

**NATIONAL INSURANCE ACADEMY  
BALEWADI, PUNE 411045.**



**\* TENDER DOCUMENT \***

**FOR**

**LAUNDRY SERVICES  
TO  
NIA PUNE.**

**2023 - 2025**

**NATIONAL INSURANCE ACADEMY  
TENDER DOCUMENT FOR LAUNDRY SERVICES TO NIA PUNE**

**ANNUAL RATE CONTRACT**

Form No. \_\_\_\_\_ Date of Issue: \_\_\_\_\_

Rate Contract form issued to: \_\_\_\_\_

EMD to be deposited along with the Tender : ₹ 10,000.00  
Issue of tender forms : From 17.10.2023 to 06.11.2023 up to 15.00 hrs.  
Pre-bid Meeting : 23.10.2023 at 11.00 hrs.  
Closing Date & Time of submission of Tender : 06.11.2023 at 17.00 hrs.  
Date & Time of opening of Tender : 07.11.2023 at 15.00 hrs.

**Note:-**

1. This tender document contains 14 pages and tenderers are requested to sign on all the pages.
2. This tender document can be obtained in person or by post from the Administrative Reception of National Insurance Academy on any working day between 11.00 am to 1.00 pm and 2.00 p.m. to 5.00 p.m. from 17.10.2023 to 06.11.2023 on payment in cash of ₹500/- + GST (Rupees Five Hundred Only) (add ₹100/- in case to be sent by Post) (non-refundable) towards cost of the same, for which Cash Receipt will be issued and the Agency shall annex a copy of the Cash Receipt while submitting the tender. The tender document can also be downloaded from NIA's website [www.niapune.org.in](http://www.niapune.org.in). Those who downloaded the tender document from website shall sent along with the tender a DD/Pay Order for ₹500/- (Rupees Five Hundred Only) drawn in favour of National Insurance Academy, Pune.
3. The tender should be sealed by the tenderer and super-scribed as "Tender for Laundry Services to NIA Pune" to The Director, NIA, Pune.

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I accept the above conditions

**(Full signature of the tenderer with seal)**

## **GENERAL TERMS AND CONDITIONS:**

1. The prospective tenderers may satisfy themselves about the requirements by visiting the NIA Campus, 25, Balewadi, NIA P.O., Baner Road, Pune - 411045 on any working day between 10.00 a.m. and 4.00 p.m. before submitting their tenders.
2. The tenders should be submitted in the specified form (Non-transferable) in a sealed cover with the name of the tenderer written on the inner envelope. The two bid separate Technical & Price bid should be putted in big envelope . It should be written clear Technical bid envelope & Price bid envelope . On the big envelope Quotation for Laundry services should be written on it.
3. Laundry Services Contract, basically involves the work of Laundry/dry cleaning/ironing of hostel linen. MDP hostel, Admin block ,dining area & PGDM hostel (Bed sheets, Pillow cover, hand & Bath towels etc.
4. The tenderer should have experience of at least 3 years in handling laundry contract of a hospital/ institute or any government organisation. of similar Capacity.
5. The tenderers shall enclose copies of the following documents:
  - i) List of their clients for whom they have been executing similar work for the last 3 years along with copies of work orders and other details. (2020-21, 2021-22,2022-2023)
  - ii) Latest Income Tax Clearance Certificate along-with PAN Card Xerox and details.
  - iii) Any other certificates and documents which the tenderer would like to enclose to substantiate his stand in the field as a tenderer with proven ability.
6. While submitting the tender, the tenderer shall deposit an Earnest Money of ₹. 10,000.00 by Demand Draft / Pay order drawn in favour of “National Insurance Academy” payable at Pune (on any Nationalized Banks), which will be refunded to the unsuccessful tenderers.
7. Tenders without EMD and incomplete tenders are liable to be rejected. Tenderers are required to sign all the pages of the tenders failing which the tenders will be summarily rejected.
8. EMD will be liable to be forfeited if the tenderer selected for the work fails to sign the formal agreement or to start the work on the date stipulated in the work order.
9. If any relative of the tenderer is an employee of the NIA, the name, designation and relationship of such employee shall be intimated to the Director, NIA in writing while submitting the tender.
10. The EMD remitted will not bear any interest for the period retained by NIA.
11. The tender submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 90 days from the date of opening shall be by mutual consent.

12. Last date for receipt of tenders in the office of the NIA, Pune – 411045, will be 5.00 p.m. on **06.11.2023** and the tenders will be opened at 3.00 p.m. on the **07.11.2023** in the presence of the tenderers or their representatives present.
- 13. Before signing the agreement, the tenderer shall deposit Rs. 30000/- (adjusting the EMD) as security deposit, which would be released on expiry / termination of the contract after adjustment of dues, if any.**
14. The contract is initially for a period of two years, which can be extended for further period of one year subject to satisfactory performance of the work at the same tendered rate. The Contractor shall execute an agreement on a non-judicial stamp paper worth ₹ 500.00 before taking up the contract, agreeing to abide by all the terms and conditions mentioned therein.
15. NIA reserves right to accept or reject any or all the tenders.
16. The quantities as mentioned in the tender are approximate and may vary to the extent of the contract amount.
17. The rate should be inclusive of all charges and no extra payment what so ever on any account will be payable to the tenderer.
18. The contract shall be governed by the General Condition of Contract and Instruction to tenderer (up to date).
19. Tenders with any condition will not be accepted.

Date:

Place:

**I accept the above conditions**

**(Full signature of the contractor with seal)**

## **SCOPE OF WORK**

1. The tenderer shall provide, furnish and deliver the services awarded at the NIA Campus during the period of this contract commencing from the date of acceptance of the tender till the expiry of the contract, unless it is terminated earlier.
2. The material of the nature and descriptions specified in the tender form hereto shall be taken as part of this contract, in such number and quantity as may from time to time be required for and on behalf of the NIA at rates and prices agreed to.
3.
  - a) The services shall be of the best quality and of the exact kind and description demanded and if at any stage these are found unsuitable/substandard shall be liable to be rejected by the NIA or by any officer authorized by the Academy. The decision of such officer shall be final and binding on the tenderer.
  - b) In case the services or any part thereof has been rejected, the said officer shall not be required to assign or give any reason for such rejection and his decision shall be final and conclusive and binding upon the 'Tenderer' who shall immediately arrange to remove the rejected material within specified time. In case of any of the said services being rejected or not being served as aforesaid. The NIA shall be at liberty to take the services at the same cost and expenses of the tenderer and the Tenderer shall pay to the NIA all such extra costs charges and expenses as shall or may be incurred or sustained in procuring the same and /or the extra amount spent by the NIA on account of such services, shall be deducted from the security/running bills. In case of repeated defaults the NIA reserves the right to terminate the contract and forfeit the security deposit and the tenderer shall have no right to any compensation or damages in this regard but shall continue to be liable for risk and cost of providing services till the original expiry date of the agreement, any liquidated damages to be recovered from him from any/all kinds of amount due and payable by the unit to him as well as legal proceedings against him for recovery of the same.
  - c) As hundred percent inspection of the each linen is not possible or practicable at the time of the delivery, the tenderer shall be responsible to accept back and re-laundry any or all material which are on inspection/opening checking/actual use found unsuitable or below the standard required by the NIA.
  - d) The quantities shown in the Annexure A of Financial Bid are only estimated requirements for the guidance of the tenderers but the NIA reserves the right to demand services for increased quantities in excess or less to any extent than the above referred estimated requirements. No arrangement of any kind shall be entertained. The NIA also reserves the right to demand any particular item shown in the form of tendered rates throughout the currency of the contract and the tenderer shall not be entitled to claim any compensation or damages.
  - e) The tenderer will maintain proper date-wise record of all washing requirements placed on them by the NIA Hostel, Admin block, dining area & PGDM hostel. The tenderer shall maintain similar record for the same.
  - f) The services must be accompanied by a proper dated challans/advice mentioning therein separately the quantity of clean/dirty linen or any other item delivered/received in respect of each item.
4. In the event of failure on the part of the "tenderer" to provide the services in accordance with the conditions entered herein the NIA shall have the right to make alternative arrangement at the cost and risk of the tenderer. The tenderer shall reimburse the extra cost to the NIA and in case of his failure to do so. The NIA shall have the right to recover the amount from the security deposit of the tenderer/or any dues owned by the NIA to the tenderer. It is clearly understood that the

Academy's right and the tenderer's obligation for compensation is not limited to the extent of security deposit and/or the dues owned to the tenderer and the NIA shall have the right to proceed against the tenderer for the recovery of its claim in excess of the security deposit and/or the dues available with the Academy. The NIA has the right to withhold the security deposit and appropriate the same if need be until the dues of the tenderer are fully settled. In case of breach of any of the conditions stipulated herein the Academy shall be at liberty to terminate the contract without prejudice to the right of the Academy to claim damages on account of breaches thereof in the same manner as at (4) above as well as well risk cost till the original expiry date of the agreement in the same manner.

5. The bills for the services as aforesaid may be preferred by the tenderer on the NIA within a month from last date of the billing period. The bills should be made proper printed bill from serially numbered and in no case on the letterheads.
6. Any overpayment of the tenderer's bills for the services made under these terms and conditions shall be recovered from the tenderer from his bills subsequently submitted for payment and if such over payments or any portion thereof, or thereafter remitted by the tenderer, the amount so recovered will be refunded to the tenderer, the NIA shall have the right to recover the overcharges, from the security deposit as well.
7. The NIA shall pay for such approved services as shall be supplied by the contractor and accepted by the said officer for and on behalf of the NIA under or by virtue of these 'terms and conditions' at the rates and price which will be specified and contained in the schedule after the tender has been approved.
8. In the event of a dispute arising between the service provider and NIA during the currency of the contract or after the conclusion thereof, the same shall be referred to sole arbitration of the Director or the officer appointed by him and his award shall be final and legally binding on both the parties and there will be no objection to this effect that the officer who has been appointment by the Director is an employee of the NIA or that in course of his dealing with official matter he has expressed any opinion on this subject.
9. Tenders from tenderers of sound financial standing and capacity will only be considered and should have experience in supplying the services of tendered items to reputed hotels/organization/firm/institute.
10. No interest will be payable on earnest money/security deposit. Tenders withdrawing before the announcement of successful tenderers shall be liable to have his earnest money forfeited.
11. An agreement (Format Attached) is to be signed with the NIA embodying all terms & condition of the contract within one month of the receipt of acceptance letter from the Academy. The cost of the stamp papers of appropriate value shall be borne by the contractor.
12. The security deposit shall be deposited within 7 days of the receipt of acceptance letter from the NIA. This amount to the extent not appropriated by the NIA in the manner aforesaid, shall be refundable after due performance of the contract or audit of accounts whichever is later.
13. In the event of contract being extended, the management reserves the right to call upon the tenderer to continue the services for one to three months in excess of the contract period at the rates of the immediately preceding month provided such an extension is made before next year's tenders are accepted by the Academy and communicated to the concerned tenderer. Similarly the management reserves the right to defer the commencement of the supply period by one to three months.
14. The contract period for two years may be extended for the further period of one year on mutually agreed upon by both the parties subject to no downward trend of rate in the market.

15. The NIA reserves the right to negotiate reduction in the rates or to reject any or all tenders without assigning any reasons.
16. The tenderer will be required to collect after sorting and counting the dirty linen from the Executive / PGDM Hostel Reception on daily basis and also deliver / return the laundered items duly washed and pressed on time within two days time.
17. The tenderer will also be required to collect the linen / personal items from the NIA participants and Students.
18. All linen / personal items should be stored and carried properly during transit and NIA's linen should not be used to cover or carry dirty or clean linen. Clean linen should be delivered properly folded, hung or packed as appropriate.
19. The daily receipt and issuance of linen/personal items at the laundry will be on piece basis.
20. The tenderer shall be responsible for the discoloration of the linen / personal items during washing and/ or for any damage to the linen, uniform and personal items. Wear and tear if noticed during collection must be pointed out or any damage found later will be responsibility of the tenderer.
21. The tenderer agrees to suitably indemnify/ compensate the NIA for any such discoloration, damage, delay etc. for an amount to be fixed by the Academy. The cost to be recovered in case of damages to / delay in laundering of linen, loss of linen, uniforms or personal items is broadly indicated Annexure A of Financial Bid.
22. The Academy shall demand and be supplied with a sample of any washing chemicals/ detergent for inspection and analysis and if required to be sent for testing by the approved laboratory. It must be clearly understood that the quality of the washed/ dry cleaned linen/ uniform shall be the main criteria for judging the performance of the tenderer. It will, therefore, be imperative on the part of the tenderer to use washing chemicals/ detergents of the highest quality, if the performance of the tenderer in this regard is found to be unsatisfactory, the same shall be construed as breach of contract, and the NIA shall be at liberty to initiate necessary action against the tenderer besides claiming damages/ compensation etc.
23. Non Toxic Herbal and Eco- friendly agents shall be used, which are not harmful to the linen of Hostel / Guest in any manner. All chemicals, agents, materials procedure should be as per the approved international standards and application recommended by reputed manufacturers, scientific authorities, and institutions etc. should be used. In case the service/ item or any part thereof has been rejected by any concerned officer of the NIA on account of unsuitable / substandard services, then the NIA's decision shall be final and binding on the supplier.
24. As 100% inspection of the commodities is not possible or practicable at the time of receiving, the tenderer shall be responsible to accept back and redo the services again for which are found unsuitable or below the standard required by the concerned officer of the NIA on inspection / opening / checking / actual use etc., and the tenderer shall not charge for the rejected services in any manner whatsoever. Any deviation shall be considered as breach of contract and the Management will have the right to recover liquidated damage as well as terminate the services with immediate effect without assigning any reason and that shall be binding on the tenderer.
25. The NIA's decision about quality of work will be final and binding. The NIA can enforce deductions from final bills as deemed fit, if the quality of laundering is not up to required standard.
26. Academy shall not accept any claim in the event of your workers sustaining any injury, damage or loss to either person or property either inside or outside NIA premises. If any person engaged by tenderer is injured or rendered partially / permanently disabled /indisposed due to any reason such as disease, accident, fire etc., during the working hours, it shall be the sole responsibility of

the contractor to take care of them and to pay necessary compensation in respect of such personnel as per relevant labour laws including all medical expenses, legal expenses etc. and the NIA does not hold any responsibility in this regard whatsoever.

## **PAYMENT**

1. Payment will be made as per actual quantity of linen issued by Hostel Reception.
2. NIA participants / students will pay directly to the tenderer as per the approved rates and the services rendered to them. It will be responsibility of the tenderer to collect linen / personal items of participants / students at a specific timing slot from 6.00 pm to 7.30 pm every day. The agency may depute his representative for collection and delivery of these items as also for collecting payment directly from the participants and students. In no case Academy bears any responsibility of the payment for the services rendered to the participants and students.
3. The NIA Hostel In-charge will maintain a regular record showing dates and quantity supplied. The Tenderer or his representative shall also witness this.
4. The tenderer shall be responsible for bringing back all the linen / personal items as collected by him duly washed and pressed by the next day of delivery.
5. The tenderer shall not sub-let the contract either whole or part of it to any other person/firm.
6. The payment for the bills for the supply of linen duly washed and ironed will be made once in a month on submission of bills.
7. The Director, NIA, Pune reserves the right to terminate the contract at any time without assigning any reason for doing so.

## **PERIOD**

The contract period is initially for two years and it may be extended by 1 more year depending on performance of the tenderer and the same quoted rates. The tenderer is liable for cancellation, if any complaints received on quality and quantity of material.

**I hereby agree to abide by the above conditions.**

**(Full signature of the tenderer with Seal)**

Date:

Place:



**NATIONAL INSURANCE ACADEMY, PUNE.**

**Technical Bid**

**ANNUAL RATE CONTRACT FOR LAUNDRY SERVICES TO NIA PUNE**

1. Name of the supplier : \_\_\_\_\_
2. Address of the supplier : \_\_\_\_\_
3. Phone No. \_\_\_\_\_ Mobile No. \_\_\_\_\_
4. Whether proprietary or partnership : \_\_\_\_\_  
Firm or Company.

<b>S.N.</b>	<b>REQUIRED DOCUMENT</b>	<b>ATTACHED / NOT ATTACHED</b>
01	Experience in this Field -years Education field	
02	Shop Act License - running	
03	Demand Draft for Earnest Money of ₹ 10,000/-	
04	Attested Copy of Income Tax Registration / PAN No. / GSTIN No. with details	
05	Current List of Clients	
06	Details of Local Set up of Laundry Services	
07	Copies of Work Orders, Contract documents, Agreements of previous three years.	
08	Last 3years Turn Over	Year FY 2020-21 FY-2021-22 FY-2022-23 To
09	EEP(Electronic Equipment Policy) of Landry Machinery (ie., Dryers)	

**I accept the above conditions  
(Full signature of the contractor with seal)**

(To be executed by the Contracting Agency on a Non-Judicial Stamp Paper of ₹.500/00, as per the draft.)

**AGREEMENT FOR LAUNDRY SERVICES ON CONTRACTUAL BASIS AT NIA**

Agreement made at Pune on ----- between National Insurance Academy, Baner Road, Balewadi, NIA P.O., Pune – 411 045 hereinafter called ‘Academy’ represented by the Chief Administrator, Authorized Representative, on the one part and M/s. ----- address -----, hereinafter called the ‘Agency’ (Which expression shall be deemed to include his / their representative heirs, assigns, executors. etc) represented by its Director **Shri.** ----- address ----- on the other part.

Whereas the Agency has agreed to perform all the jobs/services set forth in the tender document and its’ annexures, which shall be treated as an integral part of this agreement, upon the terms and conditions governing the contract annexed.

In consideration of the payment to be made by the Academy, the Agency shall duly perform the work set forth in the tender documents and its annexure and shall execute the same with great promptness, care and diligence in a prudent manner to the satisfaction of the Academy and will carry out the performance in accordance with the terms and conditions of contract with effect from ----- to ----- and will observe, fulfill and honour all the conditions herein mentioned (which shall be deemed and taken to be part of this contract as if the same had been fully set forth herein) and the Academy hereby agrees that if the Agency observes and honours the said terms and conditions of the contract, the Academy will pay or cause to be paid to the Agency for the performance, on the completion thereof, the amount due in respect thereof at the rates accepted.

IN WITNESS WHEREOF BOTH THE PARTIES HAVE SET THEIR HAND TO THIS AGREEMENT AT PUNE ON THE DAY, MONTH AND YEAR WRITTEN FIRST ABOVE. WE HAVE CAREFULLY READ EACH AND EVERY WORD OF THIS AGREEMENT AND HEREBY AGREE TO EXECUTE THE CONTRACT ACCORDINGLY.

**Chief Administrator**  
NIA

M/s. \_\_\_\_\_.

WITNESS:

WITNESS:

1. \_\_\_\_\_
2. \_\_\_\_\_

1. \_\_\_\_\_
2. \_\_\_\_\_

**INDEMNITY BOND**

**(On ₹.500/- Stamp Paper)**

**FOR LAUNDRY SERVICES ON CONTRACTUAL BASIS AT NIA**

This deed of indemnity executed at Pune at this ----- day of the month on -----  
----- the year 2023. Between National Insurance Academy registered under the Public Trust Act  
having its office at the chief place of business at Baner Road, Balewadi, Pune 411 045. (herein after  
called as the "First Party") represented by Mr. -----  
-----

**AND**

**M/s.** -----, having its office and place of business at -----  
----- (herein after called as the "Second Party")  
represented by Mr.-----.

WHEREAS THE FIRST PARTY AND THE SECOND.PARTY have signed an agreement on -----  
----- 2023 for providing ----- services at NIA to the First party by the Second  
Party

AND WHEREAS the First Party wanted the second party to execute an indemnity bond in order to  
indemnify the First party against all claims for compensation under the provision of any law for the  
time being in force brought into force by or in respect of any workmen employed by the Second Party  
while carrying out the contract and against all costs and expenditure incurred out the contract and  
against all costs and expenditure incurred by the First Party in the said connection.

NOW THIS DEED OF INDEMNITY WITNESSED THAT, the Second Party hereby agrees and  
undertakes to indemnify and keep indemnified the First Party / against all the claims for  
compensation under the provision of any law for the time being in force brought into force by or in  
respect of any of the workman employed by the Second Party in connection with execution of the  
contract and against all costs and expenses incurred by the First Party in connection therewith. The  
First Party Shall intimate in writing immediately any such damage, loss or costs incurred by it to the  
Second Party stating the quantum thereof along with the detailed particulars or as to how and in what  
circumstances the said costs, damage of loss was incurred. The First Party shall further be entitled to  
deduct any loss due from the Second Party from all the money paid or payable by way of

Compensation as aforesaid and costs or expenses in connection therewith.

This indemnity bond shall be in force from \_\_\_\_\_ to  
\_\_\_\_\_

IN WITNESS THEREOF THE PARTIES HAVE SIGNED THE INDEMNITY BOND ON THIS ----  
----- DAY OF \_\_\_\_\_ MONTH OF \_\_\_\_\_ YEAR.

**Chief Administrator  
For National Insurance Academy**

M/s. \_\_\_\_\_.

**For \_\_\_\_\_  
FIRST PARTY**

SECOND PARTY

WITNESS: -

WITNESS: -

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

\*\*\*\*\*

**NATIONAL INSURANCE ACADEMY, PUNE.**

**SCHEDULED RATES ( Price Bid)**

**Name of work : LAUNDRY SERVICES FOR HOSTEL LINEN**

**[Rates should be inclusive of washing and ironing]**

S. No.	Description of item / Particulars	Changing frequency / Quantity	Unit	Rates quoted by tenderer / per unit	
				In figures ₹	In Words
1	Bath Towels	Daily / 100-125	No		
2	Hand Towels	Daily / 10-15	No		
3	Bed Sheet (Single)	After 3 Days / 125-150	No		
4	Bed Sheet (Double)	Twice in a week / 2-3	No		
5	Pillow Cover	After 3 Days / 125-150	No		
6	Bed Cover (Single)	After 3 Days / 125-150	No		
7	Bed Cover (Double)	Weekly / 03-05	No		
8	Blanket	6 months / 150-180	No		
9	Frill	Twice in a week / 10-15	No		
10	Table Napkins	Daily / 10-15	No		
11	Door mat	6 months / 150	No		
12	Curtain per panel (Big)	6 months / 200-250	No		
13	Cushion cover (Sofa)	6 months / 10-15	No		
14	Cushion cover (Chair)	6 months / 20-25	No		
15	Laundry Bag	6 months / 50-70	No		
16	Runner cloth (Small)	---	No		

**GSTIN as applicable will be paid.**

Date:

I accept the above conditions.

**(Full signature of the contractor with seal)**

Place:

NATIONAL INSURANCE ACADEMY, PUNE.

SCHEDULED RATES (Price Bid)

**Name of work: LAUNDRY SERVICES FOR PARTICIPANTS & STUDENTS.**

S. No.	Description of item / Particulars	Unit	Rates quoted by tenderer / per unit		Rates quoted by tenderer / per unit	
			In figures ₹	In Words	In figures ₹	In Words
			<u>Rate for washing and ironing</u>		<u>Rate for ironing only</u>	
1	Shirt	No				
2	Pant	No				
3	Pajama	No				
4	Kurtas (Gents)	No				
5	Salwar	No				
6	Kurtas (Ladies)	No				
7	Saree	No				
8	Blouse	No				
9	Baniyan	No				
10	Jean Pant	No				
11	Coat (Dry Cleaning)	No				
12	T Shirt	No				
13	Socks	No				
14	Students Convocation Gowns	No				

Date:

I accept the above conditions.

(Full signature of the contractor with seal)

Place: