



भारतीय प्रौद्योगिकी संस्थान इंदौर  
सिमरोल, खंडवा रोड, इंदौर, पिन- 453552

Indian Institute of Technology Indore  
Simrol, Khandwa Road, Indore- 453552

**Request For Proposal (RFP)  
For  
Laundry Services**

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**Service Contracts Section  
IIT Indore**

**4<sup>th</sup> Floor, West Wing (Toward's Gate-1)  
Abhinandan Bhavan, IIT Indore, Simrol  
Khandwa Road, Indore- 453552**

**Tel.: 0731-6603408/3369, Email: [servicecontracts@iiti.ac.in](mailto:servicecontracts@iiti.ac.in)**

**Website: [www.iiti.ac.in](http://www.iiti.ac.in)**

**सहायक कुलसचिव  
(सेवा अनुबंध)  
Assistant Registrar  
(Service Contracts)**



भारतीय प्रौद्योगिकी संस्थान इंदौर  
सिमरोल, खंडवा रोड, भारत, पिन- 453552  
Indian Institute of Technology Indore  
Simrol, Khandwa Road, Indore- 453552

दूरभाष: 91-0731-6603369/3408

Tel.: 91-0731-6603369/3408

Email: [servicecontracts@iiti.ac.in](mailto:servicecontracts@iiti.ac.in)

### Request for Proposal (RFP) for Laundry Services

Indian Institute of Technology Indore invites proposals from experienced and reputed service providers for **Laundry Services at IIT Indore in Two bid.**

The bidder should have proven experience in similar nature of work with Government organizations, educational and research institutions, Public Sector Undertakings (PSUs), autonomous bodies, and similar establishments in India and shall be capable of deploying adequate and trained manpower, along with equipment, machinery, tools, and approved consumables, to effectively handle the Laundry Services in a comprehensive, safe, and timely manner.

The service provider shall ensure compliance with all statutory norms, including labour laws, safety regulations, and environmental guidelines.

Sl. No.	Description	RFP No.	EMD
1.	Laundry Services	IITI(SC)/HCU/039/CMS/2025-2026	Rs. 10,000/- (Rupees Ten Thousand Only)  Online EMD Submission: Bidder can submit their EMD online by visiting: <a href="https://onlinesbi.sbi.bank.in/sbicollect/icollecthome.htm">https://onlinesbi.sbi.bank.in/sbicollect/icollecthome.htm</a>

\*NIT No. 039 should be mentioned for the purpose of EMD Submission, and Tender No. should be referred for bid submission/ communication etc.

**Note:**

Tender Documents with detail terms & conditions can be downloaded from our website: <https://www.iiti.ac.in/tendercs> & <https://eprocure.gov.in/epublish/app>

IITI reserves the right to:

- reject, modify, or change the scope of business of any or all proposals without assigning any reason whatsoever.
- not be bound to accept the lowest or any proposal; and
- accept the proposal in whole or in part, in which case the selected firm shall be bound to perform the accepted scope of work at the quoted rates.

Canvassing in connection with the tender/quotation is strictly prohibited.

Assistant Registrar (Service Contracts)

IIT INDORE

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सहायक कुलसचिव

(सेवा अनुबंध)

Assistant Registrar  
(Service Contracts)

**SCHEDULE OF REQUIREMENTS**

<b><u>Sl. No.</u></b>	<b><u>Event</u></b>	<b><u>Date and Time/ Remarks</u></b>
01	Date of uploading of Tender	<b>From March 19, 2026</b> <a href="https://www.iiti.ac.in/tendercs">https://www.iiti.ac.in/tendercs</a>
02	Last date & Time of Submission of Bids Online (Technical and Price Bid)	<b>March 25, 2026 upto 03:00 PM</b> Please refer to tender Terms at IIT INDORE'S website
03	Date & Time of Opening of Technical Bid	<b>March 26, 2026, at 03.00 PM (IST)</b> Please refer to tender Terms at IIT INDORE'S website
04	Earnest Money Deposit	<b>Rs. 10,000/- should be deposited online as EMD and the transaction receipt of the same should be attached with the RFP document.</b>
05	Performance Security Deposit	Performance Security of ₹ 50,000/- to be submitted, in the form of e-Bank Guarantee through NESL in favour of "The Registrar, IIT Indore" payable at Indore.  Performance Security should be valid for a period of 2 (two) months from the date of contract.
06	All the communications with respect to the tender shall be addressed to:	<b>Assistant Registrar, Service Contracts</b> IIT Indore, 4 <sup>th</sup> Floor, Abhinandan Bhavan, Khandwa Road, Simrol, Indore- 453552 Tel.: 0731-6603369/3408 Email: <a href="mailto:servicecontracts@iiti.ac.in">servicecontracts@iiti.ac.in</a>
07	Point of Contact for Technical Issue on CPPP:	CPP Portal website: <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> CPP Portal Help Desk Toll-Free No.: 18002337315, 180030702232

The bidders shall send sealed proposal super scribing "Request for Proposal (RFP) for "Laundry Services" with RFP No. and Due Date.

Assistant Registrar (Service Contracts)

सहायक कुलसचिव  
(सेवा अनुबंध)  
Assistant Registrar  
(Service Contracts)

**ऑनलाइन निविदा जमा करने हेतु निविदादाताओं के लिए निर्देश/  
Instructions to the bidders for online bid submission**

1. The tender must be submitted in accordance with instructions provided in this document and non-conformance of the same may lead to rejection. Instructions shall form part of the tender and the contract. The conditions of the tender shall be governed by the details contained in the complete bid document.
2. For Online Bid Submission as per the directives of Department of Expenditure, this tender document is published on the Central Public Procurement Portal at <http://eprocure.gov.in/eprocure/app>. Bidders are requested to submit the copies of their bids electronically (digitally) only on CPP Portal, using valid Digital Signature Certificates.
3. The tender is not transferable. Only one tender shall be submitted by one bidder.
4. **Registration:** Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal by clicking on the link “Click here to Enroll” at <http://eprocure.gov.in/eprocure/app>.
5. **Submission:** Only *online bids* will be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded online at <http://eprocure.gov.in/eprocure/app>. Bids sent by FAX, E-mail, hand, post/courier shall **not** be accepted/ processed, in any case.
6. Bidders should submit duly filled and completed bid online as per instructions mentioned in this document. All the uploaded documents shall be digitally signed by the authorized signatory of the bidder. The Digital Signature Certificate should be in the name of authorized signatory (who will sign the bid) of the bidder.
7. IIT Indore reserves the right to accept or reject any or all the bids at any stage.
8. For detailed instruction on online submissions of bid(s) through e-procurement module of Central Public Procurement Portal of NIC, the bidder(s) may visit <http://eprocure.gov.in>.
9. The bidder shall be solely liable to bear all costs and expenses associated with the preparation and submission of its bid, and IIT Indore will in no case be held responsible or liable for payment of any costs associated with the preparation or submission of the said bids irrespective of the outcome of the bidding process as also in case the entire bidding process or part thereof is nullified/ cancelled due to any reason whatsoever.
10. The bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the Bidder and the IIT Indore shall be written in Hindi or English language.
11. In the event of the space on the bid proforma being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, showing the tender number, and should be duly signed. In such cases reference to the additional page(s) must be made in the bid.

