

**Atal Bihari Vajpayee Indian Institute of Information Technology and Management,
Gwalior- 474015 (M.P.)**

**Expression of Interest (Eoi) for providing Self-Laundry Services to students of
ABV-IIITM,Gwalior on chargeable basis**

ABV-Indian Institute of Information Technology and Management (ABV-IIITM) in Gwalior, Madhya Pradesh is an autonomous institute set by Government of India, MHRD (Presently Ministry of Education, Govt. of India) in 1997. It is an effort by MHRD (Presently Ministry of Education, Govt. of India) towards creating professionals in areas of management and information technology from the same institute. This institute was created for facilitating higher education, research, and consultancy in areas of information technology (IT) and business management. Initially started as IIITM, this institute was prefixed with ABV in 2002 to honour the then Prime Minister Atal Bihari Vajpayee.

The Institute invites Expression of Interest (Eoi) from various organizations /vendors for providing Self-Laundry Services to students of ABV-IIITM,Gwalior on chargeable basis. The interested vendors/organizations may submit their Bids/Tenders in the prescribed format duly completed along with requisite enclosures/ documents. The incomplete Bids/Tenders will not be considered for evaluation.

The Institute reserves the right to accept or reject any or all the Bids/Tenders without assigning any reason.

EoI details:

S. No.	Particular	Remarks
1	EoI No.	ABV-IIITM/Registrar/2025-26/1610 dated 12/11/2025 for providing Self-Laundry Services to students of ABV-IIITM,Gwalior on chargeable basis
2	EoI duration	21 days
3	Last date and time of submission of quotation	Bids may be submitted to - <i>Dean of Student Affairs,</i> <i>ABV-Indian Institute of Information Technology and Management,</i> <i>Morena,Link Road,Gwalior, Madhya Pradesh ,474015</i> on or before 03/12/2025 by 4:00 pm
4	Bid validity	60 days
5	Date & time of tender opening	Shall be informed at a later stage
6	Type of Bid	Two bid system: (The bidder must submit two separate envelopes super scribing Technical Bid (<i>EMD submission details must be put in the technical Bid envelop</i>) and Financial Bid separately in a Big Envelop)
7	EMD	Rs 10000/- in form of Demand Draft /NEFT or Direct Credit in favour of Director ,ABV-Indian Institute of Information Technology and Management, Gwalior Bank account details : Account No.- 945210110000969 IFS Code- BKID0009462 Bank Name- Bank of India Branch address- ABV-Indian Institute of Information Technology & Management, Gwalior Morena Link Road, Gwalior - 474015
8	Security Deposit	Rs 30000 shall be paid to ABV-IIITM,Gwalior within a month of receiving the work order Bank account details : Account No.- 945210110000969 IFS Code- BKID0009462 Bank Name- Bank of India Branch address- ABV-Indian Institute of Information Technology & Management, Gwalior Morena Link Road, Gwalior - 474015

TERMS AND CONDITIONS

1. The EoI should be addressed to “The Director, ABV-IIITM,Gwalior”.
2. 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.
3. In case of any discrepancy between the rates in figures and in words, the rate in words will be accepted as correct.
4. Proposal submitted after the last date of submission will not be accepted.
5. Intending bidder shall submit only one EoI. A bidder, who submits more than one EoI, shall be disqualified and considered non-responsive.
6. The bidder has to put a seal and sign in full at all pages of the EoI notice including declaration and price bid failing which the bidder will be disqualified.
7. The bidder failing to provide the service as per bid/tender or involved in any illegal practice will be debarred from ABV-IIITM,Gwalior.
8. 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. The contract can be extended for further period based on the satisfactory performance by the service provider and requirement of the institute. **If the quality of service provided is not found satisfactory, ABV-IIITM,Gwalior reserves the right to cancel or amend the contract/MoU with one month notice period.**
9. The rate may be revised on mutual consent between students and the service provider during the extended period.
10. No claim for compensation or loss due to fluctuations in the market rate of any item or any other reasons/causes will be entertained.
11. The bidder shall be responsible of all statutory compliance with respect to the laundry services as per the extant norms.
12. 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.
13. Bidders should have their own online system for collection of washing charges from the students. The institute will not bear any responsibility towards payment related issues with the students.
14. Bidder must be ready to provide laundry services even if fewer numbers of students/ users are available, at the same rate, terms and conditions.
15. The service provider should ensure that his company is registered. The service provider

must ensure providing all the supporting documents with respect to PAN Card, GST certificate and minimum two years of experience certificate of rendering similar nature of services in premium education institutes like IIT, NIT, IIIT, Central University or other Institute of National Importance. Further the service provider must attach all the authorized certificates of the company. The successful bidder must comply with all the terms and conditions mentioned in the EoI document. The Bidder should have Annual Business Turnover of minimum Rs. 10 Lakh (Rupees Ten lakh) for the last two financial years and the Bidding firms should have submitted / filed ITR copies of last two years.

16. The installation of the equipment and training cum demo must be provided.

17. Any liability including GST will be of the bidder of the laundry services. Also, any obligations regarding Indian Acts will be the responsibility of the bidder only.

18. Bidders may visit ABV-IIITM, Gwalior campus for the installation of washing machines prior to the bid submission. There are approx 1400 students and number of machines to be installed may be assessed for catering to their needs.

19. The institute reserves the right to withdraw/cancel the EoI at any stage of the procurement without assigning any reason thereof.

20. 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 institute and jurisdiction will be Gwalior court only.

21. The bidder has to provide professional 10 kg or better front load fully automatic **washing machines with dryer** to the institute for the laundry purpose to ABV-IIITM, Gwalior students at no cost to the institute. The machines must be operated through mobile based applications.

22. The bidder must have app based application both **Android and iOS** for smooth operation of the machine by the institute students.

23. The selected bidder will provide the service, maintenance and installation of the machines in hostel at no costs to the institute.

24. The selected bidder must have the dedicated call centre nos. for raising the concern of the students.

25. The institute will provide the Wi-Fi, space, water, electricity & drainage facility in the hostel premises at actual cost to the selected bidder.

26. The selected bidder will provide the adequate training to students 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 for maintenance and servicing of washing machines.

28. The seller shall not sublet, transfer, assign or otherwise part with the acceptance of the EoI/tender or any part thereof, either directly or indirectly, without the prior written permission of the institute.

29. The institute may sign MoU with the successful bidder as per the extant guidelines.

Features of smart laundry service:

- a. A wash cycle scheduler with variable time and needed wash type selection may be included in an **Android and iOS** application for students.
- b. The App need to support online payments and create a digital receipt after a transaction.
- c. Sending a reminder to the student about the booking time and after the wash is finished.
- d. The designed app should reflect available machines and their status for booking.
- e. Any other feature with respect to smart laundry system

EoI evaluation criteria:

- a) The bidder must quote for all the items mentioned in the price bid. Failing to quote for one or more than one item will result in the disqualification of the bid. (EoI to be submitted on the firm letter head mentioning GST no., PAN no. etc)
- b) Signed and stamped copy of the entire EoI along with the EoI acceptance letter-Appendix-1, GST Registration Certificate and PAN Card to be submitted by the bidder.
- c) Minimum two years of work experience with premium education institutes like IIT, NIT, IIIT, Central University or other Institute of National Importance for providing laundry services is mandatory and certificates in support must be attached.
- d) The bidder must attach all the authorized certificates of the company.
- e) Bidder shall deploy 10 kg or better professional front load fully automatic washing machines with dryer in the institute hostels in sufficient number.
- f) Bidder must provide the laundry service through mobile based application through which students will pay, operate and use the washing machines for laundry purpose. (Please provide the details of APP).

FINANCIAL BID

(EoI for providing self laundry service at ABV-IIITM,Gwalior)

S.No.	Wash categories	Duration (per wash cycle)	Price per wash cycle (inclusive of GST)
1			
2			
Total in ₹: Total in words (.....)			

Note: Financial evaluation will be done based on overall quoted amount. Quoting incomplete data (Price) in the above column, EoI of such bidder/service provider will be summarily rejected.

Appendix -1

EoI/TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date: _____

To,

Sub: Acceptance of Terms & Conditions of Tender.

EoI reference no: _____

Name of EoI: - _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'EoI' from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the EoI documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organisations too have also been taken +- consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the terms and conditions of above-mentioned EoI document(s)/ corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm/Company is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)