



ಭಾರತೀಯ ಮಾಹಿತಿ ತಂತ್ರಜ್ಞಾನ ಸಂಸ್ಥೆ ರಾಯಚೂರು
भारतीय सूचना प्रौद्योगिकी संस्थान रायचूर
Indian Institute of Information Technology Raichur

Tender/Bid No.: NIT/2025/02

Date:24/04/2025

Name of Work: Smart Laundry Services in Hostels at IIIT Raichur

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TENDER INFORMATION

Indian Institute of Information Technology Raichur invites sealed Tenders for providing Smart Laundry Services in Hostels at IIIT Raichur from OEMs or OEM authorized vendors.

Service Overview:

- Smart Laundry Services involve the installation of IoT/Android-based washing machines at designated in-campus laundry points.
- Machines must be installed free of cost by the vendor.
- Machines will be self-operated by on-site users (students and staff) via a smartphone application developed and maintained by the vendor.
- Payments for laundry services will be made directly by users via the App.
- IIIT Raichur will not bear any cost related to:
 - Machine procurement
 - Installation
 - Operation
 - Maintenance or repairs

TENDER SCHEDULE

(To be read along with Schedules A, B, C, D, E and F)

Important Conditions of the tender to be strictly adhered to by the bidders

Eligibility to participate in the tender:

1. The bidders should have at least **3 (Three) Years' Experience** in operating Smart Laundry/ Washing facilities at Govt. institutes/reputed corporate institutes with minimum average turnover of Rs. 20 Lakh for the last three financial years.
2. The bidders should preferably have laundry services operating currently at different reputed organizations. The bidders should have a performance certificate from any authorized institutions to which they have provided services previously.
3. The bidder(s) shall declare that he/she (they), including partners if any, was (were)/is (are) not involved in any criminal proceedings as per Indian law.
4. Bidder should provide certification of non-blacklisting by any Institutional Agency/ Govt. Department/ Public Sector etc. undertaking in the last three years as per Annexure-I
5. Bidder should provide a proforma certificate for 'No relation' with IIIT Raichur employee as per Annexure-II.
6. The Bidder must be an OEM or OEM authorized. In case of an OEM authorized bidder, authorization certification from the concerned OEM must be submitted.
7. Bidder should provide undertaking regarding **CERTIFICATE BY BIDDER - DPIIT REGISTRATION** as per Annexure III.
8. Bidder should provide regarding 'Declaration of Local Content' as per Annexure IV.

Submission of Bid:

The bids must be submitted offline along with all the requisite documents in a sealed envelope superscribing '**Bid for Smart Laundry Services at IIIT Raichur vide Tender no. NIT/2025/02 dt:24/04/2025**' and the same should reach this office address **IIIT Raichur, Transit in GEC campus, Yeramarus camp, Raichur, Karnataka – 584135** on or before **15/05/2025**. The institute will not be responsible for any postal delays and the bids which are received after the aforesaid date will be rejected and no further correspondence will be entertained. The decision of the institute authorities will be final in this regard.

Authority to Sign:

All documents must be duly signed by an authorized representative(s) of the respective bidders. If an individual or a proprietor / proprietress of a firm is a signatory, he/she should sign above the printed full name and current address (to be presented in block letters). In the case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm should sign. A certified copy of the Power of Attorney document must accompany the full set of Documents. In both cases, a certified copy of the Partnership Deed and the current address of all the partners of the firm must be furnished.

Compliance/acceptance:

Compliance or acceptance with all the documents sought in this bid must be included in the bid.

EMD (if applicable):

EMD – Rs.20,000/- to be paid by depositing the amount in institute bank account as mentioned below:

Name of A/c : Indian Institute of Information Technology Raichur

Account No. : 41616903555

IFSC Code : SBIN0004622

Bank Name : SBI

Branch address : Raichur branch, Sathkacheri Road, Raichur branch, Karnataka – 584101

However, MSME/NSIC/Startup companies (only if they are in the concerned service category) are exempted from EMD in addition to other benefits/exemptions subject to production of necessary certificates.

Security Deposit(SD):

Amount of Rs.10,000/- towards SD to be paid per each machine installed by the service provider & in the event the no. of machines increases from time to time with the increasing no. of students then the service provider is liable to pay the balance amount of SD immediately. The SD amount should be paid to the institute within 15 days of award of contract failing which the contract is liable to be cancelled.

The institute bank account details are as mentioned below:

Name of A/c : Indian Institute of Information Technology Raichur

Account No. : 41616903555

IFSC Code : SBIN0004622

Bank Name : SBI

Branch address : Raichur branch, Sathkacheri Road, Raichur branch, Karnataka – 584101

Refund of EMD & SD:

As per usual norms.

Quote Price:

The prices of each item mentioned in the Schedule-F, should be mentioned by the bidders in financial bid format only. Rates shall be fixed and remain valid for a period of **6 months**.

Alternative Proposals:

Each bidder shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the corresponding bid invalid; offers with conditional rebate will also be held invalid.

Validity of bid Offer:

180 days.

Pre-bid conference:

The pre bid conference with the bidders will be held at IIIT Raichur, GEC transit campus, Yeramarus camp, Raichur, Karnataka – 584135 on **2nd May 2025 @ 2.30 pm**.

Demonstration meeting with bidder(s):

Will be intimated to the bidders via mail.

Location of service:

The current location of service is **IIIT Raichur, GEC transit campus, Yeramarus camp, Raichur, Karnataka – 584135**, however, soon(tentatively during December 2025) the institute may be shifted to its permanent campus located at **Wadavatti Village, Raichur, Karnataka – 584102** and the service provider has to make the laundry services arrangement (by shifting or arranging machines) at the new campus without any extra cost.

Acceptance and Rejection:

The institute authorities reserve the right to shortlist/reject any or all bids and accept the whole or any part of a bid without assigning any reasons. The institute authorities reserve the rights to adopt suitable methodology to select/reject the bidders.

Disputes and Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in a court of competent jurisdiction located within Raichur or through a mutually agreed arbitrator.

Indemnity clause:

The vendor shall indemnify IIIT Raichur of any legal issues that may arise out of the activities of the vendor and/or its employees whether within the premises or outside of the campus.

Acknowledgement:

It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to strictly adhere to them.

Date:

Place:

Signature of Bidder(s)
official seal and address

Schedule – A: Basic Technical Details

Sl. No.	Description	Information	
1	Name of the Bidder		
	Complete Address		
	Phone No.	E-mail ID Website	
2	Contact Person/Representative of firm: Name Designation		
	Phone:	Mobile Phone:	
3	License No:	Registration No/Certificate of Incorporation:	
	PAN (Attach document):	GST (Attach document):	
	ESI:	EPF:	
	(Enclose copies of the above)		
4	Proof of payment of income tax and GST tax (last one year) (copy of income tax and GST payments to be enclosed).		
5	Turnover per annum Rs. (Average turnover Rs. 20 lakh of last 3 financial years) Attach the relevant certificate issued by CA.		
6	Any Government Organizations related to Smart Laundry services are operated elsewhere (Enclosed list of laundry services handled and ongoing businesses separately with all the relevant documents)(List to be included with name and the duration, type of service provided etc.) Attach a separate page if required.		
7	Completion certificates of completed works. (copy to be enclosed)		
8	Does your firm have any Mobile App for Smart Laundry services (IoT Based / Android Based) If yes give complete details/features/Brochure - Attach a separate sheet is required.		

9	Is the vendor going to give a presentation on Smart Laundry detailed work flow process (yes/no).	
10	Customer Care Service – Timing and TollFree Number	
11	Minimum time required for addressing the Maintenance issues.	
12	Will the Vendor employ any maintenance personnel at the worksite? If yes, provide details	
13	No. of Staff: Working in firm	
14	Litigations, if any, connected with the facility Yes/ No (if yes, details to be furnished)	
15	Any other information, bidder wishes to provide in support of their credentials (separate sheets may be used)	
16	Criminal proceedings, if any, against the bidder Yes/ No (if yes, details to be furnished)	
17	OEM Certificate (If the bidder is not OEM, then authorized certificate from OEM has to be submitted)	

Date:

Signature with Seal

Schedule-'B'

Terms & Conditions for laundry

- ❖ Selected vendor(s) shall sign a contract/agreement with IIIT Raichur, henceforth referred to as CONTRACTOR.
- 1. The contract shall be valid initially for a period of **6 months** from the date of the start of contract. The contract could also be renewed for further periods upon satisfactory performance each time on mutually agreed terms & conditions, depending upon the satisfactory services of the contractor.
- 2. The Institute will provide the following.
 - (i) Water for the basic activities.
 - (ii) Space in the existing Hostels.
 - (iii) Electricity supply.
- 3. The Laundry which holds the license for the operation of the facility, shall fulfill the following responsibilities regarding cleanliness and sanitation:
 - a) Compliance with the hygiene/washing standards will be checked periodically by IIIT Raichur. Non compliance with hygiene standards will be sufficient reason to terminate the contract.
 - b) Cleaning and maintenance of Laundry equipment.
 - c) Keeping the premises and surroundings neat, clean and hygienic.
 - d) Applicable Labour laws and other statutory compliance(s) are to be strictly followed while assigning duties to the staff.

The laundry's service performance will be reviewed on a regular basis and regularly monitored by the institute authorities and designated student representatives.
- 4. The rates stipulated at the time of awarding of the contract cannot be changed. The vendor shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
- 5. **Users (students/staff) shall be responsible for procurement & usage of all the detergents/washing chemicals of the specification as per instructions manual for the washing machine.**
- 6. On expiry/ termination of the contract, the Service Provider must vacate the institute premises promptly. All fixtures, furniture, etc. which are properties of IIIT Raichur should be handed over to the Institute in good and tenable conditions. The cost of repair charges incurred on account of mishandling and/or willful damage (except normal wear and tear) will be deducted from the caution deposit.
- 7. Vendor shall provide Instruction Manual to educate the user (student/staff) of IOT/Android Washing Machine for how to use Washing Machines.
- 8. The vendor should not construct or make any structural/electrical alterations or install additional fittings inside the premises of the workplace without prior approval from the Institute.
- 9. Employment of child labour, defined as per relevant laws, is strictly prohibited. The contract will be terminated with immediate effect if those laws are violated. No employee must stay in the premises of IIIT Raichur after working hours unless permitted by the institute authorities.
- 10. The vendor shall be responsible for the proper conduct and behavior of the employees engaged by them. Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited.

11. All expenses related to the employees engaged for running of the laundry services shall be borne by the Contractor/ Licensee. In case of any accident or mishap to any employee on site, the Institute and its functionaries shall not be held responsible/ liable in any manner whatsoever.
12. The vendor shall address all the maintenance complaints within 24 hours of receiving a complaint without fail.
13. The prices of the washes and other services by the service provider shall not be more than the agreed rates. The Service Provider shall display the approved rate list at a prominent location within the allotted premises.
14. A "Suggestions Book" must be kept at the Laundry room, visible to all and also at identified locations in the hostels, so that the students may record comments about the services. A copy of the suggestion should be given to the institute authorities every month and IIIT Raichur shall have the right to check the Suggestions book at any time.
15. The contract can be terminated by either side with a notice of 3(Three) months without assigning any reason. IIIT Raichur reserves the right to review and modify the terms and conditions, periodically and accordingly with mutual consent, the terms and conditions can be amended.
16. **Currently the no. of machines to be installed is 15, however, the actual number of machines can be reviewed by the institute based on the requirement and the decision of the institute will be final in this regard and the contractor is liable to provide the amended numbers within a week without raising any objection.**
17. The governing language for the CONTRACT shall be English. All CONTRACT documents and all correspondence and communication to be given and all other documentation to be prepared and supplied under the CONTRACT shall be written in English and the CONTRACT shall be construed and interpreted in accordance with English language.
18. **Waivers and Amendments:**
 - A. **Waivers:** - It is fully understood and agreed that none of the terms and conditions of this tender shall be deemed waived by either party unless such waiver is executed in writing only by the duly authorized agents or representatives of both parties. The failure of either party to execute any right shall not act as a waiver of such right by such party.
 - B. **Amendments:** - It is agreed that CONTRACTOR shall carry out work in accordance with the directives to be furnished by IIIT Raichur which may be amended from time to time by reasonable modifications as IIIT Raichur sees fit.
19. **CLAIMS, TAXES & DUTIES, FEES AND ACCOUNTING:**
 - (i) CONTRACTOR agrees to pay all claims, taxes and fees for equipment, labour, materials, services to be furnished by it hereunder and agrees to allow no lien or charge resulting from such claims to be fixed upon any property of IIIT Raichur.

IIIT Raichur may, at its option, pay and discharge any liens or overdue charges for CONTRACTOR's services, labour, materials and services under this CONTRACT and may there upon deduct the amount or amounts so paid from any sum due, or thereafter become due, to CONTRACTOR hereunder.
 - (ii) **Notice of Claims:**

CONTRACTOR or IIIT Raichur, as the case may be, shall promptly give the other notice in writing of any claim made or proceeding commenced for which that party is entitled to indemnification under the CONTRACT. Each party shall confer with the other concerning the defense of any such claims or proceeding, shall permit the other to be represented by counsel in

defense thereof, and shall not affect settlement of or compromise any such claim or proceeding without the other's written consent.

20. **PERFORMANCE:**

The CONTRACTOR shall undertake to perform all services under this CONTRACT with all-reasonable skill, diligence and care in accordance with sound industry practice to the satisfaction of IIIT Raichur and accept full responsibility for the satisfactory quality of such services as performed by them. Any defect, deficiencies noticed in the CONTRACTOR's service will be promptly remedied by the CONTRACTOR within 3 days upon the receipt of written notice from IIIT Raichur to improve their performance failing which IIIT Raichur may terminate the CONTRACT by giving the CONTRACTOR 30 (thirty) days written notice.

21. **DISCIPLINE:**

CONTRACTOR shall carry out operations here under due diligence and in a safe and workmanlike manner according to good practice. CONTRACTOR shall maintain strict discipline and good CONTRACT among its employees and shall abide by and conform to all rules and regulations promulgated by IIIT Raichur governing the operations. Should IIIT Raichur feel that the conduct of any of CONTRACTOR or contractor's employees is detrimental to IIIT Raichur's interest, IIIT Raichur shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehavior, security reasons etc. while on or off the job. The CONTRACTOR shall comply with any such request to remove such personnel at CONTRACTOR's expense unconditionally. The CONTRACTOR will be allowed a maximum of 2 working days to replace the person by a competent qualified person at CONTRACTOR's cost.

22. **SAFETY AND LABOUR LAWS:**

CONTRACTOR shall comply with the provision of all laws including Labour Laws, rules, regulations and notifications issued thereunder from time to time. All safety and labour laws enforced by statutory agencies and by IIIT Raichur shall be applicable in the performance of this CONTRACT and CONTRACTOR shall abide by these laws.

CONTRACTOR shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. No smoking or consumption of alcohol/ any other prohibited substance shall be permitted while on duty by any of the contractor's personnel in IIIT Raichur premises or during work hours.

The CONTRACTOR shall report as soon as possible any evidence which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations. Any casualty or damage caused to the property or person by any untoward incidents while executing the contract will be at the CONTRACTOR's risk and cost.

23. **VERIFICATION OF CHARACTER AND ANTECEDENTS OF CONTRACTUAL MANPOWER**

All contracts involving deployment of Contractor's manpower within IIIT Raichur premises the Contractor shall submit the following documents to IIIT Raichur prior to start of work (if insisted by IIIT Raichur):

- (i) Undertaking from the Contractor that the character and antecedents of the personnel proposed to be deployed by their firm at IIIT Raichur is/are impeccable.
- (ii) Undertaking from the Contractor that their firm has scrutinized the previous working of the person(s) proposed to be deployed by them at IIIT Raichur and there is nothing adverse as regards his/her character and antecedent.
- (iii) The Health Certificate
- (iv) Police verification

24. **SECRECY:**

CONTRACTOR shall during the tenure of the CONTRACT and at any time thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorized in writing by IIIT Raichur, divulge or grant access to any information about the work. CONTRACTOR shall not destroy any report, note or any other document to the operation/ work required by IIIT Raichur. The obligation is a continuing one and shall survive after the completion/ termination of this agreement.

25. **STATUTORY REQUIREMENTS:**

During the tenure of this CONTRACT nothing shall be done by the CONTRACTOR in contravention of any law, act and/or rules/regulations.

26. **INDEMNITY AGREEMENT:**

(i) **Indemnity by Contractor:**

Unless otherwise specified elsewhere in this CONTRACT, CONTRACTOR shall indemnify and keep indemnified IIIT Raichur, (other than the CONTRACTOR) and its/their employees from all actions, proceedings, suits, claims, demands, liabilities, damages, losses, costs, charges, expenses (including without limitation, wreck or debris, removal costs, where wreck or debris removal is ordered by a competent authority) judgments' and fines/penalty arising out of or in the course of or caused by the execution of work under the CONTRACT or other obligations hereunder directly or indirectly associated herewith and or arising from:

- Personal injury, illness or death of:
- Any of CONTRACTOR or CONTRACTOR's personnel (even if caused by or contributed to by the negligence or fault of IIIT Raichur); and
- Loss or damage to: any property owned, hired or supplied by CONTRACTOR or CONTRACTOR's personnel or subject to clause any other property to the extent the loss or damage is caused by the negligence or fault of the CONTRACTOR or CONTRACTOR's personnel.

27. **TERMINATION**

(i) **Termination on expiry of the Contract**

This Agreement shall be deemed to have been automatically terminated on the expiry of the CONTRACT period unless IIIT Raichur has exercised its option to extend this CONTRACT in accordance with the provisions, if any, of this CONTRACT.

(ii) **Termination on account of Force Majeure**

Either party shall have the right to terminate this CONTRACT on account of Force Majeure, as set forth in clause 30.