## सामान्य नियम और शर्तें /General Terms & Conditions

1. **Submission of Bids: Two bid (technical + financial) online through CPPP.**
  - a. **Technical bid** :Should contain the technical bid consisting of all eligibility documents, all forms, PAN, GST, supportive documents related to experience criteria and EMD as asked in the RFP document.
  - b. **Financial bid** -: Should contain financial offer. The format provided in the tender document for the price schedule should be followed and any other format will be liable for rejection.
2. **Bid Submission:** Bidders are requested to submit their online bids before the last date of submission of bids indicated Schedule of requirements.
3. **Late Bids:** Bids received after the last date of submission will not be accepted. internet connectivity issues, network problems, or system failures faced by the bidders during the online submission of bids. Bidders are advised to submit their bids well in advance to avoid last-minute technical difficulties.
4. **Bid Validity:** Bids shall be valid for a period of 90 days from the date of opening of tender.
5. **Modification and withdrawal of bids:** No bid can be modified and withdrawn after the deadline for submission of bids.
6. **Opening of Tenders:** The opening of the bids would be done as per the Schedule of requirement. In the event of the specified date of bid opening being declared holiday in the Institute, the bids shall be opened at the same time and location on the next working day.
7. **Bid Security/ EMD:**
  - a) Micro and Small Enterprises who are manufacturers of the Primary Product Category or Service Provider of the Primary Service Category and give specific confirmation to this effect at the time of bid submission and whose credentials are validated online through Udyam Registration (as validated by Government from time to time) and through uploaded supporting documents.
  - b) Start-ups as recognized by the Department of Industrial Policy and Promotion (DIPP).
  - c) In such case, a copy of the valid certificate showing registration with the above-mentioned institutions to be uploaded in PDF format.
  - d) In case the unit is not covered as above, EMD should be submitted online via <https://www.onlinesbi.sbi/sbicollect/icollecthome.htm> and the payment reference should be attached in PDF along with the technical bid.
  - e) EMD will be returned to the unsuccessful bidders within 30 days from the finalization of technical evaluation/award of contract.
  - f) EMD will be forfeited if the qualified bidder fails to accept the order or fails to provide the service based on his/her offer/bid.
  - g) The EMD of the successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to provide the service as per award of contract (AOC) terms and conditions within the stipulated period, EMD shall be liable to be forfeited by the Institute.
  - h) No interest will be payable by the Institute on the Earnest Money Deposit.
8. **Bid Evaluation Procedure:**
  - a) Bids should be submitted in SINGLE BID- Technical Bid & Financial Bid.
  - b) The Technical Evaluation Committee (TEC) shall examine the bids to ascertain that all documents mentioned in RFP have been provided and examine the completeness of each document submitted. If any of these documents or information sought is missing, TEC may disqualify the bid.
  - c) Evaluation will be done strictly on Pre-Qualification & Scope of Work & Price as mentioned in RFP. The TEC may invite the bidders to give a presentation as part of the technical evaluation.

9. **Validity and Acceptance of RFP:** Failure to comply with any of the conditions laid down in this RFP shall render the tender invalid. IIT Indore does not bind itself to accept the lowest or any tender and reserves the right to accept or reject any or all RFPs, or to cancel/withdraw the tender at any stage without assigning any reason. No claim whatsoever arising out of such action shall be entertained.
10. **Order Placement and Quantity Variation Clause:** IIT Indore reserves the right to place the order on one or more service providers, either in full or in part, based on the requirements of the Institute. Further, any upcoming requirements arising from newly constructed or operational hostels during the contract period shall also be covered under this contract. Accordingly, the quantity of washing machines/services may be increased or adjusted as per the Institute's requirement. The decision of IIT Indore in this regard shall be final and binding on the service provider(s).
11. **Right to Modify RFP:** IIT Indore reserves the right to modify, alter, insert, or delete any part of the tender document at any stage to ensure fulfillment of its material and service requirements.
12. IIT Indore reserves the right to relax any of the Terms & Conditions of the RFP at any stage, if deemed necessary in the interest of the Institute. Further, the Institute may select/empanel one or more service providers based on its requirements, and the decision of the Institute in this regard shall be final and binding.
13. Any bidder having a record of non-performance, unsatisfactory service, or who is involved in any ongoing legal dispute, arbitration, or litigation with any government department, PSU, or reputed organization in respect of similar services, shall be liable for disqualification. The Institute reserves the right to reject such bids at any stage, if found adversely affecting the performance or credibility of the bidder.
14. **Instructions to Bidders:** Bidders are advised to carefully read and understand all instructions regarding bidding given in this RFP before submission.
15. **Submission of RFP:** The RFP, complete in all respects along with stipulated documents, shall be submitted in a sealed cover, duly superscribed as "Laundry Services at IIT Indore", and addressed to the Registrar, IIT Indore. All pages of the RFP must be signed and stamped by the authorized signatory of the agency/service provider.
16. **Price Reasonableness and Counter Offer:** IIT Indore reserves the right to determine the fair and reasonable price of the services offered and may issue a counter-offer to the agencies. All other terms and conditions of the RFP shall remain operative even in case of a counter-offer.
17. **Clarifications and Verification:** The Institute may seek clarifications or additional information/documents from any bidder regarding the technical bid, which must be furnished within the specified time. If any document submitted in support of eligibility is found to be non-genuine, the EMD shall stand automatically forfeited, whether before or after award of work.
18. **Rejection of Non-Responsive Bids:** Conditional or incomplete tenders, tenders not submitted in the prescribed format, or bids received through modes other than those specified shall be summarily rejected. In such cases, the EMD submitted shall be forfeited.
19. **Force Majeure:** Neither the service provider nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this contract caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
20. **Breach of Terms and Conditions:** IIT- Indore reserves the right to accept or reject or cancel any or all enquiries or bids at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/procurement.

**21. Settlement of Disputes:**

- a) Amicable Settlement: In case a dispute arises between the Institute and the Agency (parties) regarding any matter under the contract, the Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days from the date of receipt of notice.
- b) On receipt of the dispute notice, the matter will be referred to the Dispute resolution Committee nominated by IIT Indore. The matter shall then be resolved between them and the agreed course of action will be documented.

**22. Governing Law:** The order placed will be a contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.

23.

**24. Cancellation of Contract:** Notwithstanding any other provisions in this contract, the Institute reserves the absolute right to terminate the contract forthwith, if it is found that continuation of the contract is not in public interest. The Agency is not eligible for any compensation or claim in the event of such cancellation.

If at any later date, it is found that the documents and certificates submitted by the Agency are forged or have been manipulated, the work order issued to the Agency shall be cancelled and Security Deposit issued to the Institute shall be forfeited without any claim whatsoever on the Institute and the Agency is liable for action as appropriate under the extant laws.

**25. Evaluation of tender:** In case two or more tenders are equal in monetary terms, work will be awarded to the service provider who has executed contracts of Govt./Central Govt./IITs/CFTIs. IIT reserves the right to relax any tender terms and conditions to meet the requirements.**26. Termination:**

- a) Termination on account of Force Majeure: Either party shall have the right to terminate this empanelment contract on account of Force Majeure.  
or
- b) Termination on Account of non-compliance with the contract terms & conditions: In the event of the non-compliance, at any time during the term of this Contract, then the Institute shall terminate this empanelment and all the Service provider's rights and privileges hereunder, shall stand terminated forthwith.  
or
- c) Termination for Unsatisfactory Performance: The Institute will judge the performance of the vendors periodically through feedback from the user department. If the Institute considers that the performance of the vendor is unsatisfactory or, not up to the expected standard, then the Institute shall notify the Service provider in writing and specify the cause of such dissatisfaction. The Institute will have the option to terminate this Contract.  
or
- d) Termination due to any other reason: If the Institute intends to terminate the contract before the agreed tenure, a notice will be provided to the firm. Conversely, if the Service provider wishes to terminate the contract before the completion of the tenure, it must give a written notice of one month or continue its services until the succeeding service provider takes over the operations.  
or
- e) Consequences of Termination: In all cases of termination herein set forth, the obligation of the Institute to pay shall be limited to the period upto the date of termination. The Institute shall conduct an inquiry against the vendor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the vendor, then they shall be debarred for a period of two years from the date of the order for putting the vendor on debar list is issued.

## SCOPE OF WORK

The selected Service Provider shall undertake the design, planning, and execution of a Laundry Services at IIT Indore as per the following scope:

### 1. Installation and Commissioning

- a) Supply, installation, and commissioning of washing machines at designated hostel locations.
- b) Ensuring proper connection to water supply, drainage, and electrical points.
- c) Testing the machines to confirm proper functioning before making them operational for hostel users.

### 2. Operational Support

- a) Providing basic operational guidance to hostel staff/students for proper use of the machines.
- b) Displaying clear operating instructions near each machine.

### 3. Preventive Maintenance

- a) Carrying out periodic preventive maintenance (monthly/quarterly) to ensure smooth functioning of the machines.
- b) Checking and cleaning filters, hoses, drum, electrical connections, and other critical components.
- c) The service provider shall depute a qualified technician, preferably once a week for proactive inspection and preventive maintenance of laundry machines

### 4. Breakdown Maintenance

- a) Attending complaints related to malfunction or breakdown of washing machines.
- b) Repairing or replacing faulty components such as motors, belts, pumps, control panels, etc.
- c) Ensuring minimum downtime and prompt restoration of services.

