No. B-14017/01/2017-GA
Government of India
Ministry of Commerce and Industry
Department of Industrial Policy and Promotion

Udyog Bhawan,
New Delhi

Dated 1st December, 2017

TENDER DOCUMENT

Sealed quotations are invited from the firms for Award of Annual Maintenance Contract for Vacuum/Dry Cleaning of carpets, sofa sets, cushioned chairs, curtains cleaning of vertical blinds and vacuum cleaning etc. in DIPP, Udyog Bhawan, New Delhi as per details mentioned in the Tender Notice. The details of schedule of tender are as under:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>SCHEDULE OF TENDER</th>
<th>DATE AND TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Date of uploading of Tender Document on website</td>
<td>01.12.2017</td>
</tr>
<tr>
<td>2.</td>
<td>Last date and time for submission of EMD and tender document</td>
<td>Upto 3.00 PM on 22.12.2017</td>
</tr>
<tr>
<td>3.</td>
<td>Date and time for opening of Tender Document</td>
<td>3.30 P.M. on 22.12.2017</td>
</tr>
</tbody>
</table>

(S. Ravish Ali)
Under Secretary to the Government of India
Tel. No. 2306 3697
Subject: Quotations for Award of Annual Maintenance Contract for Dry Cleaning of Carpets, Sofa sets, Cushioned chairs, Curtains, Cleaning of vertical blinds and vacuum cleaning etc. in this Department.

Sealed quotations are invited from the firms for Award of Annual Maintenance Contract for Dry Cleaning of Carpets, Sofa sets, Cushioned chairs, Curtains, Cleaning of vertical blinds and Vacuum cleaning etc. in the Department for a period of one year.

2. The sealed quotations should be submitted in cover super-scribed as "Quotation for Award of Annual Maintenance Contract for Dry Cleaning of Furniture and related items and vacuum cleaning in DIPP". It should be addressed to the Under Secretary (GA), Department of Industrial Policy and Promotion, Room No.271-A, Udyog Bhawan, New Delhi so as to reach the undersigned by 3.00 PM on or before 22nd December, 2017. The Bids will be opened on the same date at 3.30 PM in Room No. 271-A. Complete Tender documents is available on CPPP and DIPP’s website. Address of websites are given below:-

3. The rates quoted will be valid for a period of one year from the date of approval of the competent authority of this Department and may be further extended on mutually agreed basis.

4. Last date for seeking clarifications, if any, is 15th December, 2017. Bidders are advised to check the DIPP website regularly for amendments; if any.

5. Amendment to Bid Documents: The Amendments/Corrigendum if any will be notified on the website of DIPP and these amendments will be binding on the bidders. Bidders are advised to visit DIPP Website regularly for updates on this tender.
6. The Department reserves the right to impose any other conditions for regulating the contract in public interest. All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India;

(S. Ravish Ali)
Under Secretary to the Government of India
Tel. No. 2306-3697

Copy to: - NIC with a request for placing the complete Tender enquiry along with terms and conditions on this Department’s Web site and the same may kindly be removed on 22.12.2017 at 3.30 P.M.

Copy also to: Reception officer, Gate No. 12
TERMS AND CONDITIONS OF CONTRACT

1. SCOPE OF WORK

(i) Dry Cleaning of Carpets, Sofa sets, Cushioned chairs, Curtains, Cleaning of vertical blinds and vacuum cleaning of carpeted areas, upholstered furniture, files placed in racks etc.,

(ii) The work is to be carried out in the premises of the Udyog Bhavan, New Delhi. Only such work that cannot be done in the Office premises shall be allowed to be done outside, however, no extra charges will be payable on this account.

(iii) The successful tenderer to whom contract is awarded will be required to attend the job howsoever small it may be within 24 hours either on call basis or after the receipt of work order whichever is communicated earlier. The person attending the work should be available in the General Admn. Section at short notice.

(iv) There is no assurance regarding the number of items to be entrusted at each time and the number of items entrusted at a time may vary from time to time. The successful tenderer shall accept the entrustment even if the number of items entrusted is considerably low.

(v) The request for dry-cleaning work will be attended within 3-4 hours on the same day and the contractor shall complete the work within 2 days of the order positively. In case of emergency, the contractor will have to provide services / maintenance work eve on holiday/Sunday and at the required site of meetingCONFERENCE etc.

(vi) The contractor shall use materials of good quality for dry-cleaning work. The samples should be got approved by the competent authority of the Department/User officer. Any use of inferior quality will invite blacklisting of the firms besides termination of firm.