(iii) **Termination on Account of Insolvency**

In the event the CONTRACTOR at any time during the term of this Agreement becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then IIIT Raichur shall, by a notice in writing have the right to terminate this CONTRACT and all the CONTRACTOR's rights and privileges hereunder, shall stand terminated forthwith.

(iv) **Termination for Unsatisfactory Performance**

If IIIT Raichur considers that the performance of the CONTRACTOR is unsatisfactory or, not up to the expected standard, IIIT Raichur shall notify the CONTRACTOR in writing and specify in detail the cause of such dissatisfaction. IIIT Raichur shall have the option to terminate this Agreement by giving 3 months notice in writing to the CONTRACTOR, if CONTRACTOR fails to comply with the requisitions contained in the said written notice issued by IIIT Raichur.

(v) Termination for delay in Mobilization

Successful bidder shall be required to mobilize specified services in the line with the Work order (WO)/Rate Contract (RC) along with crew (only manpower) for commencement of services at IIIT Raichur site within a maximum of 15 (Fifteen) days (as specified in scope of work or elsewhere in contract) from the date of WO/RC. If the CONTRACTOR (successful bidder) fails to mobilize as above, IIIT Raichur shall have, without prejudice to any other clause of the CONTRACT, the right to terminate the contract.

(vi) CONSEQUENCES OF TERMINATION

In all cases of termination here in set forth, the obligation of IIIT Raichur to pay shall be limited to the period upto the date of termination. Notwithstanding the termination of this Agreement, the parties shall continue to be bound by the provisions of this agreement that reasonably require some action or forbearance after such termination.

IIIT Raichur shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the Contractor, then they shall be Blacklisted for a period of two years from the date of the order for putting the Contractor on holiday is issued.

Pending completion of the enquiry process for putting the Contractor on holiday, IIIT Raichur shall neither issue any tender enquiry to the defaulting contractor nor shall consider their offer in any ongoing tender.

(vii) DELAY IN MOBILIZATION AND LIQUIDATED DAMAGES (LD)

(a) CONTRACTOR shall mobilize and deploy the required services as per the Contract so as to commence the services at the specified site(s) within a maximum of 15 days from the date of RC/WO.

(b) If the CONTRACTOR fails to mobilize and deploy the required services and / or fails to commence the operations within the period specified in sub clause (a) above, IIIT Raichur shall have, without prejudice to any other provisions in the contract including sub clause (c) below, the right to terminate the contract.

(c) If the contractor is unable to commence the operations within the period specified in sub clause(a) above, it may request IIIT Raichur for extension of the time with unconditionally agreeing for payment of LD. Upon receipt of such a request, IIIT Raichur may at its discretion, extend the period of mobilization and shall recover from the contractor Liquidated Damages of a sum equivalent to Rs.10,000/-, for each week of delay or part thereof, subject to a maximum of Rs. 50,000/- per month. The parties agree that the sum specified above is not a penalty but a genuine pre-estimate of the loss/damage which will be suffered by IIIT Raichur on account of delay/breach on the part of the CONTRACTOR and the said amount will be payable without proof of actual loss or damage caused by such delay/breach.

28. SEVERABILITY:

Should any provision of this agreement be found to be invalid, illegal or otherwise not enforceable by any court of law, such finding shall not affect the remaining provisions here to and they shall remain binding on the parties here to.

29. CHANGE IN LAW:

(i) In the event of introduction of any new legislation or any change or amendment or enforcement of any Act or Law, rules or regulations of Government of India or State Government(s) or Public Body which becomes effective after the date of submission of Price Bid or revised price bid, if any, for this CONTRACT and which results in increased cost of the works under the CONTRACT through increased liability of taxes, (other than personnel and

Corporate taxes), duties, the CONTRACTOR shall be indemnified for any such increased cost by IIIT Raichur subject to the production of documentary proof to the satisfaction of IIIT Raichur to the extent which directly is attributable to such introduction of new legislation or change or amendment as mentioned above and adjudication by the competent authority & the courts wherever levy of such taxes / duties are disputed by IIIT Raichur.

- (ii) The Contract Price and other prices given in the Schedule of Prices are based on the applicable tariff as indicated by the CONTRACTOR in the Schedule of Prices. In case this information subsequently proves to be wrong, incorrect or misleading, IIIT Raichur will have no liability to reimburse/pay to the CONTRACTOR the excess duties, taxes, fees, if any finally levied / imposed by the concerned authorities. However, in such an event, IIIT Raichur will have the right to recover the difference in case the rate of duty/tax finally assessed is on the lower side. Notwithstanding the provision contained in clause 29.(i) above, IIIT Raichur shall not bear any type of tax.

