

**TENDER DOCUMENT**

**LAUNDRY SERVICES**  
**AT**  
**ABDUL MUEED HALL OF RESIDENCE GIRL'S HOSTEL**



**JAMIA HAMDARD**  
**HAMDARD, NAGAR**  
**NEW DELHI –11006**

## **LAUNDRY SERVICES AT ABDUL MUEED HALL OF RESIDENCE GIRL'S HOSTEL**

Sealed tenders are hereby invited for LAUNDRY SERVICES at **Abdul Mueed Hall of Residence Girls' Hostel** at Jamia Hamdard Campus. The Terms & Conditions in respect of tenders are as under.

**The tender shall be in a two bid system.**

**(a) One Technical Bid:** Containing information regarding experience, business turn over, and other details of the firm, to evaluate the suitability of tenderer. **(Annexure I)**

**(b) Second Financial Bid:** Containing of rates & amount. **(Annexure II)**

The Technical Bids will be opened on **18-07-17 at 03:30 p.m.** in presence of tenderer or their authorized representative. The officials of Jamia Hamdard may conduct the visit of the ESTABLISHMENT & WORK PLACE of the tenderers to assess their suitability, as part of the Technical Bid. The Commercial/ Financial bids of only those tenderer will be opened on a date/ time, who found suitable by the committee appointed for the purpose, to be decided and communicated to such eligible bidders.

**Separate Sealed tenders (For Boys Hostels Laundry & AMHR Girls' Hostel) in prescribed form (ANNEXURE – I, & II)** dully filled must be submitted/drop in the tender box placed in the purchase section Admn. block of Jamia Hamdard. Jamia Hamdard reserves the right to reject the tenders not conforming to the prescribed requirements and non submission of required documents/copies no correspondence thereof shall be entertained whatsoever.

**The bidder should submit the Technical Bid & Financial/Commercial Bid as per the attached (Annexure I & II) in separate sealed envelopes super-scribing "Technical Bid" and "Commercial Bid" respectively. These two envelopes should be then put in an envelope and sealed properly and Super-Scribed "LAUNDRY SERVICES AT AMHR GIRLS' HOSTEL at Jamia Hamdard Campus".**

**Tenders should be addressed to the Registrar Jamia Hamdard New Delhi -62.**

The following information will be indicated on the Envelope cover.

- a) Tender for LAUNDRY SERVICES AT AMHR GIRLS' HOSTEL at Jamia Hamdard Campus.
- b) Name of Firm. \_\_\_\_\_
- c) No. of NIT. \_\_\_\_\_
- d) List of enclosures. \_\_\_\_\_
- e) Clearly indicate on the envelopes **"TECHNICAL BID" OR FINANCIAL BID.**
- f) All enclosures shall be numbered and indicate the number of attached document in technical bid form for reference.

CONTRACTOR'S NAME & SIGNATURE

## **GENERAL TERM & CONDITIONS OF THE TENDER**

In **ABDUL MUEED HALL OF RESIDENCE GIRLS' HOSTEL** approx. students are 550 numbers to whom the package Laundry facility (washing & ironing) are require by establishing and running the in-house mechanize Laundry. The Terms & Conditions in respect of tenders are as under.

### **1. Laundry Space:**

Jamia Hamdard shall only provide the space/rooms, the contractor at his own cost will provide & fixed the machines and appliances/instruments like heavy duty commercial washing machines, electrical heated dryer, hydro extractor electric Iron, pressing table with boiler, steel racks and other equipment/ accessories used for running the laundry may be necessary for running the laundry services.

### **2. Filling of Tender:**

*The tenderers may visit to see the hostel with the prior permission of the hostel warden to assess the quantum of work, deployment of required man power, machines, tools & plants etc. before quoting their rates and amount in tender.*

The tenderer should quote the rates & amount tendered by him/them in figure & as well as in words. The tenderer should take care that the rate and amount should be written in such a way that interpretation is not possible. Alterations unless legibly attested by tenderer, shall disqualify the tender.

Every page of the tender form should be signed by the tenderer himself. *Attested copies of the Registration Number of the firm, license no. under Contract Labours Act, Provident Fund Account no., ESI No. and copies of the Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agency/ Organizations, Memorandum of firm and partnership deed if firm is in partnership shall be enclosed.*

The tenderer with seal of agency/firm should sign every paper of the tender as a confirmation of acceptance of the terms & conditions mentioned on each paper as this will be a part of agreement.

Tenders not confirming the prescribed requirements and non submission of required documents/ copies may be rejected and no correspondence thereof shall be entertained whatsoever.

### **3. Proprietary of Tender:**

If the tender/quotation is made by or on behalf of a Company incorporated under the companies act it shall be signed by the Managing Director or by one of the Directors duly authorized on that behalf. If it is made by a partnership firm it shall be signed with the Co-partnership name by a member of the firm who shall sign his own name and give the name and address of each partner of their firm and attach copy of Power of Attorney with the Tender/quotation/authorizing him to sign on behalf of the other partners. A certified copy of the registered partnership deed shall also be submitted along with the tender.

The work shall be executed as per specification entered in quotation/tender document and instruction of in-charge. Contractor is presumed to have studied the tender document & its specification, nothing extra will be paid in any manner except approved and specified.

### **4. Validity period of Tender:**

The tender shall remain valid for acceptance for a period of 90 days from the date of opening of tender.

**5. Contract Period:**

The contract is likely for a period of one year extendable for further period subject to satisfactory performance. The period of the contract may be further extended after the completion of contract, provided the requirement of the Jamia Hamdard for augmenting its present manpower persists at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected tenderer/ agency or cessation of the requirement of work or due to any change in Jamia Hamdard policy/rules.

The competent authority of Jamia Hamdard, however, reserves the right to terminate this initial contract at any time after giving one week's notice to the selected tenderer/agency.

**6. Inspection of Laundry Space**

The Provost/Warden or authorized official of the Jamia Hamdard may inspect the laundry premises to insure its proper maintenance and smooth functioning. The contractor shall keep close liaising with the Provost and Warden and take feedback on quarterly basis in order to ensure smooth functioning.

**7. Laundry Services to Students & Staff of Jamia Hamdard**

Presently the laundry services are required for approx. 550 students (GIRLS), the laundry shall run seven days a week with full strength of workers for which the contractor shall make a schedule for receiving & delivery of cloths. The contractor will deploy workers for collection & delivery of the cloths to students, timings for collection and delivery of cloths shall be approved by the Provost/Warden. The contractor will be fully responsible for any loss, burn, fade of cloth colour etc. and shall compensate the charges against above such damages.

**8. Contractor's Rate**

The rate should be inclusive of all and in accordance with the provisions of minimum wages act, labours laws and other standard provisions like P.F., ESI, Bonus, Gratuity, Leave, Uniform allowance etc. to his eligible staff deployed at laundry. Additionally it is reiterated that any increment thereof will be borne by the contractor. The Jamia Hamdard will not be liable to pay any extra amount whatsoever during contract period.

The workers deployed at laundry shall work under supervision, direction and overall administration of the contractor and the contractor shall be wholly responsible/ liable to pay them their wages all the benefits viz. P.F., E. S. I, Bonus, Gratuity & Leave, and other due liabilities etc. to eligible personnel engaged and deployed. Jamia Hamdard shall not be responsible in any manner for which they are legally entitled.

**9. Acceptance of Tender**

The competent authority of Jamia Hamdard reserves the right to accept & reject any or all the tenders without assigning any reason or cancel/add any part of the tender without effecting the existing terms & conditions of the contract.

Preference can be given to those contractors who have minimum 05 years experience of providing laundry services in University, Hostels & Hotels and also who use the latest machines for the work.

**10. Commencement of Contract:**

The contractor shall commence the work within 6 days from the date of receipt of work order/Letter of Intent or as specified in the contract letter.

**11. Contract Signing**

After acceptance of the tender, the tenderer shall sign the necessary contract papers within 15 days of the intimation. Expenses for the agreement including cost of stamp papers etc. shall be borne by the contractor. In case of delay the 'Earnest Money' may be forfeited and the tender cancelled or the contract enforced as per terms of the tender and the tenderer shall thus be bound even though the formal agreement has not been executed and signed by the tenderer.

**12. Quality**

The contractor at his own cost will use approved quality detergent for washing purpose i.e. Surf Excel, Aerial or other approved commercial detergents which may not harm the cloths as well as the skins of the users, no other detergents except approved quality shall keep in laundry. The authorize person of Jamia Hamdard has the right to check the quality of material and ask to change any brand and item at any time.

**13. Dismissal of Worker:**

The competent authority of Jamia Hamdard shall have the right to ask the contractor/agency to remove any such person, who is not found to be competent and orderly not competent in discharging the satisfactory laundry services or who may misconduct himself. Such discharges shall not be the basis of any claim for compensation of damages.

**14. Workers in Laundry:**

The ladies worker shall be in Girls' Hostel Laundry, the contractor shall have to produce a list of workers deployed in the laundry along with police verification and documentary proof i.e. Voter Card/Aadhar Card/ in support of identity. The workers deployed at laundry shall work under supervision, direction and overall administration of the contractor and the contractor shall be wholly responsible/ liable to pay them their wages all the benefits viz. P.F., E.S.I, Bonus, Gratuity & Leave, and other due liabilities etc. to eligible personnel engaged and deployed. Jamia Hamdard shall not be responsible in any manner for which they are legally entitled.

**15. Income Tax and Other Taxes:**

Statutory deduction of Income tax/ sales tax on works, contact shall be made from all payments as per present statute, including deduction of 0.25% JHRW from total bill amount.

**16. Security Money:**

The contractor shall deposit security money in favor of Jamia Hamdard for an amount of Rs.1.50 Lakh only minimum or as decided by the competent authority of Jamia Hamdard either in cash or in the form of Bank guarantee for the due performance of the contract, within 03 days from the date of contract. In the event of breach/ violation or contravention of any terms and conditions herein by the contractor, the security deposited shall be forfeited by Jamia Hamdard, in addition of any amount of penalty as decided by the Registrar Jamia Hamdard shall be recoverable from security amount if not paid by the tenderer.

**17. Refund of Security Money:**

The security money shall be returned after completion of successful contract without any interest.

**18. Fixing/ Placing the Machines & equipments:**

The contractor at his own cost will provide & fixed the machines and appliances/equipments like heavy duty commercial washing machines, electrical heated dryer, hydro extractor electric Iron, pressing table with boiler, steel racks and other equipment/ accessories which may be necessary for running the laundry services and shall bear the expenses. The contractor must declare that how many latest machines he will install & use, the machines will remain in the Hostel in working conditions during contract period. The faulty machines shall remove immediately from the allowed space/ premises failing a suitable penalty as decided by the competent authority shall be charged from contractor's bill.

**19. Payments:**

The monthly bill relating to Laundry services shall be paid each month (Maximum 11 months) for the academic session by Jamia Hamdard. The contractor shall submit the monthly bill dully verified by the warden/Provost or as directed. The contractor shall properly maintain the books of accounts of each student and will submit relevant statement of accounts along with the bills raised in each month for payment in finance section for due check. Payment can be released within 15 days after submitting the bill after due deductions.

Every amount paid to the contractor shall be subject to the deduction of tax at source and other taxes as applicable from time to time by Govt. of India.

**20. Payment from Staff members of Jamia Hamdard:**

The contractor himself shall recover the laundry charges from the staff of Jamia Hamdard who opted the laundry services. Jamia Hamdard shall not be responsible for the recovery from the staff members.

**21. Water & Electricity:**

The water & electricity connections up to the laundry shall be provided by the Jamia Hamdard, the extension board & lead wire etc. if needed shall be arranged by the contractor at his own cost. The electricity charges shall be recovered through meter on approved rates of Jamia Hamdard. The water charges shall be included in the license fee.

If contractor fails to deposit the license fee or electric charges, the Jamia Hamdard reserve the right to disconnect the electric or water connection, restoring the same after clearing the dues and penalty shall be charged as decided by the competent authority.

**22. Safe Storage of Machines & Cloths**

The contractor will be fully responsible for the safety of their workers, stocks, furniture, fixtures, machines and equipment etc. The Jamia Hamdard will not be responsible / liable for any damages caused to the contractor by any way including theft & fire etc. and no such claim to compensate any such damages will be entertained by the Jamia Hamdard. The contractor shall also be responsible for the safe storage, fade or lost the students & staff cloths. The contractor shall be responsible for suitable compensation if cloths lost, damage, fade, burn or torn etc. during washing & ironing.

**23. Damages/Compensation**

The contractor will be fully responsible for the safety of their workers, stocks, furniture, fixtures, machines and equipment etc. The Jamia Hamdard will not be responsible / liable for any damages caused to the contractor by any way including theft & fire etc. and no such claim to compensate any such damages will be entertained by the Jamia Hamdard.

The contractor shall be responsible for any loss/theft / pilferage or damages to the properties belonging to Jamia Hamdard, caused by their employees/ staff negligence and will pay/compensate to Jamia Hamdard or allow the amount of loss sustained by the Jamia Hamdard, to be deducted from any such amount found due to the contractor. The responsibility for any such theft or loss or damages/ pilferage shall have to be decided on the finding of the inquiry committee, to be constituted for this purpose by the Jamia Hamdard.

If considered necessary, Jamia Hamdard will also be free to take up the matter with the police for proper investigations / action and recovery of loss due to such theft / pilferage and damages etc.

**24. Applicable Law:**

The contractor shall be responsible for all such taxes, as may be levied on the laundry services and shall also responsible to obtain any license/permission from the concerned Govt. Department for running the Laundry. The Jamia Hamdard will not be responsible/ liable for any penalty or charges levied by the Govt. of India.

The contractor shall deploy the trained workers who totally capable to execute the job very carefully, if damage occurs, the contractor shall be liable for any liability, loss, claim in respect of personal injury to or any misshaping/casualty of any person whomsoever arising out during the course of carrying out the laundry works.

