



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

सहायक कुलसचिव  
(सेवा अनुबंध)

Assistant Registrar  
(Service Contracts)

**SCHEDULE OF REQUIREMENTS**

<b>Sl. No.</b>	<b>Event</b>	<b>Date and Time/ Remarks</b>
01	Date of Submission of Tender	<b>From June 06, 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 Offline (Technical and Price Bid)	<b>June 16, 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>June 16, 2026, at 03.30 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.  The Performance Security shall remain valid throughout the contract period and for an additional sixty (60) days thereafter.
06	Tender to be submitted in Tender Box	<b>at Ground Floor, Abhinandan Building, IIT Indore, Khandwa Road, Simrol, Indore- 453552</b>
07	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 Bhawan, Khandwa Road, Simrol, Indore- 453552 Tel.: 0731-6603369/3408 Email: <a href="mailto:servicecontracts@iiti.ac.in">servicecontracts@iiti.ac.in</a>
08	Point of Contact for Technical Issue on CPP (e-Publish):	CPP(e-Publish)Portal website support-eproc@nic.in CPP Portal Help Desk Toll-Free No.: 0120-4001 002, 0120-4001 005

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)

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

1. **Tender Form:** Tender documents will not be issued in person. The tender document can be downloaded from IIT INDORE Website [www.IIT Indore.ac.in/](http://www.IIT Indore.ac.in/). Tender documents are in 2 (two) parts viz.,
  - a) **Part I (Technical Bid)**
  - b) **Part II (Price Bid).**Please go through the following carefully before submitting the bid/tender:
2. Details of EMD, submission of tender, etc. are indicated elaborately in the tender document.
3. **SUBMISSION OF BID / QUOTATION:** Bidders are required to submit their bids under Two Bid System Technical Bid (Part-I) & Financial Bid (Part-II). Both the bids (Technical and Financial) duly signed Authorised Signatory should be submitted in two separate sealed envelopes as described below:
  - a) Envelope 1: containing Technical Bid in Annexure-II duly completed in all respects all relevant documents and the envelope should be super-scribed in bold letters with the statements 'TECHNICAL BID for RFP for Laundry Services at IIT Indore with RFP No. IITI(SC)/HCU/039/CMS/2025-2026
  - b) Envelope 2: containing the Financial Bid, as prescribed in the Annexure-IV and the envelope should be super-scribed in bold letters with the statements 'FINANCIAL BID for RFP for Laundry Services at IIT Indore with RFP No. IITI(SC)/HCU/039/CMS/2025-2026
  - c) Finally, the above-mentioned envelopes should be kept in a single sealed cover/envelope and the envelope super-scribed in bold letters with the statements – ' RFP for Laundry Services at IIT Indore with RFP No. IITI(SC)/HCU/039/CMS/2025-2026 and to be submitted at:  
Registrar IIT Indore  
Khandwa Road,  
Simrol, Indore - 453552
4. **BID OPENING / EVALUATION AND AWARD OF CONTRACT:**
  - a) The bids will be opened by a Committee duly constituted for this purpose. The bids (complete in all respect) received along with EMD (if any) will be opened as mentioned at "RFP Schedule" in presence of bidders representative if available.
  - b) The Agencies may depute their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in the name of the representative to attend the Proposal opening process. Only one representative will be allowed to participate in the Bids opening.
  - c) Place for opening of Bids: Indian Institute of Technology Indore
  - d) The Technical bid will be opened first and evaluated. In the primary screening, technical bid of only those who satisfy the eligibility criteria will be evaluated. The Financial bid of only those bidders whose technical bid is found to be technically responsive by the Committee will be opened. The financial bids of ineligible bidders will not be opened.
5. **AWARD OF CONTRACT:** The final selection of the Service Provider shall be based on the eligibility criteria, technical compliance, and financial evaluation as specified in this RFP.
  - a) Verification of documents by committee constituted for the purpose in support of eligibility criteria with Financial Effect.

- b) Evaluation of financial effects by committee in view of specification and competitiveness of rates of machine.
  - c) IIT Indore reserves the right to select one or more service providers, as deemed appropriate, who meets the criteria for Contract even in a similar category.
  - d) The decision of the Institute in the matter will be final and binding to all the bidders/service provider.
6. IIT Indore reserves the right to negotiate the quoted price, with the successful Service Provider to arrive at a fair and reasonable price.
7. IIT Indore reserves the right to decide on fair and reasonable price of the services offered and may also give counter offer to the Agencies for the services offered. All other terms and conditions of this RFP document shall remain operative even if a counter-offer rate is offered to the Agencies.
8. The institute reserves the right to seek clarifications or additional information/ documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. In case, any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.
9. Conditional, Incomplete tenders, Tender in any form other than the prescribed form issued by IIT INDORE or bids received in any mode other than the mode of submission prescribed will be rejected. In such cases, EMD submitted with the tender will be forfeited.
10. The Technical Bid should be accompanied by the relevant documents duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the application will be considered incomplete and hence, summarily rejected.
11. The tender is not transferable under any circumstances.
12. IIT INDORE reserves the right to:
- a) reject any or all the tenders without assigning any reason whatsoever;
  - b) not bind himself to accept the lowest or any tender; and
  - c) accept the whole or any part of the tender and the bidder shall be bound to perform the same at the rates quoted. Canvassing in connection with tender/quotation is strictly prohibited. Tender details can be viewed in the website [www.IIT Indore.ac.in](http://www.IIT Indore.ac.in).
13. In case, the last date of receipt of applications and / or the day of opening of bids is declared as a Public Holiday or there is non- functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at same time. No separate intimation will be given.
14. **Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.**

## सामान्य नियम और शर्तें /General Terms & Conditions

1. **Submission of Bids: Two bid (technical + financial) offline in Two different envelope.**
  - 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. This first sealed envelope should be super-scribed with 'Technical bid against Tender no: IITI(SC)/HCU/039/CMS/2025-2026 – RFP for Laundry Services.
  - b. **Financial bid :-** Should contain financial offer. The format provided in the RFP 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 bids from the date of submission of bids indicated Schedule of requirements.
3. **Late Bids:** Bids received after the last date of submission will not be accepted. IIT Indore shall not be responsible for any postal delay or loss.
4. **Bid Validity:** Bids shall be valid for a period of 90 days from the date of opening of tender.
5. **Contract Period:** The contract shall initially be valid for a period of **two (02) years** from the date of commencement of services. The performance of the service provider shall be reviewed periodically by the Institute. Based on satisfactory performance and mutual agreement, the Institute may consider extending the contract to a maximum of **three (03) years** on the same or revised terms and conditions.
6. **Performance Review:** The performance of the service provider shall be reviewed periodically by the Institute based on service quality, complaint resolution, machine uptime, maintenance standards, and user feedback. Unsatisfactory performance may result in issuance of warnings, imposition of penalties, or termination of the contract as deemed appropriate by the Institute.
7. **Modification and withdrawal of bids:** No bid can be modified and withdrawn after the deadline for submission of bids.
8. **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.
9. **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 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 submitted.
  - 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.
10. **Bid Evaluation Procedure:**
  - a) Bids should be submitted in TWO 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.
11. **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.
12. **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.
13. IIT Indore reserves the right to relax any Terms & Conditions at any stage of the RFP.
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 " RFP for Laundry Services", 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 control 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. **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.
22. **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.
23. The Institute reserves the right to grant relaxation, reduction, or waiver of rent or any condition, wholly or partly, based on the requirements, administrative considerations, or interests of the Institute. Any such relaxation shall be at the sole discretion of the Institute and shall not be claimed by the service provider as a matter of right.
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 expiry of the Contract: This Contract shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Institute has exercised its option to extend this Contract in accordance with the provisions, if any, of this contract.  
or
- b) Termination on account of Force Majeure: Either party shall have the right to terminate this contract on account of Force Majeure.  
or
- c) 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 Contract and all the Service provider's rights and privileges hereunder, shall stand terminated forthwith.  
or
- d) 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
- e) 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
- f) 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.
27. Exit and Handover:  
Upon expiry or termination of the contract, the service provider shall remove all machines and equipment, restore the allotted space to its original condition, and clear all outstanding dues within 15 days.

## 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.
- d) The successful bidder shall install and commission all washing machines at the designated locations within **1 week** from the date of issue of the Work Order/Letter of Intent or as directed by the Institute.

### **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 hours and resolved within 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. **Relocation of Machines:** The Institute reserves the right to require relocation of any washing machine within the campus based on operational or administrative requirements. Such relocation shall be carried out by the service provider within the stipulated time.
16. **Other Conditions**
- The washing machine facility must be maintained in a clean and hygienic condition. Non-compliance with hygiene standards may attract penalties.
  - 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.
  - 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.
  - Maintenance and upkeep of the machines shall be the sole responsibility of the service provider.
  - All transactions shall be cashless, and no cash handling will be permitted.
  - The service provider shall ensure proper electrical connectivity and safe installation of the machines.
  - 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:

- Failure of the service provider to maintain machines in operational condition.
- Failure to provide adequate technical support during stipulated service hours.
- Breach of any clause of the **terms and conditions/contract agreement**, even after prior written notice from IIT Indore.
- Any act of negligence or breach of professional conduct by the service provider.

**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 complete tender document.
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.**

<b>Technical Specification of the Laundry Services</b>		
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/- per sq. ft. per month. The rent shall increase by 10% in each subsequent year of the contract. Electricity and water charges shall be charged separately on actual consumption basis.</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-2**

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 Institute property during installation, operation, or maintenance of washing machines.
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, Educational Institutions, or any other Government Organization 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:

Place:

Company Seal

Authorized Signatory

Name:

Designation:

Contact No.:

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 (e Publish) Portal and the Institute Website.
- The Price Breakup Format (FORM-VI) shall be submitted in a separate sealed envelope marked as "Financial Bid" along with the NIT documents.
- 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 financial bid and submit 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: