

क्षेत्रीय क्षमता निर्माण और ज्ञान संस्थान  
लाचाटेल्ले कॉम्प्लेक्स, लैतुमखराह,  
शिलांग - 793003.



REGIONAL CAPACITY BUILDING AND  
KNOWLEDGE INSTITUTE  
LACHATELLETE COMPLEX, LAITUMKHRAH  
SHILLONG - 793003.

No. RCBKI/SHG/Tender/2024-25/1726

24 MAR 2025  
Date.....

### NOTICE INVITING TENDER

Regional Capacity Building & Knowledge Institute (RCB&KI), Shillong invites sealed quotations only from reputed local firms, holding KHADC issued valid Trading License and providing similar service to other Central/State Government organizations located in Shillong for providing laundry services in RCB&KI, Shillong.

The sealed quotations addressed to the Director General, Regional Capacity Building & Knowledge Institute (IA&AD), Lachatelette Complex, Laitumkhrah, Shillong-793003 should reach this office by **13.04.2025** and any delayed submission will not be entertained by this office.

The following should be complied with by the bidders while submitting their sealed quotations:

- i. The contract will be for providing laundry services to RCB&KI, Shillong w.e.f. 01 April 2025 to 31 March 2026.
- ii. The bidders are advised to go through the attached **Terms and Conditions** carefully before submitting the tenders.
- iii. Tenders not sealed and received after due date and time will be summarily rejected. While sending tender it should be clearly indicated on the envelope "TENDER FOR PROVIDING LAUNDRY SERVICES IN RCB&KI, SHILLONG".
- iv. The sealed tenders should be dropped in the Tender Box kept at RCB&KI, Shillong on or before 5:00 PM of **13.04.2025**.
- v. Tender will be opened on **14.04.2025** at 11:00 A.M. Interested bidders can be present at the time of opening bids. In case, **14.04.2025** is a closed holiday due to unforeseen circumstances, the tender shall be opened on the next working day at the same time and venue.
- vi. Bidders should also submit the following documents along with their bids:
  - a. Valid Registration of firm/company, along with registration certificates for GST, MSE etc.
  - b. Valid Trading License issued by Khasi Hills Autonomous District Council (KHADC) under the United Khasi-Jaintia Hills District (Trading by Non-Tribals) Regulation, 1954 and United Khasi-Jaintia Hills District (Trading by

Non-Tribals) Rules, 1959 (as amended), or declaration of exemption with supporting documents.

- vii. No alteration or modification of the rates will be allowed after submission of the quotations. The rates once accepted will remain valid for the contract period.
- viii. Terms and Conditions of the Contract is at Annexure-I. The Performance matrix for providing laundry services to RCB&KI, Shillong and estimated laundry requirements of RCB&KI, Shillong w.e.f. 01 April 2025 to 31 March 2026 are enclosed at Annexure-II and III respectively.
- ix. Financial Quotations to be submitted as per the estimated laundry requirements of RCB&KI, Shillong in the Annexure III.

*ABF 24.3.2025*  
Senior Audit Officer (Admn)

Memo No. RCBKI/SHG/Tender/2024-25/1727

24 MAR 2025

Copy forwarded to: -

1. Core Faculty (IT) for uploading in office website and Central Public Procurement Portal (CPPP).

*ABF 24.3.2025*  
Senior Audit Officer (Admn)



## **ANNEXURE-I**

### **A. GENERAL CONDITIONS OF THE CONTRACT:**

1. The Contract shall be valid w.e.f. 01 April 2025 to 31 March 2026. The Contract may be extended further based on satisfactory performance and with mutual consent, on the same rates, terms and conditions depending on performance of the Service Provider.
2. RCB&KI, Shillong reserves the right to terminate the contract by serving one month's notice, in writing if the services of the Service Provider are not found satisfactory. The Director General, RCB&KI, Shillong or his representative reserves the right to ask agency or any other agency to provide services till the alternative arrangement is made.
3. The Service Provider must have a valid Trading License issued by the Khasi Hills Autonomous District Council (KHADC), Shillong. If the Service Provider is claiming exemption for the same, proof of exemption shall be submitted to RCB&KI, Shillong.
4. The Service Provider shall be solely responsible for compliance with all statutory laws like ESIC, EPF, GST etc. but not limited to these.
5. GST claimed by the Service Provider should be supported by GST paid challan in the following month. Failure to submit proof of deposit of statutory dues will result in payment being withheld in the subsequent months and may also lead to termination of the contract as per extant procedures.
6. The Service Provider will intimate his email Id/phone no. for contact in emergency conditions. Any message given on email will be considered as message delivered and action requested is deemed to be completed.
7. The Service Provider will provide mobile phone of the contact person entrusted with collection and delivery of items from and to RCB&KI, Shillong to the Asst. Audit Officer (Admn) and designated officers at the Institute. The Service Provider shall have to attend this office as and when informed by the Competent Authority.
8. The Service Provider will strictly ensure that any sensitive/confidential nature of information related to RCB&KI, Shillong is not divulged or disclosed to any person by the personnel deployed by it.
9. The Service Provider shall be contactable at all times and message by phone/mail/fax/special message from this office shall be acknowledged immediately on receipt, the same day. The Service Provider shall strictly adhere and implement all instructions issued by this office, failure of which shall be taken as breach of contract making it liable for legal action besides termination of contract.



10. The Service Provider on its part and through its own resources shall ensure that the goods, materials and equipment etc. at RCB&KI, Shillong are not damaged in the process of carrying out the services undertaken as per the contract.
11. **FAILURE AND TERMINATION:** If the Service Provider fails to deliver the stores or any instalments thereof within the period prescribed for such delivery in the contract or any time liquidate the contract before the expiry of such period, Director General, RCB&KI, Shillong may without prejudice to his right to recover damages for breach of the contract, be entitled at his/her option to do recovery as per performance matrix in the annexure.
12. All the disputes relating to the tender shall be subject to the territorial jurisdiction of Shillong.
13. The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency.
14. **PAYMENT TERMS:**

The Service Provider shall be required to submit his bill in triplicate month-wise by the 7<sup>th</sup> of the subsequent month for further action and payment shall be released as per the terms & conditions, less any statutory deductions/TDS on GST etc. as applicable at prevailing rates. The bills shall have to be submitted with logbook signed by the Asst. Audit Officer (Admn) or any other personnel authorized in this regard. The bills will be as per the actual work done at the rates quoted by the Service Provider and accepted by RCB&KI, Shillong.

In case the Service Provider fails to abide by any statutory law, the Competent Authority reserves the right to impose any penalty so as to make good such lapse or delay the payment, thereof, without prejudice to any statutory penalty under law.
- ~~15.~~ **The payment to the Service Provider will be mandatorily by electronic mode such as RTGS/NEFT etc.**
16. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
17. In case of any undue or inadvertent over payment is made at any point of time to the Service Provider, it should be brought to the notice of RCB&KI, Shillong at the earliest. The Service Provider shall reimburse the over payment in full, either by cheque/DD or by deductions from the subsequent bill or recovery from the Security Deposit.
18. Security Deposit of 3% of the estimated Contract Value in the form of Demand Draft/Bank Guarantee/Banker's Cheque in favour of the Director General, Regional

Capacity Building & Knowledge Institute, Shillong, payable to the Pay & Accounts Officer, Office of the Principal Accountant General (A&E) Meghalaya, Shillong. The Security Deposit should be valid up to 60 days from the date of expiry of contract.

19. In event of any dispute/differences arising out of this Agreement, the decision of RCB&KI, Shillong shall be final and binding on the Service Provider.
20. The decision of the Director General, RCB&KI, Shillong in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Service Provider.



**B. SPECIFIC TERMS AND CONDITIONS:**

1. The selected contractor/agency/tenderer shall be required to pick up dirty linens and provide washed and ironed linens, which are being used at the Hostels of RCB&KI, Shillong.
2. The Agency shall be required to collect the used linen every third day from Hostels/Housekeeping Manager, or at such times as may be intimated from time to time. In case some unhygienic items or heavily soiled linens are refused to be cleaned by the Service Provider for health concerns, the same is to be intimated in writing to the Core Faculty (Admn.) or Housekeeping Manager.
3. Such linen after being washed, dried and ironed shall have to be delivered back, **within 3 days** or at such intervals that may be prescribed to him. In case of delay in delivery due to load shedding, prolonged power cuts and circumstances beyond the control of the Service Provider, the same should be communicated at the earliest to the Core Faculty (Admn.) or the Housekeeping Manager of RCB&KI, Shillong for consideration, along with adequate proof of the same, if required. However, every effort should be made to expedite pending deliveries at the earliest.
4. Core Faculty (Admn) or the Housekeeping Manager or any other authorized personnel will sign the Log book during exchange of dirty linen with clean linen.
5. The Service Provider shall incorporate feedback about the services being provided by it in its regular feedback mechanism and collate such feedback from the Core Faculty (Admn) or the Housekeeping Manager or any other authorized personnel on a regular basis.
6. The Agency shall use highest grade of washing materials, reagents, disinfectants, colouring agents, whitening agents etc. for maintaining proper washing durability of the linen and attaining adequate disinfection. Though it is acknowledged that the removal of some hard stains may not be guaranteed, the Service Provider should, in writing, bring to the notice of the Core Faculty (Admn.) or the Housekeeping Manager all such instances of irremovable hard stains at the earliest for further necessary action in this regard.
7. Woollen items and blankets shall essentially be dry washed and any other items requiring special treatments due to the nature of fabric shall have to be treated accordingly.
8. If any item/linen is delivered damaged/deteriorated/torn after being handled/washed/dried/treated/ironed by the Agency, the same shall be rejected by the Core Faculty



(Admn) or the Housekeeping Manager or any other authorized personnel. In such cases, penalty will be levied as per the Performance Matrix in the Annexure.

9. If there is delay in the pick-up of dirty linen and supply of cleaned and ironed linen and the Institute as to make alternate arrangement for washing and ironing of linen, penalty shall be levied as per Performance Matrix and/or the cost incurred on the same shall be deducted from the bill of the contractor along with appropriate action as deemed necessary by the competent authority.
10. The list of linen which are currently in the Hostels that is requested to be washed, dried and ironed, and the estimated wash frequency are appended herewith in the schedule.
11. The Service Provider shall be liable to wash/dry/iron etc. the existing and new linen/newer types of linen which may be introduced in the Institute, time to time, on comparable terms and conditions.
12. The Service Provider shall use his own premises, tools, machines and other appliances for washing, drying, ironing etc. of the linen.
13. RCB&KI, Shillong reserves the right to inspect, at a mutually agreed appropriate time, the premises of the agency where the work is being carried out and also to verify the quality of materials used for washing as well as the entire process of carrying out the work. Dispute, if any, shall be dealt with as per the modality described in the agreement/terms and conditions.

**PERFORMANCE MATRIX (ANNEXURE-II)**

**Penalties and Fine shall be applicable as below:**

Sl. No.	Description	Penalty for breach		
		1 <sup>st</sup> instance	2 <sup>nd</sup> instance	3 <sup>rd</sup> instance
1	Late collection/picking up of soiled linen/cloths and other laundry items etc. i.e. not as per the schedule decide by the buyer	1% of billed amount	3% of billed amount	5% of billed amount
2	Late delivery/handing over of the washed/cleaned linen/cloths and other laundry items etc.	1% of billed amount	3% of billed amount	5% of billed amount
3	Washing, ironing, finishing etc. not done properly.	Re-doing of work without additional payment	2% of billed amount and re-doing of work without additional payment	5% of billed amount and re-doing of work without additional payment
4	Damage or theft/loss/short fall of the linen/cloths etc.	Penalty equivalent to the cost of the damage/theft/lost article	Double the cost of the articles on second instance	Termination of contract
5	Use of sub-standard chemicals/detergents	2% of billed amount	5% of billed amount	Termination of contract
6	Mixing of linen/cloths and other laundry items	1% of billed amount	2% of billed amount	3% of billed amount
7	Use of uncleaned trolley	0.5% of billed amount	1% of billed amount	2% of billed amount
8	Misuse of resources	1% of billed amount	2% of billed amount	3% of billed amount
9	In case of repeated breach of terms and conditions beyond 3 instances in the entire contractual period	Termination of contract		
10	In case of subcontracting or outsourcing of the contract, in part or whole	Termination of contract		



### ANNEXURE-III

#### Estimated Laundry Requirements of RCB&KI, Shillong for the FY 2025-26

Item	Weight per item (in kg)	Estimated Requirement for FY 2025-26 (in Nos.)	Estimated Requirement for FY 2025-26 (in Kg.)	Rate per piece or Rate per Kg, whichever is applicable <i>*(if Rate per Kg. is applicable, Rate per piece need not be quoted and vice versa)</i>		Total (Col. C x E Or Col. D x F)
				Rate per piece	Rate per Kg	
(i) Wet Washing						
A	B	C	D	E	F	G
Big Towels	0.513	932	478.12			
Small Towels	0.142	182	25.84			
Bedsheet (Single)	0.817	1942	1586.61			
Bedsheet (Double)	0.974	255	248.37			
Pillow covers	0.124	2197	272.43			
Quilt cover (single)	1.002	1701	1704.4			
Quilt cover (double)	1.199	182	218.22			
Curtains (blinds)	0.578	250	144.5			
Curtains (blinds)	0.883	132	116.56			
Curtains (lace)	0.542	88	47.7			
				Total of Col. G		
				Applicable GST on total of Col. G		
				Grand Total		
(ii) Dry Cleaning						
Item	Weight per item (in kg)	Estimated Requirement for FY 2025-26 (in Nos.)	Estimated Requirement for FY 2025-26 (in Kg.)	Rate per piece or Rate per Kg, whichever is applicable		Total (Col. C x E Or Col. D x F)
				Rate per piece	Rate per Kg	
A	B	C	D	E	F	G
Pillows (small)	0.456	80	36.48			
Pillows (big)	1.028	60	61.68			
Comforters (single)	2.909	8	23.27			
Comforters (double)	3.363	22	73.99			
Blankets (single)	2.845	80	227.6			
				Total of Col. G		
				Applicable GST on total of Col. G		
				Grand Total		
(iii) Ironing						
Item	Estimated Requirement for FY 2025-26 (in Nos.)		Rate per piece		Total	
A	B		C		D	
Bedsheet (Double)	932					
Pillow covers	182					
Quilt cover (single)	1942					

Quilt cover (double)	255		
Curtains (blinds)	2197		
Curtains (blinds)	1701		
Curtains (lace)	182		
<b>Total of Col. D</b>			
<b>Applicable GST on total of Col. D</b>			
<b>Grand Total</b>			

<b>Estimated No. of round trips for Pick-up and delivery</b>	25
<b>Rate per round trip</b>	
<b>Total</b>	