

Government of Odisha
Office of the Chief Resident Commissioner
Odisha Niwas
4 – Bordoloi Marg, Chanakyapuri,
New Delhi – 110021

No 4213 /CRC Dated 29/08/2016
CRC-71/2016

Tender Call Notice

Subject: Tender for Laundry Services (Washing, Pressing or Dry cleaning) of various linen items/ clothes for Odisha Bhawan & Niwas, New Delhi.

On behalf of the Chief Resident Commissioner, Government of Odisha, Odisha Niwas, New Delhi, the undersigned invites sealed quotations for the laundry service as per the programme given below.

Odisha Bhawan & Niwas are Government Guest Houses responsible for providing boarding, lodging and other related services to the V.I.Ps such as Hon'ble Governor of the State, Hon'ble Chief Minister, Hon'ble Ministers, Hon'ble Judges of High Court, MLAs and Senior Government Officers during their visit to Delhi for official purposes. It has well organized rooms, lounge, restaurants and conference hall for providing the required facilities to the guests. It is always the endeavour of the Odisha Bhawan management to provide best quality linen available in the market and to ensure its hygiene and freshness, suitable laundry services matching with the stature of the VIP guests who stay in Odisha Bhawan & Niwas during their visit to New Delhi are required.

Sale of tender document up to	07.09.2016	12.00 hours
Last date for deposit of completed bid	07.09.2016	17.00 hours
Date of opening of bids	08.09.2016	11.00 hours

The Tender documents may be obtained from Reception of Odisha Niwas on payment of Rs. 1000/-(one thousand) only. It may also be downloaded from the website- www.rcodisha.gov.in.

Quotations will be opened in the presence of the tenderers or their authorized representatives who may wish to be present on the given time and date.


27 08 2016
MANAGER

CC to:

P.P.S to C.R.C/ S.P.S to S.R.C for kind information of C.R.C/S.R.C/A.R.C for information.

To the notice Board of Odisha Bhawan and Odisha Niwas.

To the offices of all the Resident Commissioners located at New Delhi. with a request to display it in their notice board for publicity.

To Sr. Programmer to upload the entire tender documents in the website of Chief Resident Commissioner, Government of Odisha, New Delhi

Terms and Conditions to tender

1.1 **Scope of work**

Washing, and pressing of soiled linen of Odisha Bhawan & Niwas, washing or dry- cleaning and pressing of guest's clothes on daily basis. The representative of the contractor shall visit Odisha Bhawan & Niwas everyday between 8.30 AM and 10.30 AM and collect the soiled linen items/guest's clothes for washing, pressing or dry cleaning as the case may be. The items so collected shall be returned the next day without fail.

1.2 **Submission of Tender**

Sealed Tenders will be received at the Reception of Odisha Niwas till 07/09/2016 (17.00 hours). Tender offers may also be sent by courier services to the Manager, Odisha Niwas, 4- Bordoloi Marg, Chanakyapuri, New Delhi- 110021. However, there will be no responsibility of Odisha Bhawan for any loss/ delay/ non-receipt of offers not submitted in person. Offers received late/ incomplete are liable for rejection.

1.2 **Acceptance of Tender and Validity Offers**

The Manager may accept a Tender on behalf of the Chief Resident Commissioner, Government of Odisha, Odisha Niwas, New Delhi. The Chief Resident Commissioner will inform the successful tenderer, such acceptance of the Tender. The offers will remain valid for a period of 60 days from the date of opening of the tender.

1.3 **Earnest Money Deposit (EMD)**

1.3.1 The EMD for Rs. 5,000/- (Rupees Five Thousand only) valid for maximum 90 days in form of Demand Draft/ Banker's Cheque from any Nationalized Bank or Scheduled Bank in favour of the "Government of Odisha, Odisha Bhawan, New Delhi" payable at New Delhi is to be submitted along with the tender. In exceptional circumstances, the competent authority may seek extension of validity of EMD up to additional 90 days. The failure or omission to deposit the Earnest Money shall disqualify the Tenderer and the Competent Officer shall exclude from its consideration such disqualified Tenderer (s). No interest shall be payable in respect of EMD.

1.3.2 Earnest Money of unsuccessful Bidders will be returned after the award of work to the successful Bidder. The EMD of successful bidder will be adjusted towards the Security Deposit.

1.4 **Forfeiture of EMD**

1.4.1 In case the successful Bidder backs out and/ or fails to take up the job under the contract, the EMD will be forfeited by the competent Authority.

1.4.2 The successful Bidder shall not revoke his Tender or vary its terms and conditions without the consent of the Competent Authority during the validity period of Tender, failing which the security deposit shall stand forfeited to the Government of Odisha.

1.4..3 Tenderers who submit their tender with download tender paper should attach a demand Draft/ Banker's Cheque amounting Rs. 1000/- (one thousand) only from any Nationalized Bank or Scheduled bank in favour of the "Government of Odisha, Odisha Bhawan, New Delhi" payable at New Delhi towards fee for Tender Paper.

1.5 **Opening of Tender**

1.5.1 Tenders shall be opened on 08/09/2016 at 11.00 hours in the Conference Hall of Odisha Niwas, 4-Bordoloi Marg, Chanakyapuri, New Delhi in the presence of authorized representatives of tenderers. Tenders without EMD will be summarily rejected. The Competent Authority may reject any part or all the tenders without assigning any reasons.

1.5.2 The Competent Officer may, at its discretion, extend this deadline for submission of Tenders by amending the Tender Documents, in which case all rights and obligations of the Competent Authority and Bidders thereafter are subject to the deadline as extended.

1.5.3 Any bid received after the prescribed deadline for submission of Tender, will be rejected and/ or returned unopened to the Bidder.

1.6 **Security Deposit-** An amount of Rs. 10,000/- (Rupees ten thousand only) has to be deposited by way of security in shape of Bank Guarantee or F.D duly pledged to 'Government of Odisha, Odisha Bhawan, New Delhi' for due performance of the contract by the successful tenderer on the day of signing the contract..

1.7 **Payments**

a) In respect of items belonging to Odisha Bhawan and Niwas the payment would be made on presentation of the bill once in 2 months.

b) In respect of the clothes of the belonging to the guests, the payment can directly be obtained from the concerned guest.

2. **MINIMUM ELIGIBILITY CRITERIA**

The following shall be minimum eligibility criteria for selection:

(a) **Legally Valid Entity:** The tenderer shall necessary be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies act, 1956/ Partnership or Proprietary concern. A proof in support of the legal validity of the Bidder shall be submitted.

(b) **Registration:** The Bidder should be registered with the statutory authorities such as Income Tax, Service Tax etc.

(c) **Clearances:** The Bidder should have clearance from Sales/ Service Tax Department, and Income Tax Department. Relevant proof in support shall be submitted

(d) **Experience:** The tenderer should have experience of at least 3 years in providing laundry services as indicated in the tender documents in reputed Hotels, Guest Houses, Embassies etc. proof thereof should be enclosed.

(e) **Financial capacity:** The tenderers should have annual turn over of Rs.5,00,000/- (Rupees five lakhs) and they should attach certified copy of previous three years balance sheet without fail.

3. **Process to be deployed:** The tenderers are to indicate the process they would deploy for washing of linen items as well as guest's clothes. Similarly, the process of dry-cleaning of clothes wherever required should be indicated.

3.1 The management of Odisha Bhawan and Niwas expects quality laundry services for the linen so as to give the guests a feeling of hygiene and freshness. For this purpose, the management expects the prospective tenderers to use the best of raw material to ensure that the linen does not look stale and does not give a bad odour during the use by the guests.

3.2 The ingredients to be used viz., detergent, whitener, softener and other chemicals should be of branded quality and standards to ensure long life and retention of originality of the colour and fabric. The washing, dry-cleaning and pressing of the linen as well of clothes should be of the best quality.

4. **Documents in support of the Minimum Eligibility Criteria**

In proof of having fully adhered to the minimum eligibility criteria mentioned above, the following documents must be attached with the tender.

(i) 2(a) : attested copy of Certificate of Incorporation issued by the respective registrar of firms/ companies.

(ii) 2(b) : attested copies of PAN,

(iii) 2(c) : attested copy of clearance certificate (Last three years returns) from Sales/ Service Tax Department, Income Tax Department

(iv) 2(d): attested copy of experience certificates for completed contracts/ ongoing contracts issued by respective clients. The tenderers have to submit the relevant work experience Certificates during the last 3 years.

(v) 2(e) : attested copy of the audited balance sheets, for the completed three preceding Financial years i.e., 2013-2014, 2014-15, 2015-16.

NOTE The tenderers have to carry out the work in their own premises. No assistance for purchase of any Plant/ Machinery or material for the purpose shall be provided by the Odisha Bhawan Management.

5. **VALIDITY OF BIDS**

5.1 Bids shall remain valid and open for acceptance for a period of 60 days from the last date of submission of Bids.

6. PREPARATION OF TENDERS

- 6.1 Tenders should be prepared as per the instructions given in the Tender Document along with all required information, documents in support alongwith the EMD

Documents comprising Tenders

- (a) Annexure attached to the tender documents duly filled in and signed.
- (b) Tender Document signed and stamped on each page.
- (c) Contact Details Form duly filled in, signed and stamped.
- (d) Earnest Money Deposit of Rs. 5,000/- (Rupees Five Thousand only).
- (e) All attested supporting document as mentioned in the tender documents towards proof.

GENERAL CONDITIONS

1. The validity of the contract will be 12 months from the date of the contract.
2. The process deployed for washing of clothes must be indicated in the tenders. It is expected that the work should be of good quality.
3. The list of Plant and machinery owned by the tenderer should be indicated in the tenders.
4. The successful tenderer should ensure to visit Odisha Bhawan and Odisha Niwas everyday and collect the linen items daily between 8.30 a.m. to 10.30 a.m. regularly. The clothes given for washing should be returned the next day without fail. Work shall be completed on day to day basis.
5. If work of washing and ironing is not found satisfactory, no payment will be made. Repetition of such complaints may result in termination and also forfeiture of security amount.
6. The work would be assigned after entering into an agreement by the successful tenderer in writing with the Odisha Bhawan.
7. In respect of items belonging to Odisha Bhawan, the payment would be made on presentation of the bill once in 2 months. In respect of the clothes belonging to the guests, the payment can directly be obtained from the concerned guest by the contractor.
8. The items of clothes normally required to be washed based on the previous occasions is enclosed for reference of the tenderers as shown in the Annex.

9. The rates may be quoted in words and figures. If not, then a cross may be put at appropriate place in the Annexure.
10. In case the tenderer is having a current and valid contract with any Bhawan/ Hotel/ Guest House in the vicinity of Odisha Bhawan, then a copy of the contract may also be attached with the quotation.
11. The past experience in similar work previously executed, may be indicated by way of supporting documents.
12. Copy of PAN/ TAN has to be enclosed with the tender documents without fail.
13. The drawals against the contract in a year amount to Rs. 3,00,000/- (Rupees three lakhs only) approximately.
14. All papers of the tender should be signed and stamped by the tenderers.


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MANAGER

Odisha Bhawan and Niwas

**CONTACT DETAILS FORM
GENERAL DETAILS OF BIDDER**

1. NAME OF THE COMPANY -----
2. NAME AND DESIGNATION OF
AUTHORISED REPRESENTATIVE-----
3. COMMUNICATION ADDRESS-----
4. PHONE NO. / MOBILE NO.-----
5. EMAIL I.D. -----
6. List of key personnel of the agency and details(please attach)

<u>Sl. No.</u>	<u>Name</u>	<u>Designation</u>	<u>Tel./Mobile No</u>
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7. PARTICULARS DETAILS OF THE BIDDER'S REPRESENTATIVE

- i. NAME OF THE CONTACT PERSON
- ii. DESIGNATION
- iii. PHONE NO. / MOBILE NO.
- iv. EMAIL I.D.

UNDERTAKING

- a. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
- b. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
- c. I/We give the rights to the competent authority of the Chief Resident Commissioner, Government of Odisha, New Delhi to forfeit the Earnest Money / Security money deposited by me / us in case of breach of conditions of Contract.
- d. I hereby undertake to provide various services for Laundry as per the directions given in the tender document/ contract agreement.

Date:

Signature of the Authorised Signatory

Place:

Designation

(Official seal of the bidder)

Annex.

(On company's letter head)

Please submit your quotation as per following proforma: Rates should be per piece/ per set basis. If not quoting for an item put a cross

(Amount in Rupees)

Sr. No.	Name of Items	Washing Charges		Press Charges		Dry Cleaning	
		(In figures)	(in words)	(in figures)	(in words)	(In figures)	(in words)
	Items in respect of Bhawan						
1	Bed Sheet (single)						
2	Double Bed Sheet (double)						
3	Bath Towel						
4	Pillow Cover						
5	Bed Cover (single)						
6	Bed Cover (double)						
7	Napkin/ Duster/ Tea cozy/ Tray cover						
8	Towel Small						
9	Frill						
10	Table Cloth						
11	Towel Kitchen						
12	Curtain (per panel)						
13	Blanket/ Single/Double						
14	Bath Mats						
15	Sofa seats						
16	Car seats						
17	Uniform set						
Guests clothes							
18	Safari Suit/ Track suit						
19	Under garments set						
20	Kurta & Payjama (without starch)						
21	Kurta & Payjama (with starch)						
22	Dhoti & Kurta (with starch)						
23	Pant						
24	Shirt/ T Shirt						
25	Two piece suit						
26	Vest Coat						
27	Coat / Jacket						

28	Over Coat						
29	Saree						
30	Ladies blouse						
31	Salwar Kameez ladies suit						
32	Shawl						
33	Dupatta						
34	Dressing Gown						
35	Shorts						

Signatures_____

Name_____

Date_____