

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

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No 5623 /CRC Dated 28/11/2018  
CRC-51/2018

**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	29/11/2018	12.00 hours
Last date for deposit of completed bid	10/12/2018	17.00 hours
Date of opening of bids	12/12/2018	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](http://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.

  
28.11.2018  
MANAGER

CC to:

P.P.S to C.R.C/ S.P.S to S.R.C for kind information of C.R.C/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 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 linen of Odisha Bhawan & Niwas, washing or dry- cleaning clothes on daily basis. The representative of the contractor shall visit Odisha Bhawan & Niwas everyday between 8 AM and 10 AM and collect the linen items for washing, pressing or dry cleaning as the case may be. The items so collected shall be returned the next day during the same hours without fail.

### **1.2 Submission of Tender**

The tender will be of two bid system – Technical Bid (**Annexure I**) and Financial Bid(**Annexure II**). The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these covers are to be put in a bigger cover and should be sealed and duly superscribed. The technical bids are to be opened by the competent authority at the first instance and evaluated by a competent committee or authority. At the second stage financial bids of only the technically acceptable offers should be opened for further evaluation and ranking before awarding the contract.

Sealed Tenders will be received at the Reception of Odisha Niwas till 10/12/2018 (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 and will inform the successful tenderer of 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. 10,000/- (Rupees Ten Thousand) only valid for maximum 90 days in form of Demand Draft 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 authority 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 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 12/12/2018 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 Authority 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. 25000/- (Rupees twenty five 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** - In respect of items belonging to Odisha Bhawan and Odisha Niwas the payment would be made on presentation of the bill (within 5th working day of the succeeding month by the Agency).

**2. MINIMUM ELIGIBILITY CRITERIA**

The following shall be the minimum eligibility criteria for selection:

- (a) **Experience:** The tenderer should have experience of at least 2 years in providing laundry services as indicated in the tender documents in reputed Hotels, Guest Houses, Embassies etc. and proof thereof should be enclosed. The balance sheet if any or the certificate from the organisations with volume of work in a year may be attached.
- (b) **Financial capacity:** The tenderers should have annual turn over of Rs.10,00,000/- (Rupees ten lakhs only) and they should attach certified copy of previous three years balance sheet without fail.

- (c) The agency /firm/company/proprietor should have relevant licences such as Dhobi Ghaat Licence, Municipal Clearance/Approval for providing these services or any such valid certificate.
- (d) The agency/firm/company/proprietor should have valid GST Registration Certificate/ PAN from the competent authority as a valid Identity proof.

**3. Process to be deployed:**

- 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 material to ensure that the linen does not look stale and is odour free.
- 3.2 The ingredients/material 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 to be submitted by tenderers :**

The following documents must be attached with the tender.

- (i) 2(a) : self attested copies of PAN,
- (ii) 2(b) : self 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 2 years.
- (iii) 2(c) : Self attested copies of GST registration certificate.

**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 I & II** 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. 10,000/- (Rupees Ten Thousand only).
- (e) All original / 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. However, Chief Resident Commissioner/ Resident Commissioner reserves the right to extend the period of contract for another 12 months subject to their pure discretion and satisfactory performance of the agency.
2. The process deployed for washing of clothes must be indicated in the tender with reference to Clause 3 of terms and conditions. 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. In respect of items belonging to Odisha Bhawan and Odisha Niwas, the payment would be made on presentation of the bills after completion of the month. 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 by the competent authority.
6. The work would be assigned after entering into an agreement by the successful tenderer in writing with the Odisha Bhawan.
7. 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 **Annexure-II**.
8. The rates may be quoted in words and figures. If not, then a cross may be put at appropriate place in the **Annexure-II**

9. 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.
10. The past experience in similar work previously executed, may be indicated by way of supporting documents.
11. Copy of PAN/ TAN / GST registration certificate/TAN has to be enclosed with the tender documents without fail.
12. All papers of the tender should be signed and stamped by the tenderers.

  
28.11.2018  
MANAGER

Odisha Bhawan and Niwas

TECHNICAL BID

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)

SI.	Name	Designation	Tel./Mobile No

**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.

8.
  - a. EMD of Rs. 10000/- deposited
  - b. Copy of License for Laundry Service provider issued by Competent Authority.
  - c. Copy of PAN / TAN / GST registration certificate.
  - d. Evidence of being at least for two years in the business of Laundry Services.
  - e. Undertaking towards not been black listed by any Govt./PSU organization.
  - f. Preference would be given to tenderers having facility within 8km of Odisha Bhawan/Odisha Niwas.

**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 Authorized Signatory**

Place:

**Designation**

**(Official seal of the bidder)**



**ANNEXURE II****FINANACIAL BID FOR LAUNDRY SERVICES**

Sl	Items	Rate of washing & pressing
1	Bed Sheet –Single	
2	Bed Sheet –Double	
3	Bath Towel-	
4	Hand Towel	
5	Pillow Cover	
6	Coloured Bedsheet - Single	
7	Coloured Bedsheet - Double	
8	Razoi Cover- single	
9	Razoi Cover- Double	
10	Bath Mat	
11	Napkin	
12	Table Cloth	
13	Car Sheet Cover	
14	Frill (Per Meter)	
		Rate of dry cleaning and pressing
1	Curtain- Panel- height up to 85”to 100”	
2	Curtain- Panel- height up to 70”to 85”	
3	Curtain- Panel- height 50”to 70”	
4	Roller blind- height 75 “to 80	
5	Roller Blind -height 60 “to 75”	
6	Roller height 50”to 75”	
7	Woolen Blanket – Single	
8.	Woolen Blanket – Double	
9.	Razoi/mint blanket – single	
10.	Razoi/ mint blanket-double	

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

Signature of the Authorised Signatory

Place: \_\_\_\_\_

Designation  
(Official seal of the bidder)