



Chandigarh Industrial & Tourism Development Corporation Limited

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**E-Tenders for Installation & Operation of Laundry Plant
at Hotel Shivalikview, CITCO.**

CITCO invites E-Tenders for Installation & Operation of Laundry Plant at Hotel Shivalikview, Sector -17, Chandigarh.

1. Eligibility Criteria

- a) The tenderer must have 3 years experience of Dry-cleaning & Washing of Linen, Staff Uniforms and Guest Laundry at Hotels/Resorts/Guest House/Institutions etc.
- b) The tenderer/bidder must have a GST / PAN No.
- c) The tenderer/bidder must have a valid EPF Code No./ESI Code No. Further, all the employees/labour deployed by the tenderer/bidder for the contract/tender must be a member of Provident Fund/ESI.
- d) The tenderer will also submit MSME certificate, in case registered under MSME, failing which it will be considered that the tenderer is not registered under MSME.

The tenderers must attach documents/ information in checklist pertaining to above said eligibility criteria in the technical bid.

TERMS & CONDITIONS

2. The tenderer must have to submit Proforma for Earnest Money Deposit Declaration as per format at Annexure `A`. However, after the allotment of contract they are required to deposit performance security as detailed below at Clause No.9.
3. The validity of the tenders/rates for acceptance will be for a period of 120 days from the date of receipt.
4. The tenderer must be uploaded by the tenderer upto the date and time indicated in the Tender Notice.

5. The Corporation shall not be in any manner concerned with the internal affairs of the tenderer i.e. dispute and dissolution etc. or affairs concerning any other third party that the tenderer may be having including injury to employee.
6. The tender will be invited online in two parts i.e. Technical Bid and Financial Bid. The Technical Bid and Financial Bid should be uploaded on the Chandigarh Administration website: <http://etenders.chd.nic.in> as indicated in the Tender Notice. The tenderer submitting Technical bid should give maximum information regarding technical capabilities as per technical bid format.

Financial Bid shall only contain rates as per the BOQ/ financial bid. In the BOQ/ financial bid, the bidder has to quote basic rates excluding tax as the tax will be extra as applicable. Further, the bidder has to quote the rate in the BOQ/Financial Bid strictly as per detail given therein. In case the bidder has submitted basic rate in the BOQ/ Financial bid including taxes, then CITCO will neither responsible for it nor entertain any request for the same.

The taxes will be paid by the tenderer as per the prevalent law. While quoting the rates, the tenderer should consider factors such as wages and provisions/allowances payable to the labour under the Industrial & Labour Laws etc. Any enhancement in the minimum wages of labour will be borne by the tenderer and CITCO will not be liable to pay any amount on this or related account other than the bill of laundry raised for actual linen dry-cleaned/washed/ironed.

After assessing the technical details, CITCO will short list the parties fulfilling the technical criteria laid down for the purpose. The Financial Bid of only those technically short listed parties will be downloaded. The decision of short listing of Technical Bids by MD, CITCO will be final and binding on all.

The basis of allotment will be the aggregate of lowest quoted rates of Hotel Linen by the short-listed tenderers only.

7. The Corporation also reserves the right to withdraw any item mentioned in the tender form and no compensation is payable for the same.
8. The period of contract will be for a period of 2 years which will be further extended for another 1 year (Total contract period 3 years) on yearly basis, subject to satisfactory performance and fulfilment of the terms and conditions of the contract by the tenderer.
9. The successful tenderer including MSME registered agencies shall have to deposit performance security @ 3% i.e. Rs.60,000/- (Rupees Sixty Thousand only) of total tender value, in the shape of DD/ RGTS in favour of "CITCO" and payable at Chandigarh within 30 days from the date of allotment of contract.

10. The successful tenderer is required to install following mentioned laundry machines and the same should be in perfect working condition and of best quality of reputed brands: -

S.N	Name of the Machines for Each Hotel	Total installed Capacity
1.	Automatic High Spin washer extractor	90 kg
2.	Automatic High Spin washer extractor	30 kg
3.	Drying Tumbler	120 kg
4.	Drying Tumbler	30 kg
5.	Calendaring Machine Chest heated	3 Meter Length (Approx)
6.	Steam iron with table	3 No's
7.	Dry cleaning Machine	1 No. (minimum)
8.	Electric steam boiler	As per requirement.
9.	Hot hand laundry press	2 No's
10	Spotting machine	1 No.
11	Washer man trolley Fiber	6 No's
12	Tagging Machine	1 No.
13	Dosing Machine for Chemical	As per requirement.

Note: The above machines should/must be of brands viz Girbau, Milnor, Stefab, Electrolux, Ramson, Fabcare, IFB, LG or any other reputed brand.

11. The contract letter will be issued to the highest bidder for purchase, installation of laundry machines for Laundry Plant.

For the purpose, the tenderer will be given 60 days from the date of possession/ deemed possession, for installing laundry machines as per clause 10 above at its own cost and expense. Therefore, the possession of the space/ area will be taken by the tenderer within 10 days from the date of issue of allotment letter. On the expiry of 10th day, it will be presumed that the possession has been taken by the tenderer (deemed possession) without any intimation and further timelines/ period will be started.

The abovesaid period of 60 days may be further extended for another period of 30 days at the discretion of MD, CITCO, if there are genuine reasons for the same.

The Tenderer shall be fully responsible for running/installation of Laundry Plant/equipments. The tenderer has to fix the requisite machinery for Dry cleaning/Washing/Ironing of Hotel Linen, Staff Uniform and Guest Laundry & arrangement of requisite labour as well.

12. The Laundry machineries required to be installed by the tenderer (after the allotment of contract) may be get reviewed by the Housekeeper and G.M./DGM of the hotels within 3 days after complete installation and send report to HO.
13. For laundry the space will be given free of charge to the tenderer in the Hotel. The space will remain the property of CITCO for all intents and purposes during the contract period.

In addition to the space, the Corporation will also provide electricity connections upto the meter, rest electric fittings will be provided by the contractor. Separate electricity and water meters shall be installed by the tenderer to measure the consumption. The electricity and water charges bill shall be prepared on the prevailing rates by concerned departments i.e. Electricity/Public Health/Civil of Hotel and the tenderer will be liable to pay water and electricity charges as per actual usage and shall also be liable for paying additional charges, if any, in this respect if levied by authority from time to time. Cleaning/maintenance of laundry area will be done by the tenderer. Maintenance of Premises like paint polish and electrical illumination will be the responsibility of tenderer.

14. Penalty/ termination etc for poor/unsatisfactory laundry services: -
 - a) In case the poor/unsatisfactory laundry services or use of substandard chemical/detergent (not as per tender document), a penalty of Rs.1,000/- per day will be imposed on the bills of the contractor by the Head of the Unit.
 - b) In case, there is no improvement in providing satisfactory services as mentioned at (a) above beyond 15 days, then the laundry services shall be availed from outside at the risk and cost of the contractor. Similarly any loss/ damage to the linen during working process will be made good from the tenderer at its original book value of purchase.
 - c) Further in case of continued (more than 4 instances) unsatisfactory services or poor services or use of substandard chemical/detergent or non compliance of the terms and conditions of the contract, the contract will be cancelled and EMD will be forfeited and the tender/bidder will be blacklisted for further tendering in the Corporation for a period of 03 years.
15. The agency has to issue computerized invoices to Hotels. No handwritten invoices/ bills will be issued unless allowed by the Managing Director, CITCO in writing, if there are genuine reasons for the same.

The tax invoice shall be issued as per Section 31 of CGST Tax and shall contain particulars as prescribed under GST Invoice Rules, 2017. The amount

of GST shall be charged separately and clearly on the Invoice. Any discount provided by the prospective vendor should clearly be mentioned on the Invoice. The prospective vendor/supplier shall have to produce challans for the payment of GST in order to make CITCO eligible to avail the input credit.

Further, the Corporation will not entertain any request for increase of rates on account of natural calamity, strike or other reasons during the contract period. However, any request for increase/decrease in Govt. taxes/levies or any new tax imposed during the contract period by the Govt. will be considered, on merit and as per Law.

16. The respective Accounts Branches of Hotels/ Units will make bill wise payments to the agency. In case, the consolidated cheque/ NEFT was issued, then the details of consolidated payment for respective bills will be send to the agency. Any deduction of any kind, in the bill(s) will be conveyed to the tenderer/ agency by the Accounts head of respective Accounts Branches of Hotels/ Units without any fail.

The Manager Accounts of the concerned Hotel will issue the payment advise , in the following format, whenever any payment of bill is made (Wholly or in part) through email, so that the tenderer can reconcile their accounts and there is no conflict of any blocking of funds at a later stage.

Sr. No	Particulars	Remarks
1.	Bill No.	
2.	Unit	
3.	Total Bill Amount	
4.	Amount paid through RTGS/ Cheque No. (details)	Rs. _____
5.	Amount Hold Back	Rs. _____
6.	Reasons for holding the said amount	
7.	Any adjustments/in Bills or attendance	

Further, the Accounts Branch of the concerned Hotel is required to make proper file/ register regarding all payment advice since the allotment of Contract.

17. The senior most Housekeeper of the concerned hotel will make weekly surprise visits to laundry plant of the contractor to check regarding the working/performance of laundry services and submit inspection report, as per below format to the Head of the units with a copy to the Tenderer. The contractor/bidder will submit bills of laundry services along with the said weekly inspection report to Accounts Branch of the concerned Hotel for payments.

INSPECTION REPORT/PROFORMA/WEEKLY SURPRISE VISITS
LINEN ITEMS/GUEST LAUNDRY ITEMS

S.N	Name of the Linen Items	Whether the agency used approved chemicals		Whether all the machines are working		Any Guest Complaint		Remarks
		Yes	No	Yes	No	Yes	No	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

18. Sorting of linen items is to be done by the tenderer before removing the same from the Housekeeping Department so that dirty linen, stained linen and damaged linen are segregated appropriately at collection stage itself.
19. The Hotel Authorities is free to check the brightness of the linen any time in case it is felt necessary.
20. The tenderer shall be responsible for collection of linen/uniform and other clothes from the Hotel and return the same after dry-cleaning/washing/Ironing in the Hotel within 24 hours. Pickup and dropping time of Dirty and Fresh Linen will be Twice a day. The tenderer will clear all Linen balance on the last date of every month failing which amount at its original book value of purchase for balance linen will be recovered from the pending bills/earnest money of the tenderer.

As the Health Club is outsourced, if they intend to get their Linen washed/dry-cleaned from the Hotel Laundry Contractor, the permission will be taken by Health Club authorities from Head of the Hotel. The tenderer will directly take the payment from Health Club.

21. The persons deployed by the agency for the work shall be the employees of the agency for all intents and purposes. There shall be no relationship of employer and employee between the said persons and CITCO implicitly or explicitly. Further, the contract awarded shall be a commercial agreement and not one of creating any employment. The tenderer shall make payment of

their wages and all other dues, which the tenderer is liable to pay under the various labour Regulations and other statutory provisions. CITCO shall be absolved of any such liability at its own level. The tenderer shall provide full information of employees deployed and get their police verification. These employees will be issued Identity card and 2 set of uniform alongwith shoes by the tenderer at their own.

22. For Mechanized Washing/Ironing Dry Cleaning of Guest Laundry :-

- i) The guest laundry shall be collected by the Housekeeping departments of the Hotel and shall be handed over to the tenderer alongwith slips and the tenderer will return the same directly to the Housekeeping department after dry-cleaning/washing/ ironing.
- ii) The computerized billing of the mechanized dry-cleaning, washing and ironing of guest laundry shall be posted guest-wise by the Housekeeping Department.
- iii) The tenderer will furnish the 15 days statement of the bill as per clause 16 above and the payment shall be made on account of guest laundry by Accounts department of the Hotel as per rules.
- iv) The cost of the laundry slips, hangers, shirt cards, laundry bags and bill stationary etc. shall be borne by the tenderer. Guest laundry should strictly be according to the guest's instructions mentioned on the guest laundry form. The guest laundry bag should be eco friendly with Hotel logo. The tenderer will provide laundry bag and laundry slips for all rooms of the Hotel and guest requirements. Laundry bag should be of standard size with proper printing or as recommended by D.G.M/G.M.(which is to be got printed by the tenderer after getting the same approved from the Hotels).
- v) The tenderer will be responsible for any loss or damage to the garments or items of the guests and will indemnify the loss to the extent of 20 times of Hotel laundry charges of the damaged item in case of ironing items and 20 times the Hotel laundry charges in case of washing/dry-cleaning/Ironing items.
- vi) The tenderer or his representative/employee shall have no direct dealings or transactions with the guests of the hotel except in case of damage, loss, dispute of guest laundry.
- vii) In case the tenderer does not carry out washing/dry-cleaning/ ironing in time, the same shall be got done from the open market at the risk and cost of the tenderer. The amount paid in excess of the approved rates shall be recovered from the tenderer.

- viii) The tenderer shall take extra care for proper tagging, buttons breaking, stain marks, burn marks, proper washing, dry-cleaning & ironing of guest laundry.
 - ix) In case of VVIPs 2 set of clothes will be complimentary after the approval from concerned Hotel GM/DGM.
 - x) Any special rates for group arrival will be acceptable to tenderer after approval of competent authority.
23. Tenderer will be required to provide staff with proper uniform round the clock in Hotel for Guest laundry. They should also carry the mobile phone to attend the urgent/emergent calls from the Hotel. One intercom will be provided by the Hotel for Guest laundry. However, a 24 hour availability mobile number & name of representative to be given by tenderer. Guest laundry will be operated round the clock.
24. The tenderer shall inform the hotel immediately in case of breakdown of any plant and machinery. No machine will remain under breakdown for more than 24 hours.
25. The tenderer will use chemicals of Buzil Rossari/ Diversy/Ecolab, MSDS report/ License from Indian Authority for the purpose of Dry-cleaning/Washing of Hotel Linen including Guest Laundry. In case it becomes necessary to use any material other than the approved detergents, prior written permission shall be required to be obtained from the Managing Director, CITCO.
- The agency shall bring chemicals/detergents of approved quality in sealed packing which will only be opened in the Hotel Laundry in the presence of Security and Linen Room Incharge.
26. The staff of the tenderer deputed for Laundry will be provided staff meal as per rates approved by CITCO, from time to time for such category list of the laundry staff by name to be submitted to Security Department every month for internal verification. The payment for the meal charges will be deposited with the respective Hotel. No adjustment for meal charges will be made in the Laundry Bills.
27. The bills (15 days) for dry cleaning/washing/Ironing of Hotel Linen including Staff Uniform and Guest Laundry will be submitted by the tenderer to the Housekeeping Department of the Hotel on fortnightly basis which will be forwarded to Accounts Branch after verifying and the payment will be released within 15 days from the date of receipt of bills and receipt of linen in good condition.

28. As per the instructions of the Ministry of Finance, Govt. of India, New Delhi, Govt. Companies / PSUs have been directed to adopt e-payments as the preferred mode of payment w.e.f. 01.04.2013. For the purpose, tenderers are required to compulsorily furnish the following information to enable them receive payments in time:-

Sr. No.	Particulars	Information to be filled by Tenderer
1.	Name of the party (as appearing in their bank account).	
2.	Bank's Name	
3.	Bank's Address	
4.	Bank Account Number	
5.	IFSC Code of the Bank	
6.	Type of Bank Account	
7.	Enclose one cancelled cheque of the bank	
8.	Mobile No.of the tenderer on which SMS alerts for payment credited to their account is to be given	
9.	E-mail I.D. of the tenderer on which email notification for payment credited to their account is to be given	

On adoption of the above system, the payments will be remitted electronically under intimation to them by e-mail / SMS on submission of above said RTGS/NFET details, all the payment will be made through RTGS/NEFT to the contractor agency.

29. The aforementioned terms and conditions shall be binding and operative between the tenderer and the Corporation.
30. The contract can be terminated by either party after giving 6 (six) months notice. The contract may also be terminated on any of the following contingencies:-

On the expiry of the contract period

OR

In case the services rendered by the tenderer are not found satisfactory and not in conformity with the general norms and the standard prescribed for the services.

OR

For committing breach of any of the terms and conditions of the contract by the tenderer.

OR

On tenderer assigning the contract or any part thereof or any benefit or interest therein to any third party/person by subletting whole or part of the contract to third party/person.

31. The Managing Director of the Corporation may impose additional terms and conditions as may be required in the best interest of the Corporation.
32. In the event of any question, dispute or difference arising out of the agreement and the solution of which is not expressly provided in this agreement, the same shall be referred to Sole Arbitrator i.e., the Managing Director, CITCO or any other person appointed by him/her, accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any amendments thereof and the parties agreed to shall abide by the decision of the Arbitrator. Subject to the arbitration clause, the Courts at Chandigarh shall have the exclusive jurisdiction.

Managing Director

PROFORMA FOR EARNEST MONEY DEPOSIT DECLARATION

Whereas I/We _____ (Name of agency)
_____ have submitted bid for **Installation & operation of
Laundry Plant at Shivalikview** (Name of work/Tender) invited by **Chandigarh
Industrial & Tourism Development Corporation Limited (CITCO)**

I/We, hereby submit following declaration in lieu of submitting Earnest Money Deposit: -

- (1) If after the opening of tender, I/We withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents.

OR

- (2) If, after the award of work, I/we fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I/We shall be suspended for one year and shall not be eligible to bid for CITCO Tenders from date of issue of suspension order.

Signature of Tenderer

TECHNICAL BID

1. Submit Proforma for Earnest Money Deposit Declaration
2. Name, address, Email-id, Mobile No. of the bidder
3. Attach Experience certificate
[Refer clause 1 (a)]
4. Attach scanned copy of PAN Card, GST No.
[Refer clause 1 (b)]
5. Attach EPF and ESI No.
[Refer clause 1 (c)]
6. Attach MSME certificate
[Refer clause 1 (d)]
7. Attach Bank details
[Refer clause 28]
8. Any other information

PROCEDURE FOR E-TENDERING

1. The Bids shall be received electronically only through the website etenders.chd.nic.in.
2. Bid Document can be downloaded from the website of Chandigarh Administration <http://etenders.chd.nic.in/nicgep>.
3. The Bidders shall have to submit their Bids (Technical Bid & Financial Bid) online in Electronic Format with Digital Signatures. For participation in the e-tendering process, the Bidders need to register themselves on <http://etenders.chd.nic.in/nicgep>. On registration they will be provided with a user ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in/nicgep>. **Scanned copies of Earnest Money Deposit, Document and Eligibility Documents shall also be uploaded alongwith Technical Bid within prescribed time limit.**
5. EMD in original as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person by the specified date and time in Commercial Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. The Agency who fails to submit the EMD as mentioned above, in physical form on or before the prescribed date will be declared as ineligible and the Bid submitted by them shall be declared as invalid.
6. The Agency has to produce the original documents as and when asked for by Commercial Cell, CITCO. The failure of the Agency to furnish the said original documents will entail rejection of its tender summarily.
7. Instructions to Bidders regarding e-tendering process:
 - a) Tenders without digital signatures will not be accepted by the Electronic Tendering system. **No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.**
 - b) Bids will be opened online as per time schedule mentioned above.
 - c) Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - d) It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template.
 - e) **CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.**
 - f) The details of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected summarily.
8. For any technical issue related to Electronic Tendering Portal, Bidders may contract IT Cell, The Department of Information Technology (DIT), Additional Deluxe Building, 5th Floor, Sector-9, Chandigarh, or email at etender@chd.nic.in, Phone No.0172-2740641, 0172-2740003.