(vii) The firm shall under take the dry/vacuum-cleaning work only as directed by the concerned Section officer/Under Secretary. Any work under taken otherwise shall be treated as unauthorized work and cost of such work undertaken shall not be paid by the Department.

(viii) The firm shall maintain job card for each work undertaken by it. The job card should be got signed by the official concerned after satisfactory completion of work.

2. PERIOD OF CONTRACT

The contract will be for a period of one year, which can be extended further subject to the satisfactory performance of the firm upto a period of two years on the same rates, terms and conditions.
3. EARNEST MONEY DEPOSIT (EMD)

The tender / quotation must be accompanied by an Earnest Money deposit of Rs. 5000/- (Rupees Five Thousand) only, in the form of DD/Banker's cheque drawn in favour of DDO (Cash), Department of Industrial Policy and Promotion, New Delhi payable at New Delhi which should be valid for a period of 45 days beyond the final bid validity period. Quotations without EMD will be rejected. EMD of unsuccessful bidders shall be refunded within one month after the successful bidder executes the agreement with DIPP. EMD of successful bidder shall be returned within 15 days from the date of receipt of the security deposit. No interest is payable on EMD. The firms registered with MSME and NSIC should submit a copy of EMD exemption certificate for claiming exemption from EMD submission.

4. FORFEITURE OF EARNEST MONEY DEPOSIT

The earnest money shall be forfeited
(a) If the quotation is withdrawn by the bidder:
   (i) At any time prior to its rejection or (ii) Before or after its acceptance is communicated to
   the bidder or
(b) If the successful bidder fails to comply with the terms & condition of the Quotation
   Notice

5. PERFORMANCE SECURITY

An amount of Rs. 20,000/- (Rupees Twenty thousand only) will be the “Security Deposit” in
the case of successful bidder, which may be furnished in the form of Fixed Deposit Receipt
from a Commercial bank or Bank Guarantee from a Commercial bank. The Performance
Security should be valid for a period of sixty days beyond the date of completion of all
contractual obligations of the contractor. Earnest Money will be refunded to the successful
bidder on receipt of Performance Security;

6. RELEASE OF PAYMENT

No advance payment shall be made. All the bills submitted by the successful tenderer would
have to be accompanied by the work vouchers duly signed by the concerned officers/officials.

Payments towards dry cleaning work in this Department will be made on monthly basis on
production of satisfactory reports from the concerned users and submission of pre-receipted
bill (in triplicate).

7. PENALTY CLAUSE

(i) In case the successful bidder is found in breach of any condition(s)/tender at any stage,
legal action as per rules/laws shall be initiated against the agency concerned. In that case
Earnest Money Deposit/ Performance security shall be forfeited after giving proper opportunity through show cause notice;

(ii) In case the performance of the successful tender is not found satisfactory, the tender will be cancelled and the Performance Security/Earnest Money forfeited.

8. RESOLUTION OF DISPUTE

All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India.

9. GENERAL TERMS & CONDITIONS

i. The bidders are required to quote comprehensive rates. The successful bidder will have to arrange for all material and machines required for execution of the job. The rates quoted should include all charges except the GST which should be charged as per the Govt. guidelines during execution of the contract.

ii. The firms/bidders should have at least 3 (three) years of experience in providing service/maintenance services to Government Ministries/ Departments/ PSUs/other reputed national level Institutions. A complete list of clients serviced during the last 3 years (year-wise) shall be provided along with the value of contracts executed. The said documents are to be submitted with bid documents.

iii. If it is found that the information/Certificates furnished by the participating firms is incorrect/wrong or bogus, the firm shall be blacklisted, its bids will be ignored and EMD/Performance Security Deposit will be forfeited.

iv. In case of any loss or damage to any item during dry cleaning and vacuum cleaning with in the premises of this Department or at the workshop of the firm, it shall be the liability of the firm and department may at its discretion deduct the total cost of the item or any part thereof from the bill of the firm.

v. Tenderer will not be allowed to withdraw his offer. EMD shall be forfeited, if the tenderer fails to honor the contract;

vi. Any request for increase in quoted and/ or accepted rates will not be entertained for any reason during the currency of the contract. Only the changes in GST rates will be considered before making payments;

vii. The rates must be written in figure as well as in words. Erasing and overwriting in the rates quoted will make the tender void. All alterations in the rates should be signed in ink otherwise the quotation/tender will not be considered;

ix. Canvassing in any form is strictly prohibited and tender of the tenderer who resort to such activities will be summarily rejected;
xi. The EMD shall be forfeited in case the firm does not fulfill/produce the documents/promises made before this Department or any committee constituted by this Department for this purpose;

xii. The tenderer or his representative shall have to visit GA Section (Room No. 21) to carry out the order on immediate basis. If the firm fails to attend the complaints within 24hrs and accomplish the assigned dry-clean job within a reasonable period, penalty of 5% for the delay of each work or a fraction thereof shall be charged and the same shall be deducted from the gross amount of the bill. The decision of the Head of the Department for the reasonable period of repair shall be final.

xiv. The Department reserves the right to reject any or all the bids in full or part or not to award the contract to the lowest bidder without assigning any reason thereof and giving any compensation. The decision of the Department in this regard shall be final and binding on all;

xv. The contractor’s personnel shall not divulge/disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters;

xvi. The persons deputed shall be not below the age of 18 years and they shall not interfere with the duties of the employees of the Department. The contractor shall undertake/ensure that the character and antecedents of each individual employee deployed by them have been got verified by the Police Authorities and record be maintained to this effect and further shall be verified from time to time so far.

xvii. The Contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, smoking, loitering without work;

xviii. The Department shall have no liability, financial or otherwise, for any harm/damage/injury incurred by the personnel deployed by the successful tenderer in the course of performing of the work. Neither the successful tenderer nor his workers shall have any claim on this Department for compensation or financial assistance on this account.

xviii. The firm shall be responsible for any injury or accident to the person deployed by them for performing the job.

xix. TDS and other applicable taxes as per prevailing rates will be deducted before making the payment;

xx. The lowest quoted bidder (L-1) shall be chosen on the basis of Grand Total of the Bid price received;

xxi. In case the successful bidder is found in breach of any condition(s)/tender at any stage, legal action as per rules/laws shall be initiated against the agency concerned. In that case
Earnest Money Deposit/ Performance security shall be forfeited after giving proper opportunity through show cause notice;

xxii. In case the performance of the successful tender is not found satisfactory, the tender will be cancelled and the Performance Security/Earnest Money forfeited.

xxiii. The Tender of tenderer who does not fulfill any of the tender conditions/ qualification criteria are liable to be summarily rejected at the risk and cost of the tenderer only and any further correspondence in this regard will not be entertained.

xxiv. No separate transportation charges/labor charges will be paid for obtaining, delivering and undertaking the work;


The tendering agency/firm must fulfill the following qualification/specifications in order to be eligible for evaluation of the Bid:

i. The service providers should have an office in Delhi NCR. The Proof of address should be submitted with bid documents.

ii. The service providers should have their own Bank Account. The bank details are also to be submitted along with bid documents.

iii. The firm shall provide complete address and telephone numbers along with PAN/TAN, GST No, etc. In this regard, certified copy of the registration shall be submitted with the bid documents.

iv. The firm/bidders should not have been blacklisted by any Ministry/Department of the Government of India. A Self Declaration in this regard should be submitted with the bid documents.

v. If it is found that the information/Certificates furnished by the participating firms is incorrect/wrong or bogus, the firm shall be blacklisted, its bids will be ignored and EMD/Performance Security Deposit will be forfeited.

vi. The bid document should be filled in neatly and clearly. The Tender Document duly signed by the bidder in all pages thereby conveying his/her acceptance of all the terms and conditions mentioned therein, should be submitted along with the bid document in a sealed cover. Incomplete or conditional tenders will not be entertained.

(S. Ravish Ali)
Under Secretary to the Government of India
Tel. No. 2306-3697
Annexure-II

Rate for Annual Maintenance Contract of Dry / Vacuum Cleaning of Carpets, Sofa sets, cushioned chairs, curtains, Cleaning of vertical blinds, vacuum cleaning etc.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the Packages</th>
<th>Unit</th>
<th>Rate (in Rs.) (excluding GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Vacuum Cleaning of Carpeted area</td>
<td>Per Sq. ft</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Vacuum Cleaning of upholstered furniture</td>
<td>Per Unit</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Vacuum Cleaning of Room</td>
<td>Per Sq. Ft</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Vacuum Cleaning of File Racks</td>
<td>Per Sq. Ft</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Dry Cleaning of Three Seater Sofa</td>
<td>Per Sofa</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Dry Cleaning of Sofa Chairs</td>
<td>Per Unit</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Dry Cleaning of Four Seater Sofas</td>
<td>Per Sofa</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Dry Cleaning of Cushion Chairs</td>
<td>Per Unit</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Dry Cleaning of Vertical Blinds</td>
<td>Per strip</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Dry Cleaning of Curtains</td>
<td>Per panel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Amount (in Rs.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of authorized person

Date: 
Name: 
Place: 
Seal: