

Expression of Interest (EOI)



Indian Institute of Technology, Kanpur

Kalyanpur, Kanpur, Uttar Pradesh – 208016

(An Autonomous Institution, Ministry of Education)

For Providing Smart Laundromat Facilities at Halls of residences at IIT Kanpur.

EOI No Ref. No. IITK/DOSA/EOI/2026-27/01

Address to:

Dean of Students' Affairs
4th Floor, New Faculty Building Annex
IIT Kanpur – 208016
Ph: 0512-259-7292
Email: purchase_sa@iitk.ac.in

Chapter – 1

Introduction

The Office of the Dean of Students' Affairs (DoSA), IIT Kanpur, invites Expression of Interest (EOI) from experienced and eligible Firm/Agency/Service provider/ Bidder for empanelment for providing, installing and maintaining smart laundromat facilities in the student hostels of IIT Kanpur, as and when required by the concerned Hall Authorities. IIT Kanpur presently has 15 student hostels accommodating approximately 9,000 students. The objective of this EOI is to empanel experienced and capable Firm/ Agency /Service provider/Bidder for establishing smart laundromat facilities in the student hostels of the Institute.

The empanelled Firm/ Agency /Service provider/Bidder shall be permitted to provide laundromat facilities only in the hostel/hostels specifically allotted, selected or approved by the concerned Hall Authority. **Empanelment shall not confer any automatic right upon the agency to operate the laundromat facility in any one or all hostels of the Institute.** Each Hall Authority may, based on its requirement, independently avail the services of the empanelled agencies for its respective hostel, by issuing a bid. The selected Firm/Agency/ Service provider/Bidder shall install/provide and maintain the required smart laundromat equipment and related services at its own cost, in accordance with the terms and conditions of the EOI and the requirements of the concerned hostel authority.

No financial liability, expenditure or payment obligation shall be imposed on IIT Kanpur or the concerned Hall Authority towards the installation or maintenance of the laundromat facility, unless specifically agreed to in writing by the Institute. The Firm/Agency /Service provider/ Bidder shall be solely responsible for all costs associated with the installation, maintenance, manpower, consumables, repairs, replacement of equipment and other incidental activities, as applicable, for providing the laundromat facility. The Firm/Agency /Service provider/Bidder shall ensure that the laundromat facility is operated in a safe, hygienic, efficient and student-friendly manner and that all equipment and services remain functional and properly maintained throughout the period of operation.

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DETAILED NOTICE OF INVITING EXPRESSION OF INTEREST

EOI is invited on behalf of Director, IIT Kanpur from eligible, experienced Firm/ Agency/ Service provider/bidder for providing smart laundromat facilities in halls of residence at IIT Kanpur.

EOI No	IITK/DOSA/EOI/2025-26/87
Name and location of work	Providing Smart Laundromat Facilities at Halls of residence at IIT Kanpur
Date of Issue/ publishing at CPPP website https://eprocure.gov.in/eprocure/app	08/10/2026
End Date and Time for submission of EOI at CPPP website	29/10/2026
Date and time of opening of EOI	30/10/2026
Qualifying process	1. The bidder must satisfy all the eligible criteria. 2. The EOI proposal received from eligible Firm/Agency/ Service provider/bidder shall be evaluated by the duly constituted evaluation committee.
Address for correspondence	Dean of Students' Affairs 4 th Floor, New Faculty Building Annex IIT Kanpur – 208016 Ph: 0512-259-7292 Email: purchase_sa@iitk.ac.in

Note: Submission of document – To be done online

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General instructions for the bidder

1. The EOI document can be downloaded from the CPPP website at <https://eprocure.gov.in/eprocure/app>. Besides EOI document reference can also be seen on the IIT Kanpur website (<https://www.iitk.ac.in/tenders>). Prospective bidder who have enrolled or registered with the aforesaid portal shall have to enrol/ register for participation.
2. The Bid submitted shall become invalid if the bidder doesn't upload all the relevant testimonials as mentioned in the EOI document.
3. The bidder will required to produce the original copy of the eligibility criteria document along with other document mentioned, If asked.
4. At any time prior to the deadline to the submission for proposal, IIT Kanpur reserve the right to add/ modify/ delete any portion of the document by issuance of a corrigendum, which would be published on the IIT Kanpur website and CPPP portal. The Corrigendum shall be binding on all bidders and will form part of the bid documents.
5. The authority/ committee of IIT Kanpur reserve the right to reject any bid and to annul the bidding process and reject all bids at any time or discontinue this EOI process without assigning any reason.
6. Resolution of Dispute: The party agree that in case of any dispute arising between the parties in respect of this agreement which cannot be resolved mutually the matter shall be referred to sole arbitrator appointed by the IIT Kanpur in jurisdiction will be the Kanpur Court.
7. Disclaimer: The EOI does not constitute a commitment to offer of a contract or prospective contract. IIT Kanpur shall not be liable for any cost incurred by any potential vendor/ Service provider in preparation and submission of information in response to this EOI.
8. Duly signed and stamped of the entire EOI document along with its addendum/corrigendum, if any.

Authorized Signatory (signature in full): _____

Name of Title of Signatory: _____

Firm/Agency /Service provider/Bidder rubber stamp: _____

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Scope of the work

1. **Period of empanelment:** The period of the empanelment will be initially for a period of three years, renewable upto to two years based on performance.
2. The objective of this initiative is to provide convenient, hygienic, technology-enabled, and student-friendly laundry services in hostel(s), if desired by the hostel authorities, through installation of commercial washing and drying machines.
3. The empanelled Firm/Agency/Service provider/Bidder shall be selected for providing services in respective hostel through bid, if found suitable and desired by the hostel authorities. The selected Firm/Agency/Service provider/Bidder will be responsible for supply, installation, maintenance, and management of laundromat facilities in the designated hall of residences.
4. An Internet of things (IoT) based commercial Washing Machine should be installed by the Firm/Agency/Service provider/Bidder at no cost to IIT Kanpur.
5. Firm/Agency /Service provider/Bidder must provide the laundry service through mobile based application through which student will pay and use the Washing Machines for laundry purpose. Firm/Agency/Service provider/binder should provide smart washing operation and advanced washing service through its mobile application on both IOS and Android.
6. All Washing Machine/ dryer to be provided free of cost without any purchase cost to the institute.
7. The Washing Machine/ dryer should be installed as per the requirement of the halls as per the bid document. The indicative numbers are given below:
 - One (1) Washing Machine (07 KG or above) for approximately every 160 students.
 - One (1) Dryer Machine (07 KG or above) for approximately every 320 students.
8. The Firm/Agency /Service provider/Bidder should ensure the timely maintenance to be done on regular basis by the service provider's own appointed service team at their own cost.
8. The Firm/Agency/Service provider/Bidder shall be responsible for service, maintenance, and Installation of the Washing Machines at no cost to IIT Kanpur.
9. Sufficient area will be earmarked in the hostel of IIT Kanpur for installation of laundry equipment's. The Firm/Agency/Service provider/Bidder shall pay rent per machine per month as per institute norms in addition to electricity and water charge.
10. The laundry needs to open on all days and laundromat shall operate 24×7. The Firm/Agency /Service provider/Bidder should also ensure that the complaints should be addressed within 24 hours.
11. Firm/Agency/Service provider/Bidder should provide dedicated phone number to raise complaint in case of any issue.

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ELIGIBILITY CRITERIA:

- 1.** The bidder should have at least 03 (three) years' experience in operating smart laundromat facilities at IIM's, NIT's, IIT's, IIIT's or any other academic Govt/Pvt institute of higher education. (Annexure II)
- 2.** The Firm/Agency/Service provider/bidder should have minimum average turnover of Rs. 30 Lakhs for last three (03) financial years. (Annexure III)
- 3.** The Firm/Agency/Service provider/bidder should have PAN Number and GST Registration. (Proof to be attached).
- 4.** Bidder must provide a declaration of not being debarred by any Institution/ Agency/ Govt. Dept/ Public Sector on its letterhead. (Annexure IV)
- 5.** Undertaking certificate must be submitted of providing the laundromat services 24x7 (Annexure V)
- 6.** Technical brochures of IoT enabled washing Machine and dryers those to be installed need to be submitted with the EOI

Name, Signature and Seal of Authorized Signatory of
Firm/ Agency/Service provider/ bidder

EVALUATION CRITERIA:

S.NO	Criteria Description	Eligibility	Page No of enclosure
1	Minimum experience of 03 years of operating smart laundromat services at IIM's, NIT's, IIT's, IIIT's or any other academic Govt/Pvt institute of higher education.	Y/N	
2	The average turnover over last 3 financial years (2023-24,2024-25,2025-26) should be Rs. 30 Lakh or above	Y/N	
3	PAN Number and GST Registration	Y/N	
4	Bidder must provide a declaration of not being debarred by any institution/ agency/ Govt. Dept/ Public Sector on its letterhead.	Y/N	
5	Undertaking Certificate for providing 24x7 services	Y/N	
6	Technical brochures of IoT enabled Washing Machine and Dryers those to be installed need to be submitted with the EOI	Y/N	

The EOI proposal received from eligible Firm/Agency /Service provider/Bidder shall be evaluated by the duly constituted evaluation committee.

The bidder is required to attach all the documents duly signed.

Basic Technical Details

(To be submitted as part of technical bid on company letter head)

Bidder Name: _____

Address & Contact Details: _____

EOI Ref No: _____

Sl. No.	Description	Information	
1 A	Name of the Bidder		
	Complete Address		
	Phone No.		E-mail ID Website
1 B	Contact Person/Representative of firm: Name Designation		
	Phone:	Mobile Phone:	
2 A*	PAN (Attach document)	GST (Attach document):	
	(Enclose copies of the above)		
2 B*	Proof for payment of income tax and GST tax (last three years) (copy of income tax and GST payments to be enclosed).		
3*	CA certificate for average turnover		
4*	Any Government Organizations related Smart Laundry services are operated elsewhere (Enclosed list of laundry services handled and ongoing businesses separately with all the relevant documents) (List to be included with name and duration, type of service provided etc.) Attach a separate page if required.		
5*	Does your firm have any Website/Mobile App for Smart Laundry services (iOS/Android) If yes give complete details/features/Brochure - Attach a separate sheet is required.		

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Other Terms and Conditions:

1. Proposals submitted offline will not be accepted. Proposals submitted after the deadline will not be accepted and same will be treated as non-responsive.
2. Intending Bidder shall submit only one EoI. A Bidder, who submits more than one EoI, shall be disqualified, and considered non-responsive.
3. The Bidder must put a seal and sign in full at all pages of the EoI notice failing which the Bidder will be disqualified.
4. No claim for compensation or loss due to fluctuations in the market rate of any item or any other reasons/causes will be entertained.
5. The Firm/Agency /Service provider/Bidder shall be responsible of all statutory compliance with the respect to the laundry services governed under Govt. of India and Govt. of Uttar Pradesh.
6. The Firm/Agency /Service provider/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.
7. Firm/Agency/Service provider/Bidder should have their own accountant/manager/app to collect charges from the students. It is the Bidder responsibility to maintain proper records of the payments made by each student user. IIT Kanpur will bear no responsibility for payment related issues with the students.
8. Firm/Agency/Service provider/Bidder must be ready to provide laundry services even if smaller number of students/ users are available, at the same rate, terms and condition in case of any holiday/vacation/any lockdown/ emergency etc.
9. The Firm/Agency /Service provider/Bidder should ensure that his Firm/Agency is registered, or he/she 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, or any other institute of higher education etc. Further the service provider must attach all the authorised certificates of the Firm/Agency or authorised person on his behalf.
10. The successful Bidder must comply with all the terms and conditions mentioned in the EoI document.
11. The installation of the equipment and training cum demo should be provided (if required).
12. 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.
13. The Dean Students' Affairs/ Committee, IIT Kanpur reserves the right to withdraw/cancel the EoI/Tender process at any stage of the procurement without assigning any reason thereof.
14. The Firm/Agency/Service provider/Bidder must provide commercial 07 kg or above washers & dryers to the institute for the laundry purpose to IIT Kanpur students at no cost to the IIT Kanpur. The machines to be operated through mob-based app applications.
15. The Firm/Agency/Service provider/Bidder must have app-based application both android and iOS for smooth operation of the machine by the IIT Kanpur students.
16. The selected Firm/Agency/Service provider/Bidder will provide the service, maintenance and installation of the machines in hostel at no costs to the institute.
17. The selected Firm/Agency/Service provider/Bidder will provide the adequate training to students & staff to ensure the smooth operations of laundry application app and machines.
18. The Firm/Agency/Service provider/Bidder shall ensure proper plumbing and drainage arrangements, electrical safety compliance, fire and safety compliance as per applicable standards, Noise and vibration control.
19. Any damage cause to hostel property during installation/operations or maintenance shall be repaired/ restored by the Firm/Agency/Service provider/Bidder at own cost.
20. The institute will facilitate and give access to service engineer with prior permission to maintain and service the machines.

Termination:

This agreement shall be deemed automatically terminated upon expiry of contract period unless IIT Kanpur has exercised its option to extend this contract in accordance with any provisions of this contract.

Termination of the unsatisfactory performance:

If IIT Kanpur, consider that the performance of the **CONTRACTOR** is unsatisfactory or, not up-to the expected standards, IIT Kanpur shall notify the **SAME CONTRACTOR** in writing and specify in detail the cause of such dissatisfaction. IIT Kanpur shall have the option to terminate this agreement by giving 30 days' notice in writing to the **CONTRACTOR**, If the **CONTRACTOR** fails to comply with the requisition contained in the said written notice issued by the IIT Kanpur.

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

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

Ref no.

Date:

To
Dean of Students’ Affairs
IIT Kanpur
Kanpur (UP) - 208016

Sub:

“ _____
_____.” against EOI No:
_____ Dated ____/____/____

1. I/ We had read entire EOI and unconditionally accept all the terms and conditions laid down in the EOI document.
2. I/We enclose herewith documentary evidence of my/our experience of execution of work/ service of similar nature and magnitude carried out by me/us as per the eligibility criteria along with the other documents mentioned in the EOI document.
3. I/ We confirm and declare that we are not debarred 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 2 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.....2026

Name of the Bidder with Address:

Name:

Address:

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

EXPERIENCE DETAILS
[On the letterhead of the Bidder]

(Please provide experience details only for the last three financial years from 1st April 2023 to 31st March 2026)

EOI No Ref. No. IITK/DOSA/EOI/2026-27/01

Details of works of similar type executed by the bidder
[On the letterhead of the Bidder]

Sl. No.	Name of the Company	Work Description	Ref. & Date of the order	Work Order Value	Contract Period	Page No
1						
2						
3						

Authorized Signatory (Signature In full): _____

Name and title of Signatory: ____

Stamp of the Company: _____

- Copies of work orders/service/experience certificate should be attached with this information. In absence of documentary evidence, bid is liable to be rejected.
- If necessary, a separate sheet may be used to submit the information.

Indian Institute of Technology, Kanpur
EOI No Ref. No. IITK/DOSA/EOI/2026-27/01

Annexure – III

FINANCIAL CAPABILITY OF BIDDER
[On the letterhead of the Bidder]

Annual turnover details of the Bidder from [insert relevant details]

#	Financial Year	Turnover in Indian Rupees	Document Page No.
A	2023-24		
B	2024-25		
C	2025-26		

*Audited Balance sheet and profit & Loss account statement of the bidder for each of the above-mentioned financial year shall be submitted as supporting evidence.

1. Please affix the signature of the authorized signatory of the Bidder with name, designation, seal and date here.
2. Please affix the signature of the authorized signatory of the Statutory auditor of the Bidder with name, designation, seal and date here.

Authorized Signatory (Signature In full): _____

Authorized Signatory of Statutory Auditor: _____

Name and title of Signatory: _____

Stamp of the Company: _____

Stamp of the Firm: _____

Indian Institute of Technology, Kanpur
EOI No Ref. No. IITK/DOSA/EOI/2026-27/01

CERTIFICATE
DECLARATION REGARDING BLACKLISTING/NON-BLACKLISTING
[On the letterhead of the Bidder]

I /We Proprietor / Partner (s) / Director (s) of M/shereby declare that the firm/ company namely M/S. has not been blacklisted or debarred in the past by any organization from taking part in Government tenders.

Or

I / We proprietor / partner (s) / Director (s) of M/S..... hereby declare that the firm/ company namely M/S.....was blacklisted or debarred by any Government Department from taking part in Government EOIs for a period ofyears w.e.f..... The period over on And now the firm/ company is entitled to take part in Government EOIs. In case the above information found false I / we are fully aware that the EOI/ contract will be rejected / cancelled by the **Dean of Students' Affairs, Indian Institute of Technology, Kanpur**. In addition to the above **Indian Institute of Technology, Kanpur** will not be responsible to pay the bills for any completed/ partially completed work.

Signature:

Name:

Capacity in which as signed:

Name & address of the firm:

.....

Seal of the firm should be affixed.

Dated: Signature of Bidder with seal.

In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, certificate will be given by all the partners and in case of limited company by all the Directors of the company or company secretary on behalf of all directors.

UNDERTAKING FOR 24×7 SERVICE
[On the letterhead of the Bidder]

To

The Dean of Students' Affairs
Indian Institute of Technology Kanpur
Kanpur – 208016, Uttar Pradesh

Subject: Undertaking for 24×7 Service Support for Smart Laundromat Facility

I/We, _____, Authorized Signatory of M/s _____, hereby undertake that our firm/agency/service provider shall provide 24×7 service and technical support for the Smart Laundromat Facility at IIT Kanpur throughout the contract period.

We further undertake that:

1. Necessary technical/service support shall be available 24 hours a day, 7 days a week.
2. Complaints related to washing machines, dryers, IoT systems, payment systems and other installed equipment shall be attended to promptly.
3. Adequate manpower and technical support shall be arranged to ensure uninterrupted operation of the facility.
4. In case of any breakdown or technical issue, necessary repair/service shall be provided at the earliest.
5. A dedicated contact person/helpline number shall be provided for reporting service-related complaints.

We hereby confirm that the above undertaking shall be binding on our firm/agency/service provider.

Place: _____

Date: _____

For M/s _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Seal of Firm/Agency/Service Provider