Online Quotations are invited for award of contract for **Washing of Towels, Dusters, Curtains etc. of the Department of Industrial Policy and Promotion at Udyog Bhavan, New Delhi.** The detailed schedule of e-tender is 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>28.11.2017</td>
</tr>
<tr>
<td>2.</td>
<td>Last date and time for submission of EMD</td>
<td>Upto 3.00 PM on 19.12.2017</td>
</tr>
<tr>
<td>3.</td>
<td>Last date and time for online submission of Tender Document</td>
<td>Upto 3.30 PM on 19.12.2017</td>
</tr>
<tr>
<td>3.</td>
<td>Date and time for opening of Tender Document</td>
<td>3.30 P.M. on 20.12.2017</td>
</tr>
</tbody>
</table>

(S. Ravish Ali)
Under Secretary to the Govt. of India
Tel.No.: 2306 3697
TENDER DOCUMENT

E-Tender Notice for ‘Annual Contract for Washing of Towels, Dusters, Curtains etc. of the Department of Industrial Policy and Promotion at Udyog Bhavan, New Delhi.

1. Online e-Tenders are invited by the Department of Industrial Policy and Promotion (DIPP) from reputed, experienced and financially sound firms for Annual Contract for washing of towels, dusters, curtain, etc. of Department of Industrial Policy & Promotion, Udyog Bhavan, New Delhi. The detailed terms & conditions of the contract are given in Annexure-I. The details of item against which rates are to be quoted are prescribed in the bid format in Annexure-II.

2. The bid will be accepted as an e-tender and intending bidders must be registered with the Central Public Procurement (CPP) Portal i.e. http://eprocure.gov.in/eprocure/app.

3. Interested service provider may submit their tenders online at http://eprocure.gov.in/eprocure/app, as per the prescribed Proforma. Tenders are to be submitted only online through e-Procurement Portal http://eprocure.gov.in/eprocure/app. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time under any circumstances whatsoever.

4. Earnest Money Deposit (EMD) of Rs.5000/- (Rupees Five Thousand only) in the form crossed Demand Draft/Bankers Cheque in favour of ‘DDO (Cash), Department of Industrial Policy and Promotion, Udyog Bhavan, New Delhi’ has to be submitted to the Under Secretary (GA), DIPP, Room No. 271-A, Udyog Bhawan, New Delhi-110011 by 3:00 p.m. on 19.12.2017. EMDs should be valid for a period of at least 90 (ninety) days from the date of opening of the tender. In case EMD is submitted late or not submitted at all, the bid will be considered unresponsive and incomplete and will be summarily rejected. The firms registered with MSME and NSIC should submit a copy of EMD Exemption Certificate for claiming exemption form EMD submission.

5. After commercial evaluation of the bids order shall be placed on the lowest offer which conforms to the bid norms.
6. The EMDs submitted by all the unsuccessful bidders shall be returned by the Department after finalization of the tender.

7. The Department reserves the right to cancel the tender at any time or amend/withdraw any of the terms & conditions contained in the Tender Document, without assigning any reason, thereof.

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

Copy to:

1. All Ministries and Department of Govt. of India located in New Delhi / Delhi with the request that the contractors engaged by them for the purpose may be requested to submit their tenders, if interested.
2. NIC for placing the tender on CPP Portal and the website of DIPP for wide publicity.

Copy for information to:

1. Reception Officer, Department of Industrial Policy and Promotion, Udyog Bhavan, New Delhi.
2. CISF, Udyog Bhavan
The terms & conditions are below:

SCOPE OF WORK

(i) The work involves washing of soiled towels and hand towels, sofa covers, cushion covers, dusters, curtains and car seat covers from the offices of Section Officer and above and cars owned and rented by DIPP.

(ii) The stained clothes should be cleanly washed without any blot or any damage/loss to the material of the cloth.

(iii) Towels, dusters, curtains, etc. have to be collected from the Rooms for washing purpose for which no separate cartage charges will be paid to the tenderer. Contractor is fully responsible for the material collected from office for washing purpose.

(iv) The contractor through its representative shall remove the dirty towels every Friday and replace the officer’s towel on every Monday up to 9:30 a.m. The contractor must also ensure that the towel which pertains to an officer is given back to the same officer after each wash.

(v) Dusters, curtains and car seat covers shall be collected and washed on request. These will be collected within 24 hours of request and delivered within 3 days.

(vi) The work executed by the firm should be to the satisfaction of the concerned officer where work has to be executed. If the same is not found satisfactory, the firm will have to do the job again at its own cost. The decision of the concerned officer in this regard will be final and unassailable and binding on the tenderer.

(vii) 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. In emergency, he will have to get the items washed and returned within 24 hour of entrustment.

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 90 days beyond the last of submission of the tender. 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. EMD will be forfeited in case successful tenderer fails to abide by the terms and conditions or refuse to undertake the contract.
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

PERFORMANCE SECURITY

Rs.10000/- (Rupees Ten Thousand only) will be the ‘Security Deposit’ in the case of successful bidder, which may be furnished in the form of Fixed Deposit Receipt form a Commercial Bank or Bank Guarantee from a Commercial Bank. The Performance Security should be valid for a period of 60 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.

