PUNJAB STATE AGRICULTURAL MARKETING BOARD

TENDER DOCUMENT

FOR

LAUNDRY, IRONING AND DRY-CLEANING SERVICES

FOR

KISAN BHAWAN, SECTOR 35, CHANDIGARH

PUNJAB STATE AGRICULTURAL MARKETING BOARD

Punjab Mandi Bhawan, Sector 65 A,

Sahibzada Ajit Singh Nagar, Punjab 160062.

PUNJAB STATE AGRICULTURAL MARKETING BOARD

TENDER NOTICE FOR LAUNDRY, IRONING AND DRY-CLEANING SERVICES

Punjab Mandi Board invites sealed tender from reputed, experienced and financially sound Launderers & Dry Cleaners for Laundry, Ironing and Dry-Cleaning Services for Linen, Blankets, Curtains, Sofa Set, Office Chairs, Carpet, Quilt Covers, Pillow Covers, Towels, Door Mats etc. at Kisan Bhawan, Sector 35 Chandigarh, for a period of 2 years from the date of award of contract.

1.	Name of Work	Laundry / Ironing / Dry Cleaning Services for Linen, Blankets, Curtains, Sofa set, Office Chairs,Carpet, Quilt Covers, Pillow Covers, Towels, Door Mats etc. for Kisan Bhawan, Sector 35 Chandigarh,
2.	Earnest Money Deposit	*Rs.50,000/-(Rupees Twenty Five Thousand only) by crossed Bank Draft / Banker's Cheque drawn in favour of* MDF (Marketing Development Fund) .
3.	Date of issue of tender	*Tender will be available from 06.10.2023*
4.	Last date and time of receipt of Tenders	*23.10.2023 upto 10.00 A.M.*
5	Date of Pre-Bid Meeting	*10.10.2023 at 11.30 AM at* Punjab State Agricultural Marketing Board, Committee Room No:117,Punjab Mandi Bhawan, Sector 65 A, Sahibzada Ajit Singh Nagar, Punjab 160062 *@ 12:30PM*
6.	Address at which the Tenders are to be submitted in physical form duly signed and stamp at each page.	*In hard copy at Punjab State Agricultural Marketing Board, Punjab Mandi Bhawan, Sector 65 A, Sahibzada Ajit Singh Nagar, Punjab 160062.*
7.	Date and time of opening of Technical Bid	*23.10.2023 at 12.30 P.M.*
8.	Date and time of opening of Financial Bid	*26.10.2023 at 2.30 PM Or as intimated*
9.	Place of opening Tenders	*Punjab State Agricultural Marketing Board,* Committee Room No: 117, *Punjab Mandi Bhawan, Sector 65 A, Phase 11, Sahibzada Ajit Singh Nagar, Punjab 160062.*
10.	Penalty	*As per Tender Clause*
11.	Validity of Offer	*90 days from the date of opening the Tenders.*
12.	Commencement of work	*Within 30 days on the issuance of work order*
13	Corrigendum(if any)	*Will be published on mandiboard.nic.in*
14.	Availability of Tender Document	*Tender documents to be downloaded from mandiboard.nic.in*
15.	For Tender related queries	*Contact Person Chief Operating Officer* *E-mail :chiefop.@punjab.gov.in* *Mobile No: 96460-16163*

1. The tenders shall be submitted in physical format with specified documents separately sealed in two envelope of appropriate size endorsed on the outside face as under:

(a)Technical Bid

"Laundry, Ironing and Dry-Cleaning Services at Kisan Bhawan, Sector 35, Chandigarh"

(b)Financial Bid

"Laundry, Ironing and Dry-Cleaning Services at Kisan Bhawan, Sector 35, Chandigarh"

2. The envelope containing the tender documents as per instructions mentioned above shall be deposited in the tender box available at office of Superintendent, (State) Punjab State Agricultural Marketing Board, Punjab Mandi Bhawan, Sector 65 A, Sahibzada Ajit Singh Nagar, Punjab 160062
3. In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time.
4. For complete details and formats of Bid documents please log on to website *mandiboard.nic.in*.
5. Punjab State Agricultural Marketing Board reserves the right to reject any/all proposals without assigning any reason whatsoever

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Secretary

Punjab State Agricultural Marketing Board

INSTRUCTIONS

1. Punjab State Agricultural Marketing Board requires the services of reputed, well established and financially sound Launderers and Dry-Cleaning Company / Firm/ Agency (hereinafter referred to as Agency) to provide laundry, Ironing and dry-cleaning services for linen, Towels, Blankets, Sofa Set, Officer Chair, Carpet, Quilt covers, Curtains, Door mats etc for Kisan Bhawan, Sector 35 Chandigarh
   Location from where laundry, Ironing and dry-cleaning items are to be collected: Kisan Bhawan, Sector 35 Chandigarh.
2. The item wise details of work is given at **Annexure E.** The requirement is only indicative and can change.
3. The tenders should have sufficient pool of men and machine to cater to the needs.
4. The contract will be initially for a period of two years and shall commence from the date of signing of the agreement which may be renewed further for a period of 1+1 year with mutual consent, if performance found to be satisfactory.
5. Punjab Mandi Board, however, reserves the right to terminate/curtail the contract at any time after giving 15 days' notice to the selected Agency without assigning any reason.
6. The tender shall be submitted in physical format with specified documents separately sealed in two envelope of appropriate size endorsed on the outside face as under:

   (a) Technical Bid

   "Laundry, Ironing and Dry-Cleaning Services for Kisan Bhawan, Sector 35 Chandigarh,"

   (b) Financial Bid

   "Laundry, Ironing and Dry-Cleaning Services for Kisan Bhawan, Sector 35 Chandigarh,"
   The envelope containing the tender documents as per instructions mentioned shall be deposited in the tender box available at office of Superintendent (State) Punjab State Agricultural Marketing Board, Punjab Mandi Bhawan, Sector 65 A, Sahibzada Ajit Singh Nagar, Punjab 160062
7. Punjab Mandi Board will not be responsible for any postal delay/loss/non-receipt thereof. No consideration will be given to a Tenders received after the time/date specified above and such Tenders are deemed to be rejected.
8. Tenders submitted by a firm shall be signed separately by proprietor, each partner thereof and in the absence of any partner, shall be signed by the Power of Attorney holder. Tender by a company shall be executed by person(s) duly authorized under the resolution of the Board of Directors of the Company.
9. The Technical bid will be opened on **23.10.2023 at 12.30 P.M** at the Committee Room No. 117, Punjab State Agricultural Marketing Board, Punjab Mandi Bhawan, Sector 65 A, Sahibzada Ajit Singh Nagar, Punjab 160062, in the presence of bidders or the bidders duly authorized representatives. The authorized representatives should bring necessary authority letters under an official letterhead of the bidders conferring full and comprehensive authority to deal with all matters relating to the tenders.

10. The Contractors should quote in figure the rate/amount tendered by them. The amount for each item should be worked out and the requisite totals given. The rates quoted shall be all inclusive rates for the item of work described, including materials, labour, machinery, carriage & transport, supervision, overheads & profits, mobilizing, all taxes, and other charges whatsoever including any anticipated or un-anticipated difficulties etc. complete for proper execution of the work/services as per specifications and no claim whatsoever for any extra payment shall be maintainable. However, any changes in the taxing structure shall be payable extra.
11. Canvassing in connection with Tenders is strictly prohibited and the Tenders submitted by the Contractors who resort to canvassing will be liable for rejection.
12. All corrections such as cuttings, interpolations, omissions and over-writings shall be signed by the Tenderer.
13. GST, works contract tax, or any other tax, any royalties, duties, levies, cess, entry tax, Octroi, profession tax, turnover tax, or of like on material or finished work in respect of this contract shall be payable by the Tenderer and Punjab Mandi Board will not entertain any claim whatsoever in respect of the same, and nothing extra shall be paid/reimbursed for the same subsequently. However, any changes in the taxing structure shall be payable extra.

14. The bidder has to sign each and every page of this tender document.
15. The L-1 bidder has to sign a formal agreement on stamp paper within 30 days of award of work.
16. The bidders are advised to inspect and examine the location where the material is to be collected for laundry, dry-cleaning and ironing purposes, its surroundings and satisfy themselves before submitting their Tenders as to the nature of the work and other aspects pertaining to the work, the form and nature of the site, the means of access to the site and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their Tender.
17. The bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The Tenderer shall be responsible for arranging and maintaining at his own cost all materials, tools and plants, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the Contract documents.
18. Submission of a Tender by a Tendered implies that he has read this notice and all other Contract documents and has made himself aware of the scope and specifications of the work to be done & local conditions and other factors having a bearing on the execution, of the work.
19. All entries in the tender shall either be typed or be written in ink. Erasure and over writings are not permitted and may render such tenders liable to summary rejection. All cancellations and insertions shall be duly attested by the tenderer.
20. The offer shall be kept open for acceptance for a period of THREE MONTHS from the date of opening of tenders. In case Punjab State Agricultural Marketing Board

calls for negotiations, such negotiations shall not amount to cancellation or withdrawal of the original offer which shall be binding on the bidders.

21. Upon acceptance of tender, the successful bidder must deposit the BG/ security of amount of Rs. 1,00,000/- for the period of the contract.
22. Failure to deposit the Security Deposit within the stipulated time, may lead to cancellation of the award of work.
23. Punjab State Agricultural Marketing Board reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of contract. Punjab State Agricultural Marketing Board reserves the right to set off the Security Deposit, against any claims of any other contracts with Punjab State Agricultural Marketing Board
24. No interest shall be payable BG or on any moneys due to the contractor.
25. The acceptance of Tender will rest with Punjab State Agricultural Marketing Board which does not bind itself to accept the lowest tender or any tender and reserves to itself full rights to reject any or all of the tenders without assigning any reasons whatsoever.
26. Conditional tenders, tenders containing absurd or unworkable rates and amounts, tenders which are incomplete or otherwise considered defective and tenders not in accordance with the tender conditions, specifications etc., are liable to be rejected.
27. If the bidder deliberately gives wrong information in his tender, Punjab State Agricultural Marketing Board reserves the right to reject such tender at any stage or to cancel the contract, if awarded and forfeit the Earnest Money/Security Deposit/ any other moneys due
28. The successful bidder should not sub-contract the part or complete work detailed in the tender. The tenderer is solely responsible to Punjab State Agricultural Marketing Board for the work awarded to him
29. NO DEVIATIONS to the tender conditions/specifications will be accepted.
30. The bidders must have 24X7 complaint attending service setup. In case of any call, the same must be attended within two hours.
31. The registered office, operational shop and workshop of the Agency must be located in Chandigarh or nearby district SAS Nagar (Punjab)

32. The Agency should have an experience of at least last 3 years (calculated before the date of the issue of tender) for carrying out laundry / dry cleaning services owned or provided to reputed private companies/Public Sector Companies/Banks /Central and State Government Departments shall be preferred. In such cases, proof of Governments/ PSUs/Bank/reputed private firms during previous years, attested copies of the supply order must be enclosed.

33. The Agency should have its own Bank Account.
34. The Agency must have on roll its own staff and machinery for carry out the laundry works, details of the same should be included in the Bid as per format in **Annex D/C**
35. Punjab State Agricultural Marketing Board may depute its officials to visit the site of launderer/dry cleaner shop and workshop to verify the availability of machinery and staff.
36. The selected / contracted agency shall be required to collect the linen from Kisan Bhawan as per the Annex B or as required by Punjab State Agricultural Marketing Board and transport it to the agency's premises for wash / dry / iron or dry clean as the case may be. The material so collected shall be returned within such time as prescribed in time frame fixed in the bid according to the time frame. Timings for collecting material from Kisan Bhawan and delivery at the same, between 11:30 am to 12:30 pm, duly completed in all manner as stated in the bid
37. The selected / contracted agency shall be liable to prepare the list of items taken for laundry / dry cleaning and recorded in the register on routine basis, to be kept at the Kisan Bhawan. The selected vendor shall prepare and submit a monthly bill to Punjab State Agricultural Marketing Board which shall be based on consolidatedlist of items taken on daily basis. (Copy of the record register to be placed along with the bill)
38. The agency should use only the electro-mechanical washing and drying facility. **Washing by hand and drying on the grounds/lawns shall not be acceptable(drying only by machine dryers is acceptable).**
39. The agency shall use only high-quality washing detergents, reagent, disinfectants, softener, whitening agents for maintaining softness and durability of linens being washed / dry cleaned. The agency shall use only mild scent for the clothes/ fabrics. Woolen / quilt and silk items shall only be dry cleaned.
40. Unfavorable weather shall not be ground for any relaxation of the time frame of delivery.
41. If any item is delivered damaged / deteriorated / torn / lost after being washed/ dried/ treated/ ironed / dry cleaned by the agency then the material shall be rejected by the competent authority of Punjab State Agricultural Marketing Board. In such cases the agency shall be liable either to replace the same with fresh ones of same brand /quality or pay for the price of such items at relevant market price. The decision of Competent Authority of Punjab State Agricultural Marketing Board in this regard shall be final and binding on the agency
42. The agency shall be required to sign and duly authenticate all the pages in tender documents and other documents being submitted along with tender.
43. For all purposes of the contract including arbitration there under, the address of the contractor mentioned in the Tender shall be final unless the contractor notifies a change of address by a separate letter sent by registered post which is duly acknowledged by an authority in Punjab State Agricultural Marketing Board. The contractor shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
44. In case of breach of any of terms and conditions mentioned above, the Competent

Authority of Punjab State Agricultural Marketing Board will have the right to cancel/terminate/curtail the Contract without notice or assigning any reason thereof, and nothing will be payable by this Authority in that event and the Security Deposit shall be forfeited.

45. The Bidding process involves Two (2) stages. Bidder have to submit in physical format duty signed all documents in two envelopes – (a) Technical bid (b) Financial bid. According to technical bid evaluation only the short listed bidders' financial bid will be open.

(a) Technical Bid:-

(i) Bidder should submit a certificate for unconditional acceptance of terms & conditions, specifications of the tender as per **Annexure-A**

(ii) Bidder should submit details of contracts/Own Shop for last three financial years as per **Annexure-B**

(iii) Bidder should submit details of Washing Machines and Dryer (mandatory) as per **Annexure-C**

(iv) Bidder should submit details of staff as per **Annexure-D**

(b) Financial Bid:-

(i) Bidder should submit price bid of quantities as per shown in **Annexure – E**

46. In case of failure of the contract to perform the contract satisfactorily, the same will be cancelled and fresh contract will be floated at the risk and cost of the default agency in addition to forfeiture of Security Deposit.

47. For delayed supply of items taken for laundry / dry cleaning / ironing the agency shall be liable to pay penalty at the rate of 1.5 % of contract subject to a maximum 5%. For delay to deliver the items taken for laundry / dry cleaning beyond 5 days the item will be treated as lost and the agency shall be liable to replace the item with a new item to the satisfaction of the incharge of Kisan Bhawan.

48. The contracted Agency will be provided with space for ironing of clothes at Kisan Bhawan and shall make available one person to be available for the same.

49. The use of electricity at Kisan Bhawan would be charged to Contracting Agency as per the meter reading at prevailing rates.

50. In case cloths washed/dry cleaned/ironed by the contracted Agency found to be not properly cleaned/ironed then the Contracting Agency shall be required to again clean/iron the items without any additional charges.

51. Loss/damage of any linen items will be recovered from Contracting Agency as per the following rates
    (a) Furnishing, New/White/Colored line uniform etc: Full Value
    (b) Line/Uniforms those are 3 to 6 months old: 75% value
    (c) Line/Uniforms those are more than 6 months old: 50% value

52. All Table/Room linen, Frills etc will be properly washed, dried, ironed and starched every day. Contracting Agency will extend ironing services for the dining room linens to remove creases, spots and folds as and when required.

53. In case of any dispute arising out of this contract, the decision of the Secretary Punjab

Mandi Board shall be final and binding on Contracting Agency as well and the decision shall not be questioned.

54. No request for increase in rates for washing and Dry Cleaning will be entertained during the initial contract period.
55. Ironing whether done with steam presses, calendar machines or heavy hot-headed presses should be such as not to damage the laundry.
56. Laundry should not be washed in hard water, or harsh detergent alkalis, bleaches, stabilizers, bluing agents so as to damage the clothing materials, only approved methods of washing should be carried out. In case of doubt a trial or test should be approved by the Chief Operating Officer.
57. Spot, stain, soil removal is a necessary requirement of good laundry services, and the launderers should take steps to see that the washing or dry-cleaning is "spotless".
58. Launderers will maintain their own transport arrangement to carry the laundry which will be parked in the proper areas.

Annexure– A

(On Vendor Official Letter Head and countersigned by a Chartered Accountant)

To,
Secretary
Punjab State Agricultural Marketing Board,
Punjab Mandi Bhawan,
Sector 65 A,
Sahibzada Ajit Singh Nagar,
Punjab 160062

Date:

CERTIFICATE FOR UNCONDITIONAL ACCEPTANCE OF TERMS & CONDITIONS, SPECIFICATIONS OF THE TENDER

1. I / We refer to the tender notice issued by Punjab Mandi Board for **Laundry, Ironing and Dry Cleaning Services** at Kisan Bhawan, Sector 35 Chandigarh.
2. I / We hereby offer to perform, provide, execute, complete and maintain the works in conformity with the complete tender document, drawings, designs, conditions of contracts, specifications, schedule of quantities relating to the works at the respective rates quoted in the schedule of quantities(**Annex E**).
3. I / We have satisfied myself / ourselves as to the site conditions, examined the site and all aspects of the tender conditions, subject to above, I / We do hereby agree, should this tender be accepted,to:
   (a) Abide by and fulfill all the terms and provisions of the said conditions
   (b) Complete the works as mentioned in the tender document as per the satisfaction of the Punjab Mandi Board.
4. I / We have deposited an **earnest money of Rs. 50,000/- (Rupees Twenty-Five Thousand only) in** the form of Demand Draft / Banker's Cheque payable at SAS Nagar, which, I / We note, will not bear any interest and is liable for forfeiture as per the clauses mentioned in the tender document.
5. I / We understand that you are not bound to accept the lowest/conditional or any tender you receive.
6. I / We have not been black Listed by any Govt/ PSU.
7. It is certified that the information provided is correct and nothing has been concealed.

SN	Criteria	To be filled by the Tenderer
1	Name of Agency	
2	Nature of the concern :(i.e. Sole Proprietor or Partnership firm Company or a Government Department or a Public Sector Organization)	
3	Full address of Reg. Office:	

	Telephone No. : Fax No : e-Mail Address :	
4	Full address of operating office: Telephone No. : Fax No : e-Mail Address : Name and contact number key person :	
5	Full address of workshop: Telephone No.: Fax No: e-Mail Address: Name and contact number key person:	
6	Banker of Agency with full address	
7	Registration number of the Agency/firm	
8	PAN No.	
10	GST Number	
11	IT Return of the Agency for the last Three years	
12	Number of Laundry machines and staff available with the Agency. (Attach list of machines and years in services in **Annexure-C**	
13	Number of staff available with the Agency (Attached **Annexure -D**	
14	Details of contracts handled in previous three years. (Attached **Annexure-B**	
15	Certificate of satisfactory performance from the organization to whom the service was provided(Attach copies) or **if only shop operated privately- pl provide** experience from 5 satisfied prominent customers with their details	

16	Specify the quality/Make that will be used:	
	(a) washing detergents	
	(b) reagent	
	(c) disinfectants	
	(d) softner	
	(e) whitening agent	
	(f) scent for the clothes/ fabrics	
	(g) any other	

Signature:

Name:

Address:

ANNEXURE - B

Details of contracts/Own Shop for last three financial years

Details of owned services or provide contracts with Central Government/State Governments/PSUs/ Reputed Private Firms/Own shop handled by the tendering Agency for providing hiring of laundry services during the last three years in the following format (attested copies of the last three years work award may be enclosed):

SN	Details of Client or if only shop operated privately- pl provide shop and workshop details	Amount of Contract (In Rs. per year) / if only shop operated privately - pl provide Turnover	Duration of Contract	
			From	To
	Name: Address Contact Person • Name • Mobile No • Email			

Signature:

Name:

Address:

ANNEXURE – C

(Details of Washing Machine and Dryer is mandatory)

SN	Details of Machine (Number of, Make, Capacity etc)	To be used for

Signature:

Name:

Address:

ANNEXURE – D

(Details of Staff)

SN	Name of Staff	Allocated work

Signature:

Name:

Address:

Financial Bid

ANNEXURE - E

PRICE BID- BILL OF QUANTITIES

SN	Item Description	Work to be done	Frequency of work*	Quantities/ Month (Nos)	Price (Rs. per unit)	Total price
1	Bed Sheet Single	Wash, Dry, Iron	Thrice in a week	960		
2	Bed Sheet Double	Wash, Dry, Iron	Daily	780		
3	Pillow Cover	Wash, Dry, Iron	Thrice in a week	2500		
4	Bath Towel	Wash, Dry, Iron	Daily	780		
5	Hand Towel	Wash, Dry, Iron	Daily	780		
6	Window Curtains	Wash, Dry, Iron	Once in Quarter	110		
7	Door Curtains	Wash, Dry, Iron	Once in Quarter	180		
8	Quilt Cover (Single)	Wash, Dry, Iron	Twice in a Year	26		
9	Quilt Cover (Double)	Wash, Dry, Iron	Twice in a Year	104		
10	Blanket (Standard Size)	Dry Clean & Iron	Once in Quarter	100		
11	BathMats	Wash, Dry	Once a week	100		
12	Sofa Set (Single Seat)	Dry Clean	Once in Quarter	100		
13	Office Chair	Dry Clean	Once in Quarter	50		
14	Office Chair Cover	Wash, Dry	Once in Quarter	165		
15	Carpet	Dry Clean,Steam Iron	Once in Quarter	10		
16	Gents Suit (3 Piece)	Dry Clean, Steam Iron				
17	Gents Suit(2 Piece)	Dry Clean, Steam Iron				
18	Paint	Wash, Steam Iron				

19	Shirt	Wash, Steam Iron				
20	Blazer	Dry Clean, Steam Iron				
21	Ladies Suit (Silk)	Dry Clean, Steam Iron				
22	Ladies Suit Cotton	Wash, Steam Iron				
23	Kurta Pajama	Wash, Steam Iron				
24	Saree Cotton	Wash, Steam Iron				
25	Saree Silk	Dry Clean, Steam Iron				

**this is subject to change as per Punjab Mandi Board/Kisan Bhawan requirements*

NOTE:

1. *Quantities mentioned in the BOQ may vary to any extent depending upon the occupancy of rooms.*
2. *Payment to be made on actual basis after completion of every month in arrears.*
3. *Rates quoted are inclusive of all the Taxes, GST etc.*

Signature:

Name:

Address: