even if caused by or contributed to by the negligence or fault of MNIT Jaipur); and
- Loss or damage to any property owned, hired or supplied by CONTRACTOR or CONTRACTOR's personnel or subject to clause any other property to the extent the loss or damage is caused by the negligence or fault of the CONTRACTOR or CONTRACTOR's personnel.

33. TERMINATION

(i) Termination on expiry of the Contract

This Agreement shall be deemed to have been automatically terminated on the expiry of the CONTRACT period unless Dean (SW) MNIT Jaipur has exercised its option to extend this CONTRACT in accordance with the provisions, if any, of this CONTRACT.

(ii) Termination on account of Force Majeure

Either party shall have the right to terminate this CONTRACT on account of Force Majeure, as set forth in clause 32 of Section B.

(iii) Termination on Account of Insolvency

In the event the CONTRACTOR at any time during the term of this Agreement becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then Dean (SW) MNIT Jaipur shall, by a notice in Writing have the right to terminate this CONTRACT and all the CONTRACTOR's rights and privileges hereunder, shall stand terminated forthwith.

(iv) Termination for Unsatisfactory Performance

If Dean (SW) MNIT Jaipur considers that the performance of the CONTRACTOR is unsatisfactory

or, not up to the expected standard, Dean (SW) MNIT Jaipur shall notify the CONTRACTOR in writing and specify in detail the cause of such dissatisfaction. Dean (SW) MNIT Jaipur shall have the option to terminate this Agreement by giving 30 days' notice in writing to the CONTRACTOR, if, CONTRACTOR fails to comply with the requisitions contained in the said written notice issued by Dean (SW) MNIT Jaipur.

(v) Termination for delay in Mobilization

Successful bidder shall be required to mobilize specified services in the line with the Work Order (WO) / Rate Contract (RC) along with crew (only manpower) for commencement of services at MNIT Jaipur site within a maximum of 15 (fifteen) days (as specified in scope of work or elsewhere in contract) from the date of WO/RC. If the CONTRACTOR (successful bidder) fails to mobilize as above, Dean (SW) MNIT Jaipur shall have, without prejudice to any other clause of the CONTRACT, the right to terminate the contract.

(vi) CONSEQUENCES OF TERMINATION

In all cases of termination here in set forth, the obligation of Dean (SW) MNIT Jaipur to pay shall be limited to the period upto the date of termination. Notwithstanding the termination of this Agreement, the parties shall continue to be bound by the provisions of this agreement that reasonably require some action or for bearance after such termination.

Dean (SW) MNIT Jaipur shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the Contractor, then they shall be Black listed for a period of two years from the date of the order for putting the Contractor on holiday is issued and the PBG shall be forfeited.

Pending completion of the enquiry process for putting the Contractor on holiday, Dean (SW) MNIT Jaipur shall neither issue any tender enquiry to the defaulting contractor nor shall consider their offer in any ongoing tender.

(vii) DELAY IN MOBILIZATION AND LIQUIDATED DAMAGES (LD)

(a) CONTRACTOR shall mobilize and deploy the required services as per the Contract so as to commence the services at the specified site(s) within a maximum of 15 days from the date of RC/WO.

(b) If the CONTRACTOR fails to mobilize and deploy the required services and/or fails to commence the operations within the period specified in sub clause (a) above, Dean (SW) MNIT Jaipur shall have, without prejudice to any other provisions in the contract including sub clause (c) below, the right to terminate the contract.

(c) If the contractor is unable to commence the operations within the period specified in sub clause (a) above, it may request Dean (SW) MNIT Jaipur for extension of the time with unconditionally agreeing for payment of LD. Upon receipt of such a request, Dean (SW) MNIT Jaipur, may at its discretion, extend the period of mobilization and shall recover from the contractor, as an ascertained and agreed Liquidated Damages, a sum equivalent to Rs. 10,000/-, for each week of delay or part thereof, subject to a maximum of Rs. 50,000/- per month. The parties agree that the sum specified above is not a penalty but a genuine pre-estimate of the loss/damage which will be suffered by Dean (SW) MNIT Jaipur on account of delay/breach on the part of the CONTRACTOR and the said amount will be payable without proof of actual loss or damage caused by such delay/breach.

34. SEVERABILITY:

Should any provision of this agreement be found to be invalid, illegal or otherwise not enforceable by any court of law, such finding shall not affect the remaining provisions here to and they shall remain binding on the parties here to.

35. CHANGE IN LAW:

(i) In the event of introduction of any new legislation or any change or amendment or enforcement of any Act or Law, rules or regulations of Government of India or State Government(s) or Public Body which becomes effective after the date of submission of Price Bid or revised price bid, if any, for this CONTRACT and which results in increased cost of the works under the CONTRACT through increased liability of taxes, (other than personneland Corporate taxes), duties, the CONTRACTOR shall be indemnified for any such increased cost by Dean (SW) MNIT Jaipur subject to the production of documentary proof to the satisfaction of Dean (SW) MNIT JAIPUR to the extent which directly is attributable to such introduction of new legislation or change or amendment as mentioned above and adjudication by the competent authority & the courts wherever levy of such taxes / duties are disputed by Dean (SW) MNIT JAIPUR.

(ii) The Contract Price and other prices given in the Schedule of Prices are based on the applicable tariff as indicated by the CONTRACTOR in the Schedule of Prices. In case this information subsequently proves to be wrong, incorrect or misleading, Dean (SW) MNIT JAIPUR will have no liability to reimburse/pay to the CONTRACTOR the excess duties, taxes, fees, if any finally levied / imposed by the concerned authorities. However, in such an event, Dean (SW) MNIT JAIPUR will have the right to recover the difference in case the rate of duty/tax finally assessed is on the lower side. Notwithstanding the provision contained in clause 31(i) above, Dean (SW) MNIT JAIPUR shall not bear any type of tax.

36. JURISDICTION AND APPLICABLE LAW: This Agreement including all matter connected with this Agreement, shall be governed by the law of India (both substantive and procedural) for the time being in force and shall be subject to exclusive jurisdiction of the Indian Courts at Jaipur.

37. CONTINUANCE OF THE CONTRACT: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this CONTRACT.

38. INTERPRETATION: The titles and headings of the sections in this CONTRACT are inserted for convenient reference only and shall not be construed and limiting or extending the meaning of any provisions of this CONTRACT.

39. ENTIRE AGREEMENT: This Agreement supersedes all prior Agreements and commitments, whether oral or in writing between the parties concerning the subject matters thereof. The right of either party to require strict performances will not be affected by any previous waiver or course of dealing. Neither this Agreement nor any modification will be binding on a party unless signed by an authorized representative of CONTRACTOR and Dean (SW) MNIT JAIPUR.

40. INDEPENDENT CONTRACTOR STATUS: The CONTRACTOR shall act as an independent contractor performing the CONTRACT. The Contract does not create any agency, partnership, joint ventures or joint relationship between the parties.

41. 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.

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

43. After due evaluation of the bid(s) Dean (SW) / Hostel Office MNIT Jaipur will award the contract to the highest evaluated responsive tenderer. The successful bidder has to provide services on the rates as mentioned in the Schedule E.

44. Conditional bid will be treated as unresponsive and it may be rejected.

45. Applicable Law:

- The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
- The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Jaipur. The decision of the Arbitrator shall be final and binding on both the parties.

46. Hygiene & Other Standards for the staff provided by the Contractor:

- The contractor shall be responsible for behavior and conduct of his workers. The contractor shall engage no worker with doubtful integrity of having bad record.
- Compliance to the hygiene/washing standards will be checked periodically by the Student Welfare Office / Hostel Office. Non-compliance to hygiene standards will be sufficient reason to terminate the contract.
- Cleaning and maintenance of Laundry equipment.
- Keeping the premises and surroundings neat, clean and hygienic.
- Applicable Labour laws and other statutory compliance(s) are to be strictly followed while assigning duties to the staff.
- The employees should be in proper uniform at the time of work. The uniform provided to the workers by the contractor should be different and distinguish from other categories of the Institute staff with nameplate & badges.
- The employees should be presentable in appearance i.e. well cut and groomed hair, properly

combed, neat shaved etc.

- Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.
- The Contractor shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

Note: The laundry's service performance will be reviewed on a regular basis and regularly monitored by the official of the student welfare office / Hostel Office and designated student representative

47. Right of the Hostel Office MNIT Jaipur: -

Dean (SW) / Hostel Office MNIT Jaipur reserves the right to suitably increase/reduce the scope of work put to this Tender. In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the contract Document, interpretation of the Clauses by the Dean (SW)/Hostel Office MNIT Jaipur shall be final and bindings on all Parties.

48. Force Majeure: -

(i) Neither party shall be deemed to be in breach of this agreement if failure to comply with the requirement of this agreement is due to circumstances beyond the control of Dean (SW) / Hostel Office MNIT Jaipur or Successful vendor.

(ii) If because of any strike or lockout either in MNIT Jaipur or in the Local area, the Successful vendor is unable to function or his business is affected, Hostel Office MNIT Jaipur shall not be liable for any loss, which the Successful vendor may suffer in such an event.

(iii) In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the CONTRACT, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed here in shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the CONTRACT, Flood and Acts and Regulations of respective government of the two parties, namely Dean (SW) MNIT JAIPUR and the CONTRACTOR.

(iv) Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 48 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, Dean (SW) MNIT JAIPUR shall have the option of cancelling this CONTRACT in whole or part at his discretion without any liability at his part.

(v) Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

SD/-
Dean (SW)
MNIT Jaipur

Acknowledgement:

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

Date:
Place:

Signature of Bidder(s)
Official seal and address

Tender Schedule

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

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

Schedule – A

Basic Technical Details

Sl. No.	Description	Information	
A	Name of the Bidder		
	Complete Address		
	Phone No.		E-mailID Website
1 B	Contact Person / Representative of firm: Name Designation		
	Phone:	Mobile Phone:	
2 A	License No:	Registration No:	
	PAN (Attach document):	GST (Attach document):	
	ESI:	EPF:	
	(Enclose copies of the above)		
2 B*	Proof for payment of income tax and GST tax (last one year) (copy of income tax and GST payments to be enclosed).		
3*	Turnover per annum Rs. (Average turnover Rs. 25 lakh of last 3 consecutive year i.e. 2022-23, 2023-24, 2024-25 Attach the relevant certificate issued by CA.		
4*	Experience: Any Government Organization related to operating Laundry Services (Enclosed list of laundry services handled till date, 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*	Performance certificates of completed works (copy to be enclosed)		
6	Does your firm have any Mobile App for Smart Laundry (IoT Based/Android Based)? If yes, then give details.		
7	Is the vendor going to give a presentation on Smart Laundry detailed work flow process (Yes/No)		

8	Customer Care Service – Timing and Toll Free Number	
9	Minimum time required for addressing the maintenance issues.	
10	Details of onsite manpower/staff, which will be placed by the vendor: Name : Phone No: Address:	
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 S.Nos. 2, 3, 4 & 5.
2. For items marked by * has to be compulsorily supported by a document.

Schedule-'B'
FEATURES OF IOT based SMART LAUNDRY

Smart laundry service should include the following Features:

Washing Services:

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 needs 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.
5. Any other feature with respect to smart laundry system
6. Charges will be on per cloth basis as mentioned in Schedule – E.
7. A manpower /staff from vendor must be placed at the installation points for providing the laundry services (Washing and Ironing).

Ironing Services:

1. On site user will have option to seek ironing services for the number of Clothes washed out of washing services.
2. Charges will be on per cloth basis as mentioned in Schedule – E.

Washing + Ironing Services:

1. User will have option to seek washing + ironing services for the number of Clothes.
2. Charges will be on per cloth basis as mentioned in Schedule – E.

Signature of Bidder(s)
Official seal and address

Schedule – C
PENALTY POINTS

Penalties for violation or rules, terms and conditions

Officials/committee of Dean (SW) MNIT Jaipur will oversee the functioning of laundry services (Washing and Ironing) which consists of nominated students, staff and faculty of MNIT Jaipur and decisions taken by the said committee for issues with regard to the laundry services 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, and 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 Hostel Office MNIT Jaipur, depending on case to-case basis, as mentioned in para 34(b) of the general terms & conditions above.
3. Three or more complaints within a two-week period of poor service quality, damage or loss of cloth, would invite an appropriate fine, maximum up to Rs. 1000/- on the Contractor.
4. Each instance of unprofessional behavior (lack of personal hygiene of staff, misbehavior by workers etc. as determined by the committee etc.) will lead to an appropriate fine, maximum up to Rs. 1,000/- on the Contractor.
5. Absence of Contractor or his representative empowered to take decision from Dean (SW) MNIT Jaipur meetings on due invitation (which will be held approximately once every month) will attract an appropriate fine, maximum up to Rs. 1,000/-.
6. 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 Dean (SW) MNIT Jaipur reserves the right to terminate the contract at any time, considering the frequency and seriousness of the violations.
7. Non-submission of the requisite documents as specified in the tender document or any additional document sought by the Dean (SW) MNIT Jaipur within the stipulated time frame shall attract appropriate penalty including termination of the contract.
8. Any violation of the terms and conditions of the Contract will attract the penalty as imposed by the Dean (SW) MNIT Jaipur which will be acceptable to the Contractor.
9. The Dean (SW) MNIT Jaipur reserves the right to curtail or enhance the scope of the service provider.

As and when Dean (SW) MNIT Jaipur proposes a fine, it will be informed to the representative of the Contractor. Vendor will have to deposit the fine in Hostel Office MNIT Jaipur within the 7 working day; failing which contractor will be liable to terminate of this contract.

Signature of Bidder(s)
Official seal and address

Schedule – D
Scope of Work and Prevailing charges for
Items / services (subject to-revision) at MNIT Jaipur

Scope of Work and the Working Hours:

Providing smart laundry services i.e. washing, ironing etc. at laundry points located in the Aurobindo Hostel or any designated place of MNIT Jaipur.

1. The Laundry needs to be opened on all the days, including holidays. The vendor should install all the required equipment for Laundry services like IoT based Washing Machines, electric irons and other requisites for the functioning of Laundry facilities on his/her own cost.

Note: - The complete work flow of the Laundry services and the communication matrix of firm are to be clearly mentioned in the separate sheet and same should be submitted along with this tender.

2. Detergent to be used for washing of clothes shall be of brand Surf Excel / Ariel / Tide only. Manpower/Staff from vendor shall be responsible for procurement & usage of all the detergents/washing chemicals of the specification as per instructions manual for the washing machine.
3. The vendor should enable digital payment facilities through Android/iOS based App.
4. Price List regarding the Laundry Machine Services to be provided by the bidder in the Aurobindo Hostel is fixed during the complete tenure of the tender (including any extensions in the tender) and shall be as follows:

S.No.	Type of Clothes	Washing Charges (per cloth)	Iron Charges (per cloth)	Washing + Iron Charges (per cloth)
1	Shirt/T-Shirt/Kurta/Kurti/Gown/Stole	Rs. 5/-	Rs. 5/-	Rs. 8/-
2	Trouser/Pajama/Jeans/Legging/Pant/Lower/Skirt/Half Pant	Rs. 5/-	Rs. 5/-	Rs. 8/-
3	Winter Clothes (Shawl/Sweater/Hoodie/etc.)	Rs. 15/-	Rs. 5/-	Rs. 18/-
4	Single Bed Sheet with One Pillow Cover	Rs. 10/-	Rs. 5/-	Rs. 12/-
5	Double Bed Sheet with Two Pillow Cover / Blanket	Rs. 15/-	Rs. 5/-	Rs. 18/-

Note:

- (i) Any other Type of Clothes apart from the clothes as mentioned in above table will not be part of Price List; the Students have to bear the cost of those clothes (not mentioned in above table) by themselves.
- (ii) The prices list of each and every item mentioned above is fixed and remain valid for the entire period of contract including extension (s), if any.

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

Signature of Bidder(s)
Official seal and address

Schedule – E
FINANCIAL BID
(Financial Bid as per BOQ)

Financial Bid must be submitted as per BOQ format and instructions given in Tender Document.

Note:

1. Rates is to be quoted for Laundry Machine Services (exclusive of GST). The rates quoted (in the form of Maintenance Charges / Rent per month) will be scrutinized, the bidder with highest rate quoted against Laundry Machine Services will be declared H₁.
2. In case of same H₁ price for a particular Laundry Machine Service (s), the award of contract will be issued to the bidder who have maximum total turnover in past three years of the above mentioned terms and conditions.
3. Rates to be quoted in INR only and in Round Off only (no decimal points should be quoted).
4. GST will be applicable as per norms.

Place:

Date:

Name:

Designation:

Contact:

E-Mail ID:

Office Address:

UNDERTAKING (on Letter of the Organization)

I, the undersigned certify that:

1. I/We have our own trained manpower on our rolls.
2. The workers employed would be paid at least minimum wages as per Orders of Govt. of India and oblige all statutory requirements viz. ESI, EPF etc.
3. That the bidder will open its office in Jaipur within 15 days after award of contract.
4. That none of the relatives of the bidder is employees of the Institute.
5. That I/We also declare that Government of India or any other Government body has not declared us ineligible or blacklisted or debarred us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of any nature
6. That the bidder has not been convicted of an offence under the Prevention of Corruption Act, 1988 or under the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

Place:

Date:

Signature of Bidder along with Stamp:

Name of the Bidder:

<<Organization Letter Head >> DECLARATION SHEET

We, _____ hereby certify that all the information and data furnished by our organization with regard to these tender specifications are true and complete to the best of our knowledge. I have gone through the specifications, conditions and stipulations in details and agree to comply with the requirements and intent of the specification.

This is certified that our organization has been OEM or authorized (Copy attached) by the OEM to participate in Tender. We further certify that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, We or OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty.

Name & Address Of The Vendor / Manufacturer / Agent	
Phone	
Fax	
E-mail	
Contact Person Name	
Mobile Number	
GST number	
PAN Number	
(In case of on-line payment of EMD) UTR No. (For EMD)	

(Signature of the Bidder)

Name:

Seal of the Company

Proforma of Performance Bank Guarantee

1. In consideration of the Dean (SW), MNIT, Jaipur (hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between MNIT Mess Council (on behalf of Dean SW) and (Hereinafter called "the said contractor(s) for the work of Contract Smart Laundry Services (Washing and Ironing) in Hostels at MNIT Campus Jaipur (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs.....only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

2. We..... (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).

3. We do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the MNIT Mess Council stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. (Rupees.....)

4. We, the said Bank, further undertake to pay to the MNIT Mess Council any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.

5. We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the MNIT Mess Council under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Dean (SW), MNIT Jaipur on behalf of the MNIT Mess Council, certifies that the terms & conditions of the said contractor(s), and accordingly discharges this guarantee. We.....further agree with the MNIT Mess Council that the MNIT Mess Council (indicate the name of the Bank) shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the MNIT Mess Council against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the MNIT Mess Council or any indulgence by the MNIT Mess Council to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

7. We lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the MNIT Mess Council in writing.

8. This guarantee shall be valid up to unless extended on demand by the MNIT Mess Council. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs..... (Rupees Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the day of for
(Indicate the name of the Bank)