30. FORCE MAJEURE:

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the CONTRACT, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the CONTRACT, Flood and Acts and Regulations of respective government of the two parties, namely IIIT Raichur and the CONTRACTOR.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other party within 48 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, IIIT Raichur shall have the option of canceling this CONTRACT in whole or part at his discretion without any liability at his part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

31. JURISDICTION AND APPLICABLE LAW:

This Agreement, including all matters connected with this Agreement, shall be governed by the law of India (both substantive and procedural) for the time being in force and shall be subject to exclusive jurisdiction of the Courts at Raichur only.

32. CONTINUANCE OF THE CONTRACT:

Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this CONTRACT.

33. INTERPRETATION:

The titles and headings of the sections in this CONTRACT are inserted for convenient reference only and shall not be construed and limiting or extending the meaning of any provisions of this CONTRACT.

34. ENTIRE AGREEMENT:

This Agreement supersedes all prior Agreements and commitments, whether oral or in writing between the parties concerning the subject matters thereof. The right of either party to require strict performances will not be affected by any previous waiver or course of dealing. Neither this Agreement nor any modification will be binding on a party unless signed by an authorized

representative of CONTRACTOR and IIIT Raichur.

35. INDEPENDENT CONTRACTOR STATUS:

The CONTRACTOR shall act as an independent contractor performing the CONTRACT. The Contract does not create any agency, partnership, joint ventures or joint relationship between the parties.

36. LIMITATION OF LIABILITY:

Notwithstanding any other provisions, except only in cases of willful misconduct and /or criminal acts,

- a) Neither the Contractor nor the Institute (IIIT Raichur) shall be liable to the other, whether in Contract, tort, or otherwise, for any consequential loss or damage, or loss of profits or interest costs, provided however that this exclusion shall not apply to any obligation of the Contractor to pay Liquidated Damages to the Institute and
 - b) Contractor shall indemnify and keep indemnified IIIT Raichur harmless from and against any and all claims, costs, losses and liabilities in excess of the aggregate liability amount in terms of clause (a) above.
37. The institute may seek additional documentation/clarification from the bidders if necessary and may frame necessary guidelines for selection of the bidder as deemed appropriate and the bidders are bound to accept the same without raising any objection.
38. The decision of IIIT Raichur authorities will be final and binding on all the bidders/contractor(s) in all the matters pertaining to this bid. In case of any discrepancy or disagreement between buyer & service provider, the decision made by the competent authority of IIIT Raichur will hold ultimate authority and must be followed by the service provider. This clause also clarifies that the decisions of IIIT Raichur's competent authority will supersede any conflicting terms or conditions.

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)
Official seal and address

Schedule – C

FEATURES OF IoT/Android based SMART LAUNDRY

Smart laundry service should include the following Features:

Common Condition:

The Smart laundry services are required for its 460+ users approx. and the no. of users may vary from time to time.

Laundry Services:

1. A wash cycle scheduler with variable time and needed wash type selection may be included in an Android application for students.
2. The App needs to support online payments and create a digital receipt after a transaction.
3. Sending a reminder to the student about the booking time and after the wash is finished.
4. The app designed should reflect available machines and their status for booking.
5. The washing Charges will be on a weight/cycle basis as quoted by the bidder.
6. The app designed may have any other feature with respect to the smart laundry system which may be specified by the bidder.
7. **Desirable qualifications:** Machines that operate without the need for Wi-Fi connectivity will be preferred. Additionally, machines with an inbuilt UPS, which allows them to complete their running cycle in the event of a power loss, will be preferred.

Signature of Bidder(s)

Official seal and address

Schedule – D

PENALTY POINTS

Penalties for violation or rules, terms and conditions

Officials/committee of IIIT Raichur will oversee the functioning of laundry services which may consist of nominated students, staff and faculty of IIIT Raichur and decisions taken by the said committee for issues with regard to the laundry shall be final and abiding for the Contractor.

The Contractor shall be fined for not adhering to the agreed terms as per the following rules:

1. Non-availability of complaint register on the counter/discouraging students from registering complaints would lead to a fine of Rs.500/- on the Contractor.
2. In case of tearing/spoiling/fading of clothes or any other damage caused by the laundry services, appropriate fine shall be levied by IIIT Raichur, depending on case-to-case basis, not less than Rs.250/- per clothing.
3. Three or more complaints within a two-week period of poor service quality, damage or loss of clothing would invite an appropriate fine, maximum up to Rs. 500/- on the Contractor.
4. Each instance of unprofessional behavior by the agency will lead to an appropriate fine, maximum up to Rs.500/- on the Contractor.
5. Absence of Contractor or his representative empowered to take decision from IIIT Raichur meetings on due invitation (which will be held approximately once every month) will attract an appropriate fine, maximum up to Rs.500/-.
6. For any rules stated in the agreement,
 - I. First violation of the rule implies fine as per the rule.
 - II. Second and subsequent violations of the same rule within 30 days of the previous fine will be 50% addition to the initial amount of fine on the Contractor.
 - III. If any of the above rules are violated 5 times (taken as a total) the Contractor will be automatically disqualified, and the contract may be terminated. However, this is not the only criteria for termination. The Institute reserves the right to terminate the contract at any time, considering the frequency and seriousness of the violations.
7. Non-submission of the requisite documents as specified in the tender document, or any additional document sought by the Institute within the stipulated time frame shall attract appropriate penalty including termination of the contract.
8. Any violation of the terms and conditions of the Contract will attract the penalty as imposed by the Institute which will be acceptable to the Contractor.
9. The Institute reserves the right to curtail or enhance the scope of the service provider.

As and when IIIT Raichur proposes a fine, it will be informed to the representative of the Contractor to deposit the same within the 7 working days failing which liable to terminate of this contract.

Signature of Bidder(s)
Official seal and address

Schedule – E

Scope of Work and Prevailing charges for items / services at IIIT Raichur
(subject to-revision with mutual consent)

Scope of Work and the Working Hours:

Providing smart laundry services at laundry points located at the Hostels or any designated place of IIIT Raichur.

1. The Laundry needs to be open on all the days, including holidays and the Laundry timings are 24/7. The vendor should install all the required equipment for Laundry services like IoT/Android based Washing Machines, and other requisites for the functioning of Laundry facilities on his/her own cost.

Note:- The complete workflow of the laundry services and the communication matrix of the firm are to be clearly mentioned in the separate sheet and the same should be submitted along with this tender.

2. The vendor should enable digital payment facilities through an android based App.

Area: Sufficient area will be earmarked in the Hostels of the Institute for installation of laundry equipment.

Further the contractor has to refund an **amount equivalent to 10% of total monthly usage amount on monthly basis** towards usage of electricity, water & rental charges etc. The complete details of monthly billing to be submitted to this office on or before 5th of succeeding month without fail for verification.

The above payments are to be made to the institute before 10th of the succeeding month without fail.

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)
Official seal and address

Schedule – F
FINANCIAL BID

Laundry Services:

A	B	C	D
S. No	Type of feature/washing	*Amount per KG/Cycle (Including GST)	Duration
1	Normal Wash		
2	Quick Wash		
3	Spin		
4	Dryer		
5	Any other features (Attach separate sheet with brochure, if required)		

* The bidder has to mention clearly whether the quoted amount is per cycle or KG basis.

FINANCIAL BID (PRICE-BID): Bidder has to quote separately for all the fields as mentioned in Price Schedule. Adding 0 'Zero' or empty field shall be treated as zero quoted price.

Note 1: All machines should be Minimum 8Kg Front Loading Fully Automatic machines IoT/Android based.

Note 3: Any additional features can be appended by the bidder in a separate list.

Note 4: Users (students and staff) shall be responsible for procurement & usage of all the detergents/washing chemicals.

Note 5: The final selection will be made based on the documents submitted, cost, features, technical parameters, other factors as decided by the institute authorities. Hence, the bidders are advised to submit all the documents, quote the prices and enclose details of all other features, costs etc. to avoid rejection. The decision of institute authorities of IIIT Raichur will be final and binding on all the bidders w.r.t acceptance/rejection/procedure of selection of bidder & all matters pertaining to this bid.

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)

Official seal and address

(ANNEXURE-I)

<<Organization Letter Head >> DECLARATION SHEET

We, _____ hereby certify that all the information and data furnished by our organization with regard to these tender specifications are true and complete to the best of our knowledge. I have gone through the specifications, conditions and stipulations in details and agree to comply with the requirements and intent of the specification.

This is certified that our organization has been OEM or authorized (Copy attached) by the OEM to participate in Tender. We further certify that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, We or OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty.

We further specifically certify that our organization has not been Black Listed by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.

The prices quoted in the financial bids are subsidized due to academic discount given to IIIT Raichur and the rates quoted are not more than those quoted to any other Institution in India or aboard during the last one year.

Name & Address Of The Vendor/ Manufacturer / Agent	
Phone	
Fax	
E-mail	
Contact Person Name	
Mobile Number	
GST number	
PAN Number	

(Signature of the Bidder)

Name:

ANNEXURE-II

<< Organization Letter Head >> DECLARATION SHEET

PROFORMA CERTIFICATE FOR 'NO RELATION' WITH IIIT RAICHUR EMPLOYEE

This has reference to our proposed contract for 'Providing smart laundry services at IIIT Raichur on Rate Contract' to be entered into with IIIT Raichur.

- (i) I/We am/are not a relative/blood relation of any key managerial person of IIIT RAICHUR.
- (ii) We are not a firm in which any key personnel of IIIT RAICHUR or his/her relative is a partner;
- (iii) I/We am/are not a partner in a firm in which any key managerial person of IIIT Raichur or his/her relative is a partner.

Place:

**Signature of Bidder
Seal of company**

ANNEXURE-III

CERTIFICATE BY BIDDER - DPIIT REGISTRATION

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, / if from such a county, has been registered with the Competent Authority (copy of the Registration Certificate enclosed). I hereby certify that his bidder fulfils all requirements in this regard and is eligible to be considered. Signature with Date and Stamp of the Bidder.

**Signature of Bidder
Seal of company**

ANNEXURE-IV

DECLARATION OF LOCAL CONTENT

[For Local Content of Products, Services or Works]

(To be given on Company Letter Head – For tender value below Rs.10 Crores)

(To be given by Statutory Auditor/Cost Auditor/Cost Accountant/CA for tender value above Rs.10 Crores)

To
The Director,
IIIT Raichur

Subject: Declaration of Local Content Tender reference No. _____

1. Country of Origin of Goods being offered: _____

2. With reference to Order No. P- 45021/2/2017-PP(BE-II) dated 16-09-2020 of DPIIT, Ministry of Commerce and Industry, Govt. of India, we fall under the following category of supplier (please tick the correct category) for the items for which this tender has been floated and being bided.

- Class I local supplier – has local content equal to more than 50%. Local contents added at _____ (name of location).
- Class II local supplier – has local content more than 20% but less than 50%. Local contents added at _____ (name of location).
- Non-local supplier – has local content less than or equal to 20%. Local contents added at _____ (name of location).

3. We are solely responsible for the above mentioned declaration in respect of category of supplier. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which we may be debarred for up to 2 years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

Signature of Bidder/ Agent

Name:

Designation:

Organization Name:

Checklist of the documents to be submitted:

S No	Particulars	Supporting documents
1	Annexure I (Non blacklisting confirmation)	On bidder letter head
2	Annexure II (No relation undertaking)	On bidder letter head
3	Annexure III (DPIIT Registration)	On bidder letter head
4	Annexure IV (Declaration of local content)	On OEM or bidder letter head
5	AVAILABILITY OF OFFICE OF SERVICE PROVIDER in state of consignee.	DOCUMENTARY EVIDENCE TO BE SUBMITTED
6	Bidder financial standing	The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid on its letterhead.
7	Tender Schedule	As per format in the bid on bidder's letterhead
8	Schedule A (Basic Technical Details)	On bidder letter head
9	Schedule B Terms and conditions of laundry	On bidder letter head
10	Schedule C (FEATURES OF IOT based SMART LAUNDRY)	On bidder letter head
11	Schedule D (PENALTY POINTS)	On bidder letter head
12	Schedule E (Scope of Work and Prevailing charges for items / services)	On bidder letter head
13	Schedule F (FINANCIAL BID)	On bidder letter head
14	PAN	Copy of certificate
15	GST	Copy of certificate
16	License/Registration No./Certificate of Incorporation	Copy of certificate
17	Authorization certificate from OEM if dealer ?	Copy of certificate
18	MSME/Startup/NSIC	Copy of certificate
19	EMD – Rs.20,000/-	Payment proof of A/c transfer along with UTR details
20	Experience: Years of past experience required (3 (Three) Years' Experience in operating Smart Laundry/Washing facilities at Govt. institutes/reputed corporate institutes)	The bidder must have experience for number of years as indicated above in the bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders/agreements to be uploaded along with bid in support of having provided services during each of the Financial year.

21	Avg. Annual Turnover – Rs.20 lakhs	Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 years old, the average turnover in respect of the completed financial years after the date of constitution shall be considered for this criteria.
22	Performance Certificate	Performance certificate from any authorized institutions to which they have provided services previously.
23	Proof for payment of income tax and GST tax (last one year)	Copy of income tax and GST payments to be enclosed

*Note: If the bidder is MSME/Startup/NSIC registered in the concerned category, the proof of submission of documents of S.no 19 to 23 will be exempted.