### 5. Spare Parts Replacement

- a) Supplying and replacing genuine spare parts as and when required.
- b) Maintaining adequate stock of commonly required spare parts for timely service.

### 6. Safety and Compliance

- a) Ensuring electrical and operational safety of the machines at all times.
- b) Complying with Institute safety standards and hostel regulations.

### 7. Cleaning and Hygiene

- a) Periodic cleaning of washing machine drums and external surfaces.
- b) Ensuring hygienic conditions for safe usage by hostel residents.
- c) The service provider shall carry out Hygiene Clean/Tub Wash of machines at regular intervals (preferably weekly) and maintain records for verification.

8. **Service Response Time:** Complaints must be attended within 24–48 hours of reporting.

### 9. Reporting and Documentation

- a) Maintaining service logs for maintenance, repairs, and inspections.
- b) Submitting periodic service reports to the hostel administration.

10. **Responsibility of Machines:** All machines installed under this contract shall remain the property and responsibility of the service provider, including maintenance, repair, and replacement during the contract period.

11. **Customer Support:** The service provider shall provide a dedicated helpline/contact number along with a complaint mechanism, including WhatsApp support, for students to report issues related to machine malfunction, payment failure, or any service-related problems.

12. **Institute Monitoring:** The Institute reserves the right to inspect the machines, facilities, and service quality at any time during the contract period.

13. **Utility Consumption:** The electricity and water supply points will be provided by the Institute at designated locations. However, the service provider shall ensure efficient usage of electricity and water and avoid any wastage.

14. **Warranty / Service Guarantee:** Providing warranty support for installed machines and replaced components as applicable.

**15. Other Conditions**

- a) The washing machine facility must be maintained in a clean and hygienic condition. Non-compliance with hygiene standards may attract penalties.
- b) Routine maintenance must be carried out regularly. In case of a breakdown, the issue should be resolved within 24 hours. If additional time is required, the IIT Indore authorities must be informed with proper justification.
- c) A grievance and feedback mechanism shall be provided for users to report issues such as payment failures or machine malfunction, and such complaints must be addressed promptly.
- d) Maintenance and upkeep of the machines shall be the sole responsibility of the service provider.
- e) All transactions shall be cashless, and no cash handling will be permitted.
- f) The service provider shall ensure proper electrical connectivity and safe installation of the machines.
- g) In case of any accident involving the service provider's personnel, the entire responsibility shall lie with the service provider.

**Note: The Institute reserves the right to add or delete scope of work in the above-mentioned list**

**Service Quality and Penalty Clause**

The service provider shall ensure **regular, uninterrupted, and quality laundry services** at all times. In case of failure in service delivery or negligence, appropriate action shall be taken by the Institute, including imposition of penalties as detailed below:

**I. Cleanliness and Maintenance:** In the event of lack of cleanliness and hygiene of the machines, or failure to repair/attend the reported issue within one day, a penalty of ₹500/- per day may be imposed on the service provider.

**II. Technical Support and Standby Arrangement:** The service provider shall deploy at least one technician for attending repairs and maintenance of the laundry machines. In case of technical fault, malfunction, or breakdown, the service provider shall arrange a standby machine within 01 day. Failure to provide a standby machine within the stipulated time shall attract a penalty of ₹1,000/- per day.

**III. General Service Failures and Negligence:** Penalty may also be imposed in case of failure of services or negligence under the following circumstances:

- a) Failure of the service provider to supply required products/consumables.
- b) Operators are not available during the stipulated operating hours.
- c) Breach of any clause of the **terms and conditions/contract agreement**, even after prior written notice from IIT Indore.
- d) Any act of negligence or breach of professional conduct by the service provider.
- e) In case any **expired product/consumable** is found to be displayed or used, a **penalty of ₹1,000/- per incident** shall be imposed.

**IV. Repeated Violations:** In case of more than three violations, the Institute may initiate strict action, including termination of the contract, and may engage services from the empaneled list of service providers as deemed appropriate.

**योग्यता मानदंड / QUALIFICATION CRITERIA**

(Service providers should enter the compliance against each column for consideration of their bid)

S. No.	Particulars / Eligibility Criteria	Compliance YES/NO (If No, Mention the deviation)	Document Required to be Submitted
1	Name of the Service Provider / Firm		Details to be filled in the bid document
2	Location of Head Office with complete address along with Contact Person, Mobile No. and E-mail ID		Self-declaration on company letterhead
3	Legal Status of the Firm (Proprietorship / Partnership / Company)		Certificate of Incorporation / Registration Certificate
4	Vendor should not have any ongoing dispute, legal case, or litigation with IIT Indore and should not have any adverse performance record at IIT Indore		Self-declaration on company letterhead
5	The service provider has not been blacklisted by any Government / PSU / Autonomous Body		Notarized Affidavit in original
6	The Partners / Proprietor / Company are not involved in any Police Case / Vigilance Enquiry and have never been convicted by any Court of Law		Notarized Affidavit in original
7	The bidder should have <b>minimum 03 years of experience in providing Laundry/Washing Machine services in hostels at IITs / NITs / IIITs / Central Universities / Government Educational Institutions</b>		Work orders / completion certificates / agreements as proof
8	Local Service Support Clause: The bidder should have service support infrastructure or service partner in Indore or nearby region to ensure timely maintenance and repair of machines.		Office address proof / service support details.
9	Cashless Payment System Clause: All washing machines should support cashless payment systems (UPI / Smart card / QR code / digital wallet). No cash transactions will be permitted.		
10	Income Tax compliance		Copies of ITR for the last three financial years
11	Tax Registration		Copy of PAN Card, GST Registration Certificate, and Professional Tax Registration (if applicable)
12	Details of Service Support and Complaint Escalation Mechanism		Escalation Matrix with contact details
13	Acceptance of Terms and Conditions		Signed copy of the NIT document (Pages 23–30)
14	Declaration of Annual Turnover		CA Certified Turnover Certificate / Self-declaration
15	Earnest Money Deposit (EMD)		Transaction receipt / proof of payment of ₹10,000/-

16	Bank Details of the Bidder		Cancelled cheque / bank details on letterhead
17	Undertaking for authenticity of documents submitted		Self-declaration duly signed by authorized signatory

\*Proposals will be considered based upon the merits, price, quality, experience, feedback etc.

**NOTE: The agency failing to satisfy any of the above criteria will NOT be considered further and disqualified.**

### Technical Specification of the Laundry Services

Sl.No.	Technical Specifications of Laundry Services	Compliance Yes/No, if any deviation please specify
1.	<ul style="list-style-type: none"> <li>a. Touch Screen Interface</li> <li>b. Connectivity: Wi-Fi enabled (2.4 GHz)</li> <li>c. Payment Options: Integrated payment system supporting PayTM, UPI, Debit/Credit Cards via Razorpay gateway</li> <li>d. Machine Dimensions: Height – Approx. 85 cm, Width – Approx. 60 cm</li> <li>e. Product Capacity: Capacity to wash minimum 12 kg clothes at a time</li> <li>f. The washing machines deployed should be new and the manufacturing year should not be earlier than 2025.</li> </ul>	
2	A minimum of 5 washing machines shall be installed in each hostel. However, the number may be increased or decreased by the Institute based on actual requirement.	
3	<b>Make &amp; Model No. of the Washing Machine</b>	
4	<b>Product Catalogue should be attached</b>	
5.	<b>Power point required (no.)</b>	
6.	<b>Rent will charge @ Rs. 35/- sqft Electricity and water charges will be as per actual consumption will be charged extra</b>	

**प्रपत्र - 1 / FORM - I**  
**APPLICATION FORM**

**1. Name of the Applicant**

(Individual / Firm / Organization): \_\_\_\_\_

**2. Firm/Office Address:** \_\_\_\_\_**3. Contact Details**

Phone No./Mobile No.: \_\_\_\_\_

Email ID: \_\_\_\_\_

**4. Details of Earnest Money Deposit (EMD) a) Amount: ₹ \_\_\_\_\_ /-**

Online Transaction reference \_\_\_\_\_ date: \_\_\_\_\_

**5. Statutory Registration Details**

GST No.: \_\_\_\_\_

PAN No.: \_\_\_\_\_

EPF Code No. (if applicable): \_\_\_\_\_

ESI Code No. (if applicable): \_\_\_\_\_

**6. Experience Details**

Experience in relevant field (in years): \_\_\_\_\_

(Brief details of experience may be attached separately, if required)

**7. Name and address of client list for reference:****Reference-1**

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_

Email ID \_\_\_\_\_

**Reference-1**

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_

Email ID: \_\_\_\_\_

**Declaration**

I/We hereby undertake and declare that:

1. I/We shall bear all expenses and be fully responsible for any damage caused to the outlet premises during the period of operation.
2. I/We agree to abide by and bind myself/ourselves to all the terms and conditions stipulated in the tender/RFP document and any amendments thereof issued by IIT Indore.

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

Signature of the Applicant/Bidder: \_\_\_\_\_

Name: \_\_\_\_\_

Seal (if applicable): \_\_\_\_\_

**प्रपत्र - 2 / FORM - II****निविदा शर्तों की स्वीकृति हेतु/ Acceptance of Tender Terms***(To be submitted on Service Provider/ Company Letterhead)*

Date: DD/MM/YYYY

To,  
The Registrar  
Indian Institute of Technology Indore  
Khandwa Road, Simrol  
Madhya Pradesh - 453552

**Sub:** Acceptance of RFP No.

1. I/ We hereby certify that I/ we have read the entire terms and conditions of this tender from Page No. **01** to **17** (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement.
2. I/ We hereby unconditionally accept the tender conditions of the above-mentioned tender and its corrigendum(s) (if any) in its totality / entirety. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of bid.
3. I / We do hereby declare that our firm has not been blacklisted/ debarred by any Govt. Department/Public Sector Undertaking/ Organization, and no legal/ financial irregularities are pending against the proprietor/ partner of this firm.
4. I/ We agree to keep this offer open until **90 days** from the date of opening of the tender and shall be bound to provide the said services till the specified period.
5. I/ We agree that, if we fail to provide the services as per the terms and conditions of this tender and agreement, then the IIT Indore has full power to forfeit the Bid Security/ EMD or take any necessary action as deemed fit.
6. I/We take full responsibility for the submission of authentic information/documents against the above cited bid.
7. I/We also hereby agree to abide by the rules and regulations of the IIT Indore, general conditions of the contract amended from time to time and to carry out the work according to the conditions laid down by the IIT Indore.

(Name &amp; Signature of the Bidder, with Official Seal)

**प्रपत्र - 3 / Form - III****स्वच्छ छवि/कोई कानूनी कार्रवाई नहीं होने के संबंध में घोषणा पत्र****DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION/ NO POLICE CASE***(To be submitted on Service Provider/ Company Letterhead)*

I hereby certify that my service provider has neither been blacklisted/ debarred by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies or concerned Bar Council in the last five years from the date of publishing of this tender and no bankruptcy/liquidation proceedings have been initiated against my service provider by any entity/government or quasi-government agency of PSU.

I also certify that the above information is true and correct in every respect and in case, later it is found that any details provided above are incorrect, any contract given to us may be summarily terminated and the service provider blacklisted.

I hereby certify that M/s. \_\_\_\_\_ is neither have any police case/ vigilance case by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies, concerned Police Station or Hon'ble Court.

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

Or

I/we declare the following:-

No.	Country in which the company is debarred / blacklisted / case is pending	Blacklisted / debarred by Government / Semi Government Organizations / Institutions	Reason	Since when and for how long

In case the above information is found false I/we are fully aware that the tender/contract shall be liable to be rejected/cancelled by the IIT Indore and EMD / SD shall be forfeited.

In addition to the above, IIT Indore will not be responsible to pay the bills for any completed / partially completed work.

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

(NOTE: In case the company/service provider was blacklisted previously, please provide the details regarding the period for which the company/service provider was blacklisted and the reason/s for the same)

प्रपत्र - 4 / Form - IV**वार्षिक कारोबार की घोषणा और इनकम टैक्स रिटर्न**  
**DECLARATION OF ANNUAL TURNOVER, PROFIT & LOSS AND**  
**INCOME TAX RETURN***(To be submitted on Service Provider/ Company Letterhead)*

To,  
The Registrar  
Indian Institute of Technology Indore  
Khandwa Road, Simrol  
Madhya Pradesh - 453552

Date: DD/MM/YYYY

**Sub: RFP No.:**

Dear Sir,

I/we hereby declare that the details of our service providers for Annual Turnover and Profit & Loss is as mentioned below, and the documentary evidence of the Audited Accounts is placed as enclosure:

Financial Year	Turnover	Profit & loss	Remarks
2022-2023			
2023-2024			
2024-2025			

I/we hereby also declare that our service provider had filed Income Tax Returns for the last three financial years, and the filed copies of IT Return are enclosed.

My PAN No., GST Regn. Nos. are as follows:

PAN –

GST –

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

प्रपत्र - 5 / FORM - V**पिछले और वर्तमान अनुभव का विवरण**  
**DETAILS OF PREVIOUS & CURRENT EXPERIENCE***(To be submitted on Service Provider/ Company Letterhead)*

To,  
The Registrar  
Indian Institute of Technology Indore  
Khandwa Road, Simrol  
Madhya Pradesh - 453552

Date: DD/MM/YYYY

**Sub: RFP No.:**

Dear Sir,

Details of previous and current experiences with the clients are furnished below:

Name of the Client and full address	Order No. and Date	Description of the services offered	Telephone and Email id of the client	Tenure of contract	Value of contract

Date:

Authorized Signatory

Place:

Name:  
Designation:  
Contact No.:

Company Seal

**प्रपत्र - 6 / FORM - VI****Format for Price Breakup/Financial Document for Laundry Services****Name of the Bidder/ Bidding Firm Company:** \_\_\_\_\_

S. No.	Type of Feature / Washing	Estimated Duration / Cycle	Amount (Inclusive of GST)
1	Normal Wash		
2	Quick Wash		
3	Spin Wash		
4	Dryer		

**Commercial Terms and Conditions**

- All Terms & Conditions shall be governed as per the RFP / NIT document uploaded on the CPP Portal and the Institute Website.
- The Price Breakup Format (FORM-VI) must be uploaded at the time of submission of the financial bid in the CPP portal.
- The quantity of services may increase or decrease depending upon the requirement of the Institute.
- Bills shall be submitted by the user department, and payment shall be made on an actual usage basis.
- The Service Provider shall quote the total price in INR in the CPP financial bid and upload the detailed price breakup in the above format in the designated field.
- Payment Terms: Payment under this contract shall be released after satisfactory completion of services through UPI/Online Payment.
- Payment will be processed for each individual service/work.
- Evaluation of Financial Bid: The ranking of bidders shall be done on the basis of the total financial quote submitted by the technically qualified bidders. The technically qualified bidder quoting the lowest total amount (L1) shall be considered for award of the contract.
- Price Validity: The quoted rates shall remain valid for the entire contract period and no escalation shall be allowed during the contract tenure unless specifically approved by the Institute.
- Taxes: The quoted price shall be inclusive of all applicable taxes and GST. No additional payment shall be made by the Institute on this account.

(Signature of the Tenderer)  
Company Seal

Date:

Tender Inviting Authority: <Assistant Registrar(Service Contracts Section)>

Name of Work: < RFP for Laundry Services>

Contract No: < ITIL(SC)/HCU039/CMS/2025-2026 >

Name of the Bidder/ Bidding Firm / Company :

PRICE SCHEDULE (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY) (This BOQ template must not be modified/replaced by the bidder and the same should be updated after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)									
NUMBER #	TEXT #	TEXT #	TEXT #	NUMBER #	TEXT	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quoted Currency in INR / Other Currency	CHARGES Rs. P	Estimated Duration/Cycle in Minutes	TOTAL AMOUNT Without Taxes col (13) = (4) x (7) in Rs. P	TOTAL AMOUNT With Taxes col (14) = sum (6) to (13) in	TOTAL AMOUNT In Words	
1	RFP for Laundry Services :	2	12	7	12	13	14		15
1.01	Normal Wash	item1	INR			0.00	0.00	INR Zero Only	
1.02	Quick Wash	item2	INR			0.00	0.00	INR Zero Only	
1.03	Spin Wash	item3	INR			0.00	0.00	INR Zero Only	
1.04	Dryer	item4	INR			0.00	0.00	INR Zero Only	
Total in Figures						0.00	0.00	INR Zero Only	
Quoted Rate in Words						INR Zero Only			