**25. Laundry premises & surroundings:**

The contractor shall maintain the space allowed for laundry neat and clean including the surroundings. If contractor fails to do so the work may be executed from other agency on the risk & cost of the contractor and the expenditure incurred shall be recovered from the contractor's monthly bill along with penalty as decided by the competent authority of Jamia Hamdard.

**26. Age limit of Workers:**

That the contractor shall not engage or depute any worker below the age of 18 years in the laundry premises.

**27. Subletting:**

The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner, if found subletting in any manner the contract will stand cancelled without prior notice.

**28. Submission of Tender:**

Tender shall be addressed to The Registrar Jamia Hamdard, Hamdard Nagar New Delhi 110062. The tenderers may drop the Tender in tender box placed in the Purchase section within due date. While submitting a tender would be presume to have considered and accept all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.

29. **Service of Notice:**

All notices of written order given *by* the Provost/ Warden or authorized official of the Competent Authority of Jamia Hamdard to the contractor, or by the contractor to the Jamia Hamdard shall be served by Registered Post to each one's address or by hand receipts.

30. **Arbitration:**

In case of any dispute or difference, if remains unresolved, the matter shall be referred to the Sole Arbitrator appointed by the Vice Chancellor of Jamia Hamdard. The award of the arbitrator shall be final and binding on the parties. The jurisdiction shall be only at Delhi/New Delhi.

**CONTRACTORS SIGN & SEAL**

**PERFORMA FOR TECHNICAL BID**

1.	Registration certificate (enclose the attested copy of registration Certificate)	No.-----Date----- From-----Date-----	Document attach at page no. ....
2.	ISO 9001/2000 certification (Enclose attested copy of ISO Certificate )	No.----- Date----- From----- Date-----	Document attach at page no. ....
3.	EPF Registration Certificate (Enclose Attested copy of EPF Registration Certificate )	No.-----Date----- From-----Date-----	Document attach at page no. ....
4.	ESI Registration Certificate (Enclose attested copy of ESI Registration Certificate )	No. -----Date----- From-----To -----	Document attach at page no. ....
5.	Permanent Account Number (Enclose attested copy)	No. -----Date-----	Document attach at page no. ....
6.	Service Tax Registration Certificate (Enclose attested copy of Service Tax Registration Certificate)	No. -----Date----- From-----To-----	Document attach at page no. ....
7.	Turnover of last 3 financial years (in Lakhs) ( Enclosed attested copy of auditor's report with balance sheet per year )	Rs. ....Year..... Rs. ....Year..... Rs. ....Year.....	Document attach at page no. ....
8.	List of clients with address & telephone no. where the said services provided or providing by the agency in last three years.	Enclosed the list	Document attach at page no. ....
9	Performance Certificates issued by the Managing Director/ authorities against the laundry services.	Enclosed the list	Document attach at page no. ....
10.	Declaration of Latest Machine to be installed in Jamia Hamdard.	Enclosed the list	Document attach at page no. ....
11.	Proof of providing services of last 03 Year's experience and proof of at least three Laundry Services works minimum amounting Rs. 10.00 lakh per year, each work at Hotels, Corporate Buildings & Hostels. (Enclosed copies of last three years)	Name of organization From..... up to ..... 1..... 2..... 3.....	Document attach at page no. ....

12.	Address of Registered office / corporate office with name of authorized person.	Registered Office Address ..... ..... .....	Document attach at page no. .....
13.	Any other declaration		

CONTRACTORS SIGNAND SEAL

**PERFORMA FOR FINANCIAL BID**

I..... Proprietor/Partner/authorized person of M/s..... understand the work and terms & conditions as entered in the tender document and bound himself/ themselves to abide the rule & regulation of Jamia Hamdard.

The charges for the laundry services shall be as under.

**A. For Girls' Students.**

1. Package washing & Ironing      80 cloths/student per month      @ Rs. ....

The above rates are all inclusive of payment of workers on minimum wages with E.S.I., P.F., weekly off, uniform, all taxes other obligations under the law. I will use the detergent in laundry as approved by the Jamia Hamdard and also keep our machines in working condition all the time. I keep the laundry and its surrounding neat & clean all the time and disposal of garbage of laundry disposed off outside the campus on our own cost.

I will pay the L. Fee including water charges Rs..... Per month and pay the electricity charges as per meter on the rates approved by the Jamia Hamdard latest by 7<sup>th</sup> day of each month. I also understand that if I fail to deposit the dues within due time, the penalty @ Rs. 50 /day shall be charged.

I hereby indemnifying the Jamia Hamdard for all liability in respect of workers payment, E.S.I. P.F., Bonus & compensation and other liabilities that arise during contract period & in future as our rates are all inclusive **(that include workers, material, tools & plants, approved detergent and all equipments required to carrying out proper services in all 07 days and all other liabilities etc.)** and I also understand that no enhancement in our rates shall be made in any manner during contract period.

CONTRACTOR SIGN AND SEAL