

INDIAN INSTITUTE OF MANAGEMENT SHILLONG
Umsawli, Shillong-793018

Website: www.iimshillong.ac.in

TENDER No: V1-1601/10/2022-SPO/25-26/04

Dated: 10 June 2025



Notice Inviting e-Tender
for Installation of Self Laundry Service

Address To:

Chief Administrative Officer
Indian Institute of Management Shillong
Umsawli
Shillong – 793018

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DETAILED NOTICE INVITING e-TENDER

TENDER is invited on behalf of Director, IIM Shillong from eligible, experienced agencies/ vendor for Installation of Self Laundry Service at IIM Shillong

TENDER No	V1-1601/10/2022-SPO/25-26/04
Name and Location of Work	Installation of Self Laundry Service
Date of Issue/e-Publishing at CPPP website https://eprocure.gov.in/eprocure/app	10 June 2025 at 17: 00 hrs
Document Download Start Date and time at CPPP website https://eprocure.gov.in/eprocure/app	10 June 2025 at 17: 00 hrs
Document Download End Date and Time at CPPP website https://eprocure.gov.in/eprocure/app	20 June 2025 at 15: 00 hrs
Queries should reach by	Latest by 16 June 2025 till 15:00 Hrs. TENDER queries received later than the date and time as mentioned above shall not be entertained. Pre-Bid queries should only be emailed to spo@iimshillong.ac.in
Pre-Bid Meeting	NA
Last Date and Time for receipts of TENDER online at CPPP website https://eprocure.gov.in/eprocure/app	20 June 2025 at 15: 00 hrs
Date and Time for opening of TENDER at CPPP website https://eprocure.gov.in/eprocure/app	21 June 2025 at 15: 00 hrs
Qualifying process	<ol style="list-style-type: none">1. The bidder must satisfy all the eligibility criteria2. The bidder must demonstrate capability to deliver as per the expectation of the Institute (to be demonstrated through a presentation)
Address for correspondence	Store and Purchase Office, IIM Shillong, Umsawli, East Khasi Hills, Shillong-793018, Meghalaya Office Contact No : 0364-2308012/2308070 Email: spo@iimshillong.ac.in

Sd/-
Chief Administrative Officer
IIM Shillong

1.0 INSTRUCTIONS FOR ONLINE BID SUBMISSION :

- 1.1 Bidders would be required to register on the Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app> using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.
- 1.2 Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
- 1.3 Bidders can download the bid document from Central Public Procurement Portal website at <https://eprocure.gov.in/eprocure/app> and required to submit the bid online by scanning and uploading all the relevant documents through the online Portal only.
- 1.4 TENDER information is also available in the Institute's website at <https://www.iimshillong.ac.in/TENDER-notices/>. Any further detail regarding Amendment
- 1.5 /Addendum /Extension/ Corrigendum (if any) will be upload online only at both the given websites.
- 1.6 The bid submitted shall become invalid if- The bidder doesn't upload all the relevant testimonials as mentioned in this TENDER document.
- 1.7 The Bidders will be required to produce the original copies of the eligibility criteria documents along with other documents mentioned in the TENDER whenever needed at the various stages of TENDER {if required}. Any discrepancy is noticed in the uploaded documents with reference to the original documents, the bid will be treated as invalid.

Sd/-
Chief Administrative Officer
IIM Shillong

2.0 GENERAL TERMS & CONDITIONS:

2.1 INSTRUCTIONS TO BIDDERS

- 1) Tender document: One set of Tender documents are uploaded in the CPPP portal. Bidder shall download the Tender documents and are advised to read the instructions carefully to ensure that his response complies fully before participating in the CPPP portal along with their offer letter.

3.0 Tender submission:

- 3.0.1 Bidders must upload their documents by the time and date mentioned in the Notice Inviting Tender in the CPP Portal (www.eprocure.gov.in), within stipulated time. Bidder may go through the given special instruction before participation in e-Tender.
- 3.0.2 Bidder may request clarification at any time up to the mentioned last date of seeking Clarification. Such clarification requests shall be addressed to the Store & Purchase Officer, IIM Shillong (Email: spo@iimshillong.ac.in)

3.1 Tender requirement

- 3.3.1 The technical bids will be opened online by a committee duly constituted for the purpose at the time and date as specified in the Tender document. All required documents against Notice Inviting Tender documents need to be uploaded at CPP Portal by the bidders and verified by the Digital Signature Certificate (DSC). The same will be downloaded for technical evaluation and the result of technical bid evaluation will be displayed on <https://eprocure.gov.in/eprocure/app> in which can be seen by all bidders who participated in the Tender.
- 3.3.2 It is important that bidder clearly demonstrates his ability, giving the Institute a high level of confidence that the bidder will be able to perform the works/ supply/ service within the schedule and meeting the other requirements listed in the Tender document. Failure to do so may result in disqualification of the Tender.

3.4 BACKGROUND:

IIM Shillong was established as the seventh Indian Institute of Management of the country during 2007 by Government of India. It is involved in the following activities:

- 3.4.1 Running degree programs – Post Graduate Program (PGP) in Management, Post Graduate Program for Executives (PGPEX), Post Graduate Program for Working Executives (PGPWE)
- 3.4.2 Running doctoral programs – Doctoral Program in Management, and Doctoral Program in Management for Working Professionals
- 3.4.3 Running other short-term programs, Management development programs, Certificate programs, etc.
- 3.4.4 Helping entrepreneurs to develop through its IIMS Foundation for Incubation and Enterprises
- 3.4.5 Helping the local community to enhance their employability through the Centre for Development of North Eastern Region (CeDNER)

- 3.4.6 Helping the governments in the region with cross functional research and data for policy development through the Dr. APJ Abdul Kalam Centre for Policy Research and Analysis

4. Other Terms and Conditions:

1. The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with a full signature.
2. In case of any discrepancy between the rates in figures and then in words, the rate in words will be accepted as correct.
3. Proposal submitted after the last submission date will not be accepted and his proposal will be treated as non-responsive.
4. Intending bidder shall submit only one Tender. A bidder, who submits more than one Tender, shall be disqualified, and considered non-responsive.
5. The bidder has to put a seal and sign in full at all pages of the Tender notice failing which the bidder will be disqualified.
6. The bidder failing to provide the service as per Tender or involved in any illegal practice will be debarred from IIM Shillong Procurement.
7. The rate quoted should be valid for one year from the award of the contract. The rate/price should remain fixed during the entire period of the contract, i.e., one year and should not be subject to variation on any account.
8. The rate may be revised on mutual consent between students and the vendor during the extended period.
9. No claim for compensation or loss due to fluctuations in the market rate of any item or any other reasons/causes will be entertained.
10. The Firm/Agency/Company/Contract/bidder shall be responsible of all statutory compliance with the respect to the laundry services governed under Govt. of India and Govt. of Meghalaya.
11. The bidder is advised to discuss all the payment and refund rules in detail with the students' committee and should be displayed on the notice board of the hostels.
12. Bidders should have their own accountant/manager to collect fees from the students. It's the responsibility of the bidder to maintain proper records of the payments made by each student user. IIM Shillong will bear no responsibility towards payment related issues with the students.
13. Bidder must be ready to provide laundry services even if less number of students/ users are available, at the same rate, terms and condition in case of any holiday/vacation/any lockdown/emergency situation etc.
14. The rates should preferably be NET, inclusive of all taxes and duties, packing, forwarding, freight, Insurance, training cum demo charges (if any), and all other incidental charges mentioned separately.
15. The service provider should ensure that his company is registered, or he is the authorised dealer. The service provider must ensure providing all the supporting documents with respect to PAN Card, GST certificate and experience certificate with similar nature of services in premium institute like IIM's NIT's, IIT's, Central University, etc. Further the service provider must attach all the authorised certificates of the company or authorised person on his behalf.
16. The successful bidder must comply with all the terms and conditions mentioned in the Tender document.
17. The installation of the equipment and training cum demo should be provided (if required).
18. Any liability including GST will be of the supplier/bidder of the laundry services. Also, any obligations regarding Indian Acts will be the responsibility of the supplier/bidder only.

19. Bidders may visit sites IIM Shillong's hostels at Nongthymmai and Umsawli for the installation of washing machines prior to the bid submission.
20. The Director, IIM Shillong reserves the right to withdraw/cancel the Tender/Tender process at any stage of the procurement without assigning any reason thereof.
21. The parties agree that in case of any dispute arising between the Parties in respect of this agreement, which cannot be settled mutually, the matter shall be referred to sole arbitrator appointed by the IIM Shillong and jurisdiction will be Shillong court.
22. The bidder has to provide professional 10kg washers to the institute for the laundry purpose to IIM Shillong students at no cost to the IIM Shillong. The machines to be operated through mobile based app applications.
23. The bidder must have app based application both android and ios for smooth operation of the machine by the IIM Shillong students.
24. The selected bidder will provide the service, maintenance and installation of the machines in hostel at no costs to the institute.
25. The institute will provide the space, water, electricity on payment basis & drainage facility in the hostel premises at no cost to the selected bidder.
26. The selected bidder will provide the adequate training to students & staff to ensure the smooth operations of Laundry application app and machines.
27. The institute will facilitate and give access to service engineer with prior permission to maintain and service the machines

5. Scope of Work and Deliverables:

1. Self-Laundry Service for providing approx. 11 washing machine facility for washing clothes to the students of IIM Shillong on chargeable basis directly from students in both Umsawli and Nongthymmai Campus.
2. Internet of things (IoT) based Commercial Washing Machines should be installed by the service provider at free of cost to IIM Shillong.
3. Agency must provide the laundry service through mob based application through which students will pay, operator and use the washing machines for laundry purpose.
4. All machines to be provided free of cost without any purchase cost to the Institute.
5. The machines should be installed on proportionate basis as per the student's strength approx. 1 machine per 100 students which may be increased or decrease later after mutual review & agreement.
6. The service provider should ensure the timely maintenance to be done on regular basis by company own appointed service team at their own cost.
7. Service provider should provide smart washing operation and advanced washing service through its mobile application on both IOS and Android.
8. All Washing Machines will be Front load and with a minimum capacity of 10 KG.
9. The company should give the presentation for the effective implementation of the washing machine services and the Standard operating procedure for making it effective.
10. The service provider should also ensure that the complaints should be address within 24 hours.

11. Service provider should provide dedicated call centre number to raise complaint by the students in case of any issue.
12. Service provider should provide the service, maintenance, and Installation of the washing machines at no cost to IIM Shillong.
13. The agency will have to pay the License fee for the proposed space along with electricity and water charges that will be charged as per actual.

6. Period of assignment:

- The period of the empanelment will be initially for a period of three years, renewable annually based on satisfactory performance of the concerned agency.

7. ELIGIBILITY EVALUATION CRITERIA:

- The bidder should be registered as a Company as per the Companies act. Appropriate documents/certificates issued from appropriate authorities should be enclosed to support this and if it is a partnership bidder, a certified copy of the Partnership Deed.
- The Agency should have PAN Number and GST Registration. (Proof to be attached)
- The bidder should have at least 5 years relevant experience in the industry.
- Work experience certificates regarding providing such laundry services to premium Institute like IIM's, NIT's, IIT's, Universities etc need to be submitted. (Experience of Minimum two such institutes of National importance is mandatory)
- The bidder must attach all the authorised certificates of the company or authorised person on his behalf.
- Technical brochures of equipment's to be installed is to be submitted with the TENDER.

Name, Signature and Seal of Authorized Signatory of Agency

8. PRICE BID FORMAT INVITING TENDER FOR PROVIDING SELF LAUNDRY SERVICES AT IIM SHILLONG

Sr. No	Wash mode	Duration (per wash cycle)	Rates in figures (Including GST) Rs.	Rate quoted in words
1	Normal Wash	28 Min		
2	Quick Wash	22 Min		
3	Super Wash	36 Min		

Note: Financial evaluation will be taken based on Amount quoted, quoting incomplete data (Price) in the above column, TENDER of such Agency will be automatically rejected

**PROFORMA FOR SUBMISSION OF OFFER LETTER OF TENDER DOCUMENT,
DECLARATION AND BIDDER DETAILS**

(THIS “OFFER LETTER” TO BE SUBMITTED IN BIDDER’S LETTER HEAD)

Ref no.

Date:

To

The Chief Administrative Officer

IIM SHILLONG

Umsawli, Shillong – 793 018.

Sub:

“

” *against TENDER No:* ____ **Dated** ____/____/____

1. I/ We had read entire TENDER and unconditionally accept all the terms and conditions laid down in the TENDER document.
2. I/We enclose herewith documentary evidence of my/our experience of execution of work/ supply/ service of similar nature and magnitude carried out by me/us as per the eligibility criteria along with the other documents mentioned in the Tender document.
3. I/ We confirm and declare that we are not blacklisted/ debarred/ de-registered by any Institute/Government department/ Public Sector Undertaking/ Autonomous bodies or any other agency for which we have executed/ undertaken the works/ supply /services during the last 5 years.
4. It is certified that all the information given hereby as well as in the enclosed eligibility bid documents are correct to the best of my knowledge and believe. It is also understood that I/We shall be liable to be debarred, disqualified in case any information furnished by me/us found to be incorrect.

Date.....day of.....2024

Name of the Bidder with Address:

Name:

Address:

Signature of Bidder(s), with the seal of Firm

ANNEXURE-II**INDEX COMPLIANCE SHEET**

(To be submitted on the letterhead of the Agency/ Bidder)

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1	Details of the Agency As per Annexure – III				
2	Copy of Permanent Account Number (PAN) in the name of the bidder, if not proprietorship bidder.				
3	Copy of GST Registration Certificate.				
4	Proof of Experience: PO/ WO/ Agreement/ Experience Certificate/ Performance certificate from the clients.				
5	Duly signed and stamped of the entire TENDER document along with its addendum/corrigendum, if any				
6	All other documents, as required to claim eligibility				

Place:

Date:

(Signature with stamp of the Agency)

ANNEXURE-III**Details of the Company**

(To be submitted on the letterhead of the Agency/ Bidder)

Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist

1	Name of the Agency (In Block Letters)	
2	Registered Office Address (With telephone no. & email address)	
3	Status of the organization : Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	
4	Year of incorporation /constitution of agency	
5	PAN No.	
6	GST No.	
7	Authorized Signatory Details	Name: Designation: Mobile No: Email:
8	Details of Contact Person Other than Authorized Signatory:	Name: Designation: Mobile No: Email:
9	Total No. of Year of Similar Experience	
	Details of work experience in support of Experience related eligibility criteria.	
10	Annual Business turnover for last three financial years, duly certified by the Chartered Accountant	FY 2021-22: Rs FY 2022-23: Rs FY 2023-24: Rs
12	Total number of employees	
14	Any other information	

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Shillong, if it deems fit.

Note:

- 1) Please enclose all supporting documents.
- 2) If documents are not included in the application, the bid will be automatically rejected.

Signature of authorized signatoryName: