



**NOTICE INVITING TENDER (NIT) FOR PROVIDING
LAUNDRY SERVICES AT INDIAN INSTITUTE OF
MANAGEMENT (IIM) JAMMU**

INDIAN INSTITUTE OF MANAGEMENT JAMMU

Jagti, Jammu (J&K) - 181221 INDIA

NOTICE INVITING TENDER (NIT) FOR PROVIDING LAUNDRY SERVICES AT INDIAN INSTITUTE OF MANAGEMENT (IIM) JAMMU

Date: 18/07/2024

NIT No: IIMJ/NIT/Laundry/2024-25/06

Indian Institute of Management (IIM Jammu) invites NOTICE INVITING TENDER for providing laundry services at IIM Jammu. The NIT document/details can be downloaded from the IIM Jammu website <https://www.iimj.ac.in> and <https://eprocure.gov.in/eprocure/app>.

1. BID-DATA SHEET

NIT Number & Date:	NIT Number: No. IIMJ/NIT/Laundry/2024-25/06 dated 18/07/2024
Tender Processing Fee (Non-Refundable) Not Exempted	Rs. 590/- (Rupees Five hundred and Ninety Only) including GST
Earnest Money Deposit (EMD)	Rs. 50,000/- (Rupees fifty thousand only) by way of NEFT/ RTGS in the name of Indian Institute of Management JAMMU
Performance Security	Shall be converted into Performance Security.
Issue of Tender	Tender document /details can be downloaded from the IIM Jammu website https://www.iimj.ac.in and https://eprocure.gov.in/eprocure/app
Publish Date and time	18/07/2024
Pre-Bid Meeting	23/07/2024 at 11:30 AM
Start Date and Time of Submission of Bids	23/07/2024 from 04:00 PM onwards
Last Date of Submission of Bids:	02/08/2024 till 03:00 PM
Opening of Technical Bid (Cover-I):	03/08/2024 at 03:00 AM
Opening of Financial Bid (Cover-II):	Shall be communicated after the technical evaluation.

No. of Covers:	02–Cover I (Technical Bid) and Cover-II (Financial Bid)
Bid Validity Days	90 days (From last date of Submission of tender)
Contact Person:	The Chief Administrative Officer, Indian Institute of Management Jammu Jagti, 181221, India Jammu- 180016 (J&K)
Contact Address:	Indian Institute of Management Jammu Jagti, 181221, India Jammu- 180016 (J&K)
Contact Phone Number (s): E-mail Address:	cao@iimj.ac.in , 0191-2585835, purchase@iimj.ac.in , +91- 7298076792

Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.

The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.

In case, the last date of receipt of tenders and / or the day of opening of tender 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.

Sd/-
Chief Administrative Officer
IIM Jammu

2. TERMS OF REFERENCE

2.1 BACKGROUND:

Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Education (MOE), Government of India. The Institute imparts quality/ world class education in Management and conducts MBA program, postgraduate programme in management equivalent to MBA, Doctoral level programmes and executive training programs in all the functional areas of Management.

IIM Jammu is operating from its permanent campus at Jagti, the 200 acres of state-of-the-art campus at Jagti, 14 Kms. from Jammu City, about 16 Kms from Jammu Railway Station and 18 Kms. from Jammu Airport. The proposed Campus is a blissful mix of modern architecture, culture and heritage of Jammu and Kashmir.

IIM Jammu is also operating from its temporary campus at the Old University Campus, Canal Road, Jammu, since August 2016.

IM Jammu is also operating its transit Satellite campus for Executive's Education Programs at Pohroo Chowk, Nowgam Bypass, Srinagar-190015 J&K.

2.1.1 LOCATIONS:

IIM Jammu is having offices at following locations; therefore, firm shall be responsible for audit of these locations as per scope of the work mentioned below:

Location 1: Permanent Campus at Jagti, Nagrota, about 16 Kms. from Jammu Railway Station and 18 Kms. from Jammu Airport.

Location 2: Indian Institute of Management Jammu, Old University Campus, Canal Road Jammu- 180016.

2.2 SCOPE OF WORK:

- 22.1 Running and operation of Laundry Services for students of the campus (approx. 1200 Nos.).
- 22.2 All the washing machines and Dryers are to be provided by the vendor, one set of washing machine & dryer to be provided for every 50 students.
- 22.3 The tenderers are advised to visit the site before participating. The prospective bidders may visit the site on or before 26.07.2024 up to 5:00 PM.
- 22.4 IIM Jammu will not guarantee any minimum/maximum business.
- 22.5 The vendor shall fulfill the following responsibilities regarding cleanliness and sanitation:
 - a) Hygiene and sanitation standards should be strictly followed.
 - b) Compliance with the hygiene standards will be checked periodically. Non- compliance with hygiene standards will be sufficient reason to terminate the contract.
 - c) Washing and Ironing of Clothes.

- d) Keeping the premises and surroundings neat, clean and hygienic.
- e) Periodic cleansing as per laid down norms.

2.3 PERIOD OF CONTRACT

The Contract period is initially for a period of **Two (02) year**. However, the Contract shall be extended for a further period of up to 3 more years on a yearly basis if the services provided by the Agency are found to be satisfactory, on the same terms and conditions, and at the sole discretion of the Institute. The decision of the Institute shall be final and binding on the Contractor.

2.4 ELIGIBILITY CONDITIONS FOR BIDDERS

- 2.4.1 The bidder(s) should be registered with the GST authority. Documentary proof needs to be attached. A Non-GST Declaration shall be accepted for the bidders who have an annual turnover of less than Rs. 20 Lakhs.
- 2.4.2 The bidder should have an opening outlet with a similar kind of business in the country.
- 2.4.3 The vendor should have a minimum of 1 year of experience in running the Laundry in any Educational Institutes/State or Central Govt. Units/Private Sector Organizations.
- 2.4.4 Institute authorities may visit the shop of the bidders.

2.5 AMOUNT PAYABLE TO IIM JAMMU

- 2.5.1 **Electricity Charges** - IIMJ shall provide electricity and charges will be levied as per the prevalent tariff policy of JPDCL, applicable to IIMJ as per actual consumption. The separate meters will be fixed by the Vendor.
- 2.5.2 **Water Charges** - Water will be supplied at cost by the Institute to the Vendor at Rs 30 per 1000 litter. On Average per machine will consume 1000 ltrs per day and as per the number of machines, monthly rental will be charged.
- 2.5.3 **License fee** – Per machine License fee to be charged @ Rs 50.62 per square foot as per the dimension of the machine excluding GST per month.

2.6 SELECTION OF VENDOR

- 2.6.1 The Contract order will be given to the L1 Vendor for a period of 2 years from the date of issue (Please read “Period of Contract” clause).
- 2.6.2 The contract period shall begin from the date of allotment of the premises. It shall be valid for two years and may be extended for three more years on a yearly basis on satisfied performance.

2.7 Price Bid Criteria

- 2.7.1 The bidder should quote all the items as per the BoQ uploaded on the CPP Portal. L1 shall be decided based on the category “**(Washing & Drying + Ironing) Per 5 Kg**”

- 2.7.2 The institute reserves the right to ask the successful bidder (L1) to match the lowest Itemwise rates amongst other bidders.
- 2.7.3 The Institute reserves the right to accept or reject all the bids including the lowest without assigning any reason.
- 2.7.4 **Resolution on Tie Cases:** In case more than one bidder quotes the same rates for the category “(Washing & Drying + Ironing) Per 5 Kg”, then the lowest of all the items shall be considered and the Work Order will be awarded accordingly.

2.8 PERFORMANCE/SECURITY DEPOSIT

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

2.9 GENERAL TERMS AND CONDITIONS

- 2.9.1 The license fee fixed by IIM Jammu is Rs. 50.62 per square foot /- excluding GST towards the monthly rental charges for building and machinery. Tax shall be charged as per prevailing rates over and above the license fee.
- 2.9.2 The vendor should collect the clothes from the Institute on a call basis and should deliver them promptly, as per the requirement of the institute.
- 2.9.3 ***The successful bidder should not collect amounts from the users more than the quoted rate.***
- 2.9.4 ***The Rate Card should be displayed in the front area of the Laundromat.***
- 2.9.5 Proper receipts shall be issued before collecting the clothes and at the time of delivery of clothes.
- 2.9.6 The institute will provide infrastructure, Water, and Electricity and the Vendor should only use their machinery to be placed at all the hostels. One set of washing machines and dryers is to be installed for every 50 students or as per the requirement of the institute handwashing is not allowed. Operation and maintenance of the machinery shall be the scope of the vendor. While vacating the premises, the infrastructure should be handed over to the institute in proper condition.
- 2.9.7 The tenderer will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly to the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
- 2.9.8 The linen items should be washed using good quality soaps/detergents, all stains removed using good quality stain removers, wherever applicable optical brightening agents are applied, wherever applicable starch is applied, dried properly, pressed without any wrinkles, folded neatly before delivery of the same.
- 2.9.9 The contractor is solely responsible for any loss, damage, discoloration, bleeding of colors, fading of prints, wear and tear, etc., caused by use of inappropriate washing

steps/cycles/chemicals/detergents, etc. OR poor-quality chemicals & detergents OR inappropriate handling, mixing of colored & white linen, etc., and the cost of the same will be recovered from the payment due to him in the first instance and may also be adjusted against the security deposit.

- 29.10 Institute reserves the right to intervene if the price of the product is more than the prevailing market price. The Institute reserves the right to cap the product price.
- 29.11 The rate card shall be displayed on the notice board of the outlet
- 29.12 In case the contractor is found charging more than the rates duly approved by the institute, the Institute reserves the right to impose a penalty and (or) terminate the contract with immediate effect with forfeiture of the performance/ Security Deposit.
- 29.13 The vendor should accept digital payments.
- 29.14 The vendor should be available on the campus between 9 am and 6 pm. The vendor shall also run the facility on extended timings.
- 29.15 Any dues against a customer on the part of the Contractor shall not be the responsibility of the Institute.
- 29.16 The outlet shall be used for running the laundry only and in no case used for residential purposes, or as a warehouse, or for any other purpose. The deployed staff of the contractor is not allowed to stay inside the premises or campus beyond working hours.
- 29.17 IIM Jammu can terminate the contract with three months' notice in case the services are not found satisfactory. The service provider will be required to give three months' notice in writing of their intention to leave or discontinue their service; in case the vendor quits without the required notice, then his security deposit will be forfeited. This contract can be terminated with a notice period of three months by either side.
- 29.18 Any damage to the Institute Property during the contract period will have to be borne by the Contractor.
- 29.19 Addition or alteration/ modification of anything in the physical structure of the space provided is not permissible in any manner.
- 29.20 The Contractor is not allowed to award, allot, sell, mortgage the license, or sublet in any form to any other person in any manner whatsoever.
- 29.21 In case of non-compliance of the terms and conditions of the contract by the Contractor, the Institute will have the absolute power to terminate the license without assigning any reason whatsoever.
- 29.22 The overall general maintenance, cleaning, and garbage disposal (dry and wet garbage/biodegradable and non-biodegradable waste disposal, etc., in an eco-friendly manner, using protective/closed bins) will be the scope of the vendor.
- 29.23 The campus is a 'NO SMOKING' zone and usage of any kind of tobacco/alcoholic/drug materials is not allowed inside the campus.
- 29.24 The Institute shall be at liberty to terminate this agreement and forfeit the security deposit in

case the Contractor commits any breach of any term or condition contained in the contract.

- 29.25 The stamp duty and expenses if any payable under the law in respect of this deed shall be borne by the Contractor, on Non-judicial paper for Rs.100/- for the Agreement.
- 29.26 The Contractor shall have to furnish the list of employees to be appointed by him for running the outlet. The employees shall carry identity cards duly countersigned by the authorized person affixed with a photograph given by the Contractor. A copy of the Aadhaar of the employee should be submitted to the Institute.
- 29.27 The ID Card so issued shall have to be produced on demand by the Institute. The expenditure on this accord shall be borne by the Contractor.
- 29.28 In case a worker leaves the employment of the contractor or is removed by him, the contractor will inform the Institute in writing. The particulars of any new employee will also have to be intimated to the authorities as specified by the Institute.
- 29.29 The Contractor shall abide by the municipal laws and other authorized bodies pertaining to the sale of food, drink and other eatables and shall also obtain the necessary license from the competent authority as may be required under the law.
- 29.30 Disposal of waste material, cleanliness of the premises, and maintenance of the items issued to him will be done by the contractor himself.
- 29.31 The Contractor shall not use the premises for any other purpose.
- 29.32 Bidder should take into account the corrigendum/Addendum published in the IIM Jammu website in the tender page from time to time before submitting the bids.
- 29.33 ***The vendor should quote the rate for all the items, failing which the quotation will not be considered for further evaluation.***
- 29.34 ***The bidder should submit the tender duly signed and stamped on all the pages.***
- 29.35 IIMJ reserves the right to change/extend/modify/amend or delete any of the conditions, clauses, or items stated therein any or all provisions of this Tender document before the last date of submission of the tender. Such revisions/amendments/corrigendum will be made available on the website of the IIMJ CPP portal.
- 29.36 IIMJ also reserves the right to withhold or withdraw the process at any stage with intimation to all the bidders who have submitted the quotation/tender.
- 29.37 IIMJ will not be responsible for any loss in transit or postal delay.
- 29.38 Tax will be deducted as per the rule in force.

2.10 Penalty Clause:

IIM Jammu will have the full power to impose penalties to the Vendor for not fulfilling the requirements. The decision of the competent authority of the institute shall be final with respect to the extent of penalties being levied. IIM Jammu reserves the right to impose the penalty and the quantum

of the penalty will be decided in individual cases and decision of the competent authority at IIM Jammu shall be final and binding.

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

Sr. No	Performance Indicators	Penalty in case of non-compliance
1	Collection of dirty linen at the time fixed	Rs. 500/ day to IIM Jammu Account
2	Timeliness of handing over cleaned linen	Rs. 500/ day to IIM Jammu Account

2.10.1 **Jurisdiction:** All disputes arising out of this contract shall be subjected to the Courts at Jammu.

2.10.2 **Force Majeure:**

- Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

3. TENDER FEE & EARNEST MONEY DEPOSIT (EMD):

The Bidder should submit Tender Processing Fee of Rs. 590/- (Rupees Five Hundred and Ninety only) – Non-Refundable / Not-Exempted and Earnest Money Deposit (EMD) of 50,000/- (Rupees fifty Thousand only) separately in the form of NEFT/RTGS in the name of “Indian Institute of Management Jammu”.

Bank Details of IIM Jammu for NEFT/RTGS:

NAME OF THE ACCOUNT HOLDER: INDIAN INSTITUTE OF MANAGEMENT JAMMU

NAME OF BANK: THE JAMMU & KASHMIR BANK LTD.

BRANCH NAME: E/C GOVT. COLLEGE OF ENGINEERING CANAL ROAD

ADDRESS OF BANK: GCET CANAL ROAD JAMMU

IFSC CODE: JAKA0EGCENG

A/C NUMBER: 1250040500000042

MICR CODE: 180051027

- The Technical Bid without Tender Processing Fee and EMD would be considered UNRESPONSIVE and will not be accepted. NSIC / MSME registered bidders must submit a copy of valid NSIC / MSME Registration Certificate for exemption of EMD

only. The Tender Processing Fee and EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidders on the amount of the EMD.

- (ii) The public sector companies will not be exempted from submitting EMD until and unless they submit document pertaining to directives of Government of India in this regard of the tender.
- (iii) Refund of EMD: The EMD will be refunded without any interest to the unsuccessful Bidders only after the Tenders are finalized.

3.1 PERFORMANCE SECURITY:

- (i) The EMD of the firm shall be automatically converted to Performance Security which will be returned on successful completion of the contract. In case of exemption of EMD, the successful bidder is required to deposit an amount, equal to EMD through NEFT as security deposit, within 30 days from the date of award of contract.
- (ii) Performance Security would be returned on successful completion of the contract. No interest shall be payable on performance security.
In case of breach of contract, performance security shall be forfeited, and the agency shall be blacklisted for such a period as decided by the competent authority in addition to termination of the contract.

4. SUBMISSION OF BID AND EVALUATION OF THE TENDER:

4.1 SUBMISSION OF BIDS:

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 submit their bids online on the CPP Portal. For more information, bidders may visit the CPP Portal <http://eprocure.gov.in/eprocure/app>. Tender document can also be downloaded from IIM Jammu Website (www.iimj.ac.in).

4.2 REGISTRATION:

- (i) 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”. Enrolment on the CPP Portal is free of charge.
- (ii) The bidders 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.
- (iii) Bidders to register upon enrolment their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- (iv) 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.

- (v) The bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

4.3 SEARCHING FOR TENDER DOCUMENTS:

- (i) 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.
- (ii) 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.
- (iii) 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.
- (iv) 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.

4.4 PREPARATION OF BIDS:

- (i) Bidders should consider any corrigendum published on the tender document before submitting their bids.
- (ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- (iii) The bidder, in advance, should get ready with the bid documents to be submitted as formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
- (iv) 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 Documents” available to them to upload such documents.
- (v) These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

4.5 SUBMISSION OF BIDS (GENERAL INSTRUCTIONS):

- (i) The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and

conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

- (ii) 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.
- (iii) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (iv) Bidder to select the payment option as “on-line” to pay the EMD wherever applicable and enter details of the instrument.
- (v) 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.
- (vi) 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.
- (vii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (viii) 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. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet. Bids not submitted, as per the above Performa will be summarily rejected.
- (ix) Tender forms containing 'over written' or 'erased' rate or rates and amount not shown in figures and words in English are liable to rejection.
- (x) provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled out by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- (xi) The server time (which is displayed on the bidders’ dashboard) will be considered as the
- (xii) 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.
- (xiii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption

using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- (xiv) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (xv) Upon the successful and timely submission of bid click “Complete” (i.e., after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- (xvi) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.
- (xvii) 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.
- (xviii) Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ e-Token in the company’s name is a prerequisite 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 web site <https://eprocure.gov.in/eprocure/app> under the link ‘Information about DSC’.
- (xix) Bidders are advised to follow the instructions provided in the ‘Instructions to the Bidders for the e-Submission of the bids online through the CPP Portal

4.6 BID SUBMISSION PROCESS:

The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

4.6.1 TECHNICAL BID SUBMISSION:

- 4.6.1.1 The bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (As per Annexure-I) indicating the page number of each document submitted. The index should be placed at the top of the Technical Bid, without which the tender will be considered incomplete and hence, summarily rejected.
- 4.6.1.2 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 tender will be considered incomplete and hence, summarily rejected.

Due date: The tender must be submitted online on or before the due date. The offers received after the due date and time will not be considered,

- 4.6.1.3 The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood, and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.
- 4.6.1.4 The bid should be precise, complete in all respects and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- 4.6.1.5 The bid should be clear and without any condition. Conditional bids shall summarily be rejected.

FINANCIAL BID SUBMISSION:

- 4.6.1.6 A standard BOQ format has been provided with the tender document to be filled in by all the bidders. Bidder to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- 4.6.1.7 The Financial Bid (Price Bid) shall be submitted in electronic form only in conformity with the tender specifications on the portal only by the time & date as specified in NIT.
- 4.6.1.8 The financial cover shall contain price bid in the enclosed "Price Bid format" i.e. in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.
- 4.6.1.9 The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.
- 4.6.1.10 All duties, taxes, and other levies payable by the vendor shall be included in the total price. However, GST will be paid extra as actual.
- 4.6.1.11 Online submission of the bid will not be permitted on the portal after expiry of submission time and the Bidder shall not be permitted to submit the same by any other mode.
- 4.6.1.12 The bidders are required to quote their rates in Indian Rupees (INR) only.
- 4.6.1.13 The Financial Bids of only those firms qualifying the technical evaluation will be considered.

ONLINE BIDS SUBMISSION: The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

COVER – 1 (TECHNICAL BID)

(Following documents to be uploaded online as single PDF file)

Sr. No.	Documents	Content	File Types
1.	Technical Bid	TECHNICAL BID (As per Annexure-I) indicating the page number of each document submitted	.PDF
2.		TENDER ACCEPTANCE LETTER as per Annexure - II	.PDF
3.		Proof of Tender Fee and EMD.	.PDF
5.		Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.	.PDF
6.		Copy of GST Registration Certificate.	.PDF
7.		MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER as per Annexure-IV	.PDF
8.		Proof of Turnover related eligibility of last three financial years (FY 2021-2022, 2022-23 and 2023-2024).	.PDF
9.		Details of work experience (as per Annexure-III & Eligibility Criteria) in support of Experience related eligibility criteria.	.PDF
		Proof of Experience: must also be attached along with Annexure-V, in the same sequence.	.PDF
		Self-Declaration about Non-Black Listing as per Annexure-V.	.PDF
		Duly signed and stamped of the entire bid document along with its addendum/ corrigendum, if any.	.PDF
		All other documents, as required in terms of the tender, to claim eligibility.	.PDF

Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.

COVER – 2 FINANCIAL BID (PRICE-BID)

Sr. No.	Types	Content	File Types
1.	Financial Bid	Price Bid in given format BOQ only.	.xls

AWARD OF CONTRACT:

- (i) The Successful Bidder should accept the offer within 10 days from the date of receipt of “Letter of Offer”, failing which the offer will be cancelled.
- (ii) In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), IIM Jammu will have right to forfeit the EMD.
- (iii) IIM Jammu reserves the right to award the contract/work in full or in parts to any Agency and also terminate the contract/work at any stage if the performance of the Agency is found to be Not Satisfactory.
- (iv) The IIM Jammu is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counteroffer rate is offered to the bidders. IIM Jammu reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIM Jammu.
- (v) It is clearly understood by the parties that no financial liability of any type is created by issuance of work order. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

Non-disclosure of Contract documents: Except with the written consent of the Buyer, the Seller/Service provider/other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

- (i) **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- (ii) For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency/ Firm and not involving the Agency/ Firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- (iii) If a Force Majeure situation arises, the Agency/ Firm shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof. Unless otherwise directed by the Institute in writing, the Agency/ Firm shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- (iv) Neither party shall be, due to the reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.
- (v) The decision of IIM Jammu in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
- (vi) With mutual consent between the IIM Jammu and the Contractor, any other point can be included in the agreement at the time of its execution.
- (vii) In case of any disputes regarding the execution of the work during the period of the contract, the decision of the Director, IIM Jammu, shall be binding and final, agreeable in full by both the parties.
- (viii) **ARBITRATION CLAUSE:** In the event of any dispute or difference(s) between the vendee Institute (IIM Jammu) and the vendor(s) arising out of non-supply of material or supplies not found according to specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to "The Director, IIM Jammu", who may decide the matter himself or may appoint arbitrator(s) under the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding on both parties.
- (ix) The venue of the arbitration shall be the place from where the order is issued.
- (x) The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
- (xi) Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

TECHNICAL BID

(To be submitted on the letterhead of the Agency/ Firm)

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

TENDER ACCEPTANCE LETTER

(On the letter head of the Agency)

To
Chief Administrative Officer,
Indian Institute of Management Jammu
Jagti, Jammu-181221 (J&K)

Date:

Sub: Acceptance of Terms & Conditions of tender for providing laundry services at IIM Jammu vide NIT No: IIMJ/NIT/Laundry/2024-25/06 dated 18.07.2024

Dear Sir,

I/We have downloaded / obtained the tender document(s) for the above mentioned “Tender/Work” from the web site(s) namely as per your notice given in the above- mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this tender has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished, and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our bid or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

DETAILS OF EXPERIENCE

(To be submitted on the letterhead of the Agency/ Firm)

Sr. No	Name of the organization / Institute where services were provided with Name of Contact Person, Contact No. & email id.	Value of the contract in INR	Duration of contract		Total years of experience (YY/MM)	Whether it is academic institute / Govt. Organization (Yes/No)	Years of Experience in conducting similar experience
			From (DD/MM/YY)	To (DD/MM/YY)			
1.							
2.							
3.							
4.							
5.							

- Note: Bidders are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Bidders may add row / rows in the above format, if No of organizations / Institutions are more or may add additional sheet also.

Signature of Agency

Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

(To be submitted on the letterhead of the Agency/ Firm)

The Chief Administrative Officer
Indian Institute of Management Jammu
Jammu

Date: / /

Sub: Authorization for release of payment / dues from Indian Institute of Management Jammu through Electronic Fund Transfer/RTGS Transfer.

1. **Name of the Firm/Company/Institute:**
2. **Address of the Firm/Company/Institute:**

City _____
Pin Code _____
E-Mail ID _____
Mob No: _____
Permanent Account Number _____

3. **Particulars of Bank**

Bank Name		Branch Name																					
Branch Place		Branch City																					
PIN Code		Branch Code																					
MICR No																							
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name, branch name and code number)																							
IFS Code:(11-digit alphanumeric code)		<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																					
Account Type	Saving	Current	Cash Credit																				
Account Number:	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																						

DECLARATION:

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information, I shall not hold Chief Administrative Officer, Indian Institute of Management Jammu responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for the purpose of credit of amount through NEFT/RTGS Transfer.

Place: _____

Date: _____

SELF-DECLARATION ABOUT NON-BLACK-LISTING

(To be submitted on the letterhead of the bidder)

To

Date:

Chief Administrative Officer,
Indian Institute of Management Jammu
Jagti, Jammu-181221 (J&K)

Subject: Self Declaration About Non-Blacklisting for ‘Providing Laundry Services at IIM Jammu’
vide TENDER’ Ref. No: IIMJ/NIT/Laundry/2024-25/06 dated 18.7.2024

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / firm / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the tender, if any to the extent accepted may be cancelled.

Yours faithfully,

(Name & signature with stamp of the bidder)



INDIAN INSTITUTE OF MANAGEMENT JAMMU

ANNEXURE-VI FINANCIAL BID

Item Rate BoQ

Tender Inviting Authority: Chief Administrative Officer IIM Jammu

Name of Work: Laundry Services at IIM Jammu

Contract No: NIT No. IIMJ/NIT/Laundry/2024-25/06

Name of the Bidder/ Bidding Firm / Company:

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded 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 #	NUMBER #	
Sr. No.	Item Description	BASIC RATE In Figures To be entered by the Bidder in	TOTAL AMOUNT In Words
1	Laundry Services at IIM Jammu		
1.01	(Washing & drying) per 5 Kg		INR Zero Only
1.02	Ironing Per 5 Kg		INR Zero Only
2.02	(Washing & Drying + Ironing) per 5 Kg		INR Zero Only
3.02	(Dry Cleaning + Ironing) per 5 Kg		INR Zero Only
Total in Figures			INR Zero Only
Quoted Rate in Words		INR Zero Only	

Note:

- The bidder must quote rates for all the items mentioned above.
- The L1 vendor shall be decided based on the category “**Washing & Drying + Ironing Per 5 Kg**”
- The rates for items may be negotiated with the selected Bidder and finalized if found more than the market rates.
- The rates mentioned in the Price Bid are **inclusive of GST**.
- No disclosure of Financial Bids in the Cover-I (Technical Bids). Both Technical and Financial covers are to be separately uploaded online on CPP Portal as per the instructions in the Tender document. Financial bids to be uploaded Online in the BoQ format as per the instructions in the NIT.
- No Offline bids shall be entertained.