TENURE OF CONTRACT

The contract will be valid for one year from the date of award of the work but can be terminated at any time without assigning any reason. However, the contract may be further extended as per the requirement of the Department or may be curtailed/terminated before expiry of this period owing to deficiency in service after giving one week’s notice.

PENALTY CLAUSE

For Non-compliance of Contract:

Non-compliance of any of the terms and conditions of the Agreement / Contract by the successful bidder shall result in invoking any or all of the following penalty clauses at the discretion of the Joint Secretary, DIPP
a) Cancellation of the acceptance of the quotation as a whole or in part.
b) Forfeiture of the EMD and/or Security Deposit.
c) Cancellation of the particular order.
d) Recovery of loss, if any, to the DIPP because of non-compliance of the terms and conditions/default by the Contractor/Supplier.
e) Black listing the Contractor / Supplier.

For Delayed Supply:

The material after washing shall have to be supplied by the supplier within the stipulated period as per schedule mentioned above. But for delay in delivery beyond the stipulated period shall result in invoking any or all of the following penalty clauses at the discretion of the Joint Secretary, DIPP
a) Penalty of Rs.100 (Rupees one hundred) per day for delay beyond the stipulated delivery date of order. The penal amount shall be deducted from the Bill(s) or SD or EMD, as the case may be,
b) Recovering loss, if any, occurred to the DIPP
c) Cancellation of the acceptance of quotation as a whole or in part,
d) Forfeiture of the EMD and/or Security Deposit,
e) Black listing the Contractor/Supplier/Quotation.

For substandard quality of washing: In the event of any complaint, that the quality of washing is unsatisfactory, then a fine of Rs. 10/- per article and accepted cost per unit will be imposed on the Contractor. The decision of the Section Officer, DIPP is final and would be binding on the Contractor in this respect.

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 will be made on quarterly basis on receipt of pre-receipted bill (in triplicate) subject to satisfactory completion of work

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.

DEDUCTION OF INCOME TAX AT SOURCE

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

GENERAL CONDITIONS OF CONTRACT

1. The successful bidder will be required to collect and give delivery of towels, dusters, curtains etc. twice a week from the Officers/Offices of Department of Industrial Policy & Promotion, Udyog Bhavan, New Delhi. The towels, dusters, curtains etc. if damaged or lost during the process of washing, the cost of the same will be borne by the contractor. The authorized workers of the contractor will have to report to the GA Section of the Department before and after collection/delivery of articles from/to the offices of the Department;

2. The firm should have a minimum of two years’ experience in the field of washing towels, dusters, curtains etc. with any Ministry/Department/PSU/Semi-Government organization. The firms are required to prove their competence for undertaking the job in question and shall, therefore, furnish their standing and goodwill through a certificate/documentary proof of having served different Ministries/Departments with their complete address and telephone number along with PAN/TAN, GST No. etc. List of present contracts in Govt. Departments may also be enclosed with the quotations;
3. A firm blacklisted by any Govt. / State Government office will not be eligible to participate in this tender. In case, any such firm obtains contract by hiding the facts and subsequently it comes to the notice of the Department, contract will be cancelled immediately and security forfeited;

4. The tender document must be filled in neatly and clearly. Incomplete or conditional tenders will not be entertained;

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

6. Any request for increase in quoted and/or accepted rates will not be entertained for any reason during the currency of the contract;

7. Canvassing in any form is strictly prohibited and tender of the tenderer who resort to such activities will be summarily rejected;

8. 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 the Department for this purpose;

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

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

11. The workers deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Department;

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

13. The contractor shall be responsible for the verification of the conduct/integrity of his deployed staff;

14. The successful bidder (L-1 Bidder) shall be chosen on the basis of total bid price received;

15. The Department reserves the right to impose any other conditions for regulating the contract in public interest;
16. 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;

17. The bid of the tenderer who does not fulfill any of the above conditions and incomplete tenders are liable to be summarily rejected and no further correspondence in this regard will be entertained; and

18. Interested firms/parties will have to submit unconditional acceptance to the above terms and conditions at the time of submission of the tender
### LIST OF WASHING JOBS

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of the Washing Job</th>
<th>Qty.</th>
<th>Rate (In Rs.) Per Piece</th>
<th>Total Cost with GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Towel Big</td>
<td>375</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Towel Small</td>
<td>20</td>
<td></td>
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<tr>
<td>3.</td>
<td>Sofa Cover</td>
<td>10</td>
<td></td>
<td></td>
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<tr>
<td>4.</td>
<td>Cushion Cover</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Duster</td>
<td>35</td>
<td></td>
<td></td>
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<tr>
<td>6.</td>
<td>Car Seat Cover</td>
<td>250</td>
<td></td>
<td></td>
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<tr>
<td>7.</td>
<td>Curtain</td>
<td>10</td>
<td></td>
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</tr>
</tbody>
</table>

Signature, name and details of the Bidder

Date: 
Place: