

No.D-14014/1/2019-GA
Government of India
O/o Development Commissioner (MSME)
Ministry of Micro, Small and Medium Enterprises
(General Administration Section)

7th Floor, Nirman Bhawan,
New Delhi, dated the 23th July, 2020

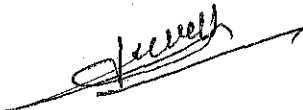
E-Tender Notice

Subject: Invitation for online Two bid system tender (Technical & Commercial (Financial)) for Annual Maintenance of furniture and allied activities in the O/o DC (MSME), AGCR Building, ITO and R. K. Puram Office, New Delhi – Regarding.

Online bids in Two Bid System (Technical & Commercial) are invited under Rule 163 of GFR, 2017 from experienced and technically equipped service providers for providing the services as mentioned in the subject above, on regular basis in the office of DC (MSME), New Delhi, AGCR Building, ITO, New Delhi, R. K. Puram, East Block, New Delhi. **No manual bid will be accepted.**

2. Technical bid of the Tender is at **Annexure-I** & Commercial (Financial) bid is at **Annexure-II**. The Terms & Conditions of the Tender are at **Annexure-III** and instructions for on-line bid submission are at **Annexure-IV**. The proforma for submission of undertaking regarding is at **Annexure-V**. The check-list of documents to be submitted along with the bid is at **Annexure-VI**.
3. The bidders have to submit bids as per the Proformas given along with the Tender document (Para 7 below may please be referred to). The rates are to be quoted in Indian Rupees. The scanned copy of Earnest Money Deposit (EMD) of Rs.15,000/- (Rupees Fifteen thousand only) must be uploaded with the Tender and the EMD in original (in sealed cover super-scribed with the words: "EMD- Tender for providing furniture items maintenance & rate contract for furniture items replacement & New items) is to be dropped in the "EMD Box" kept at IFC Centre Ground Floor Nirman Bhawan latest by 13.00 Hour on 13/08/2020 Registered MSEs are exempted as per Public Procurement Policy for MSEs order, 2012 subject to submit relevant documents.
4. The last time and date for submission of bids is on 13/08/2020 (up to 13:00 Hours). The bids shall be opened online at 13.10 Hours on 14/08/2020 by the duly constituted Purchase Committee. One authorized representative of each firm/agency/company who wishes to be represented at the time of opening of bids to view the tender opening process will be allowed to do so.
5. All the required documents in support of the eligibility criteria are also to be uploaded along with the Tender documents. The bidders are advised, in their own interest to submit the requisite paper/documents with their bids as per the requirement indicated in Annexure-IV failing which their bids may be declared as non-responsive, without any further reference to them. **The formats in which the bids are to be submitted are provided at Annexure –II (Bid format).**

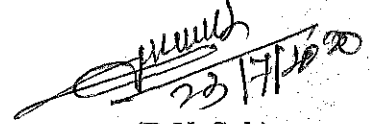
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6. Complete Tender documents may be downloaded from the website of Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) or from the website of DC (MSME) i.e. www.dcmsme.gov.in. Information or any issue of corrigendum related to this Tender will be available only on website of Central Public Procurement Portal/DC, MSME. However, if any clarification is required on any particular point, the undersigned may please be approached for the same, before the closing date of the instant tendering process.

7. If any bidder is willing to inspect the premises of the offices mentioned in the subject above prior to submission of bids, he may contact the undersigned for the same. In fact, any bidder or his representative is welcome to inspect sample items before bidding.

8. The successful bidder, once selected, must take up the contract, otherwise, he may run the risk of being blacklisted and notified as such for information/intimation to all Central Government/Ministries/Departments/Organization.



(D.N. Sah)
Deputy Director (GA)
Tele No: 23062396

Copy to:-

1. All Ministries and Department of Govt. of India located at 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 this tender on CPPP and website of DC (MSME) for wide publicity.
3. GeM, Jeevan Tara Building, Patel Chowk, Parliament Street, New Delhi-110001 for information and necessary action.

Contd. Page 3/-

Technical Bid Proforma

Subject: Invitation to Tender for Annual Maintenance Contract (AMC) for repairing of furniture and furniture related items etc.

1	Name and full address of Registered Office of the bidding firm in Delhi/ New Delhi/NCR		
2	Name & Designation of the person signing the bid		
3	Mobile/Land line Telephone number(s):		
4	Status of the firm (Whether Proprietary/ Partnership/Company)		
5	Name(s) of the Owner/Partner/Director (s)		
6	Name of agency's Bank and Account No.		
7	IFSC code of the bank.		
8	Details of Bid Security (EMD)		
	Amount		
	Demand Draft No.		
	Date		
	Name of the issuing Bank		
9	GST Number (Copy enclosed)		
10	Permanent Account Number (PAN) (copy enclosed)		
11	Annual Turnover of each financial year during the last 3 years.	2017-18	
		2018-19	
		2019-20	
12	Attach copies of profit & loss account and balance sheets for the last two years)	2018-19	Yes/No
		2019-20	Yes/No
13	Attach copies of Income Tax Return for the past three financial Years.	2017-18	Yes/No
		2018-19	Yes/No
		2019-20	Yes/No

Contd. Page 4/-



14	Proof of at least 3 years experience along with on-site maintenance (AMC) in the form of attested copies of Contract letters/ completion Certificate entered with the Government Organizations, PSUs and reputed Corporate Sectors with a list of Clients for repairing of furniture and furniture related items.	Year	Name of the Central/State Ministry/Department/PSU/Govt. of India Undertaking
16	Whether the firm is registered with NSIC/ MSE (Service)	NSIC	MSE (Service)

17. Every bidder should have the experience of dealing with at least one State/Central Government Ministry/Department/PSU/Autonomous Bodies etc for at least three full years.
18. Every bidder should have at least one professional trained in the trade who would be engaged for the furniture maintenance-related works if the bidder gets the contract. There would be at least one such person made available on all working days and as per the specific request of this Office for any particular day(s) by the successful bidder. Name (s) and qualification (s) of one or more such person (s) need to be submitted along with the bid. The bidder should quote the rates keeping this condition in mind.
19. The Bidder should upload duly signed certificate, along with its bid indicating that **they have carefully read the terms and conditions** of the Tender and accepted all the provisions of the Tender during online bid submission.
20. The bidder should submit an undertaking that the firm has not been blacklisted by any Ministry/Department/Organization of the Central Government/State Government and any Public Sector Undertaking.
21. The Bidder whose services have been terminated by the DC (MSME) before the expiry of the contract, are not eligible to participate in the bid for a period of 3 years from the date of termination of the contract. A certificate in this regard is to be submitted by the bidder during online bid submission stating that the firm has not been terminated by DC (MSME) before expiry of the contract during the last three years.
22. It is certified that the above facts are true, complete and correct to the best of my knowledge and belief.

Place _____

Signature of Bidder

Name (in Block Letter) _____

Date _____

*If any of the information asked for above is not given, the reason behind the same must be explained satisfactorily in a document (duly signed by the authorized signatory) Otherwise, the Application for the bid will be summarily rejected, without any further reference to the bidder.

Contd. Page 5/-



COMMERCIAL (FINANCIAL) BID

Srl. No.	Name of the Item	Annual Indicative requirement (A)	Unit	Amount to be quoted per Unit Excl. of GST (B)	Amount (In INR) Excl. of GST (C)=(A)x(B)
1	2	3	4	5	6
A	Repairs /Replacement[^]				
1	Chair-with Wheels	150	Per No.		
2	Chair-without Wheels	150	-do-		
3	Table (Wooden/Steel)	150	-do-		
4	Almirah (Steel/Wooden/ glass)	10	-do-		
5	Door	100	-do-		
6	Side Table	25	-do-		
7	Cup Board	10	-do-		
8	Steel Filing Cabinet	10	-do-		
[^] It will include repair and replacement of any part. The item is to be brought to the functional usage to the fullest satisfaction of the concerned user. The material to be used for either repair or replacement should be of ISI or BIS certification.					
B	Polishing of wooden items				
1	Office Chair	40*	Sq. Ft		
2	Office Table	200*	Sq. Ft		
3	Centre table	15*	Sq. Ft		
4	Door	60	Sq. Ft		
5	Window (Wooden)	20	Sq. Ft		
6	Stool (Wooden)	50	Sq. Ft		
7	Side Table	50	Sq. Ft		
8	Sofa	120	Seat		
C	Painting of Steel/Aluminum items				
1	Steel Almirah (Big size)	400	Sq. Ft		
2	Steel Almirah (Small Size)	400	Sq. Ft		
3	Filing Cabinet	250	Sq. Ft		
4	Steel Rack (Big Size)	300	Sq. Ft		
5	Steel Rack (Small Size)	250	Sq. Ft		
6	Window	100	Sq. Ft		
7	Door	200	Sq. Ft		
D	Whitewashing				
1	Distemping (minimum 2 coats)	2000*	Sq. Ft		
2	Oil Bound Distemping (minimum 2 coats)	2000*	Sq. Ft		
3	Plastic Emulsion (minimum 2 coats)	2000*	Sq. Ft		

Contd. Page 6/-



Srl. No.	Name of the Item	Annual Indicative requirement (A)	Unit	Amount to be quoted per Unit Excl. of GST T (B)	Amount (In INR) Excl. of GST (C)=(A)x(B)
1	2	3	4	5	6
E	Providing of Customized items-ISO and BIS make products only				
1	Modular Work Station like table, storage etc)	5000*	Sq. Ft		
2	Providing & Laying of wooden flooring like material, labour, removal etc)	5000*	Sq. Ft		
3	Providing & Laying of vitrified floor tiles like material, labour, removal etc)	10000*	Sq. Ft		
4	Providing & Laying of False Ceiling-Gypsum like material, labour, frame, removal etc)	10000*	Sq. Ft		
5	Providing & Laying of False Ceiling-plaster of Paris like material, frame, labour, removal etc)	10000*	Sq. Ft		
6	Providing and laying of good quality Wall paper (solid vinyl)	20000*	Sq. Ft		
7	Providing and laying of wooden paneling	10000*	Sq. Ft		
8	Customized wooden table (Size 2.5'x2')	50*	Sq. Ft		
F	Miscellaneous Items				
1	Table Top Glass-6 mm with smoothing of edges	400	Sq. Ft		
2	Table Top Glass-8 mm with smoothing of edges	300	Sq. Ft		
3	Table Top Glass-10 mm with smoothing of edges	400	Sq. Ft		
4	Back rest amron/Godrej)with memory foam	50	Nos.		
5	Coat Stand	10	Nos.		



Srl. No.	Name of the Item	Annual Indicative requirement (A)	Unit	Amount to be quoted per Unit Excl. of GST T (B)	Amount (In INR) Excl. of GST (C)=(A)x(B)
1	2	3	4	5	6
F	Miscellaneous Items				
6	White Board	200	Sq. Ft		
7	Glass Board	200	Sq. Ft		
8	Pin Board	200	Sq. Ft		
9	Brass Pad Lock -25 M M-Harrison	10	Piece		
10	Brass Pad Lock -50 M M-Harrison	10	Piece		
11	Brass Pad Lock -65 M M-Harrison	10	Piece		
12	Teak Stool with polishing (size 18"x12")	10	Piece		
13	Teak Stool with polishing (size 18"x18")	5*	Piece		
14	Teak Stool with polishing (size 24"x24")	5*	Piece		
15	Foot Rest Slanting (size 18x15")	20	Nos.		
16	Roller Blind (ISI Mark)	400	Sq. Ft		
17	Curtain cloth with stitching and installation	50	Metre		
18	Providing and Fixing of Chitkini	2	Nos.		
19	Providing and Fixing of Chapka/Kunda	5	Nos.		
20	Aluminum handle window	5*	Nos.		
21	Providing and Fixing of Kabja S.S.	8	Nos.		
22	Vertical Blind (ISI Mark)	1000	Sq. Ft		
23	Locking sliding Bolt	4	Nos.		
24	TV Set Box Stand Acrylic/ Metallic with installation	16	Nos.		
25	LED TV Stand installation Rotatable	2	Nos.		

Contd. Page 8/-

Srl. No.	Name of the Item	Annual Indicative requirement (A)	Unit	Amount to be quoted per Unit Excl. of GST T (B)	Amount (In IN R) Excl. of GST (C)=(A)x(B)
1	2	3	4	5	6
F	Miscellaneous Items				
26	Aluminum Partition with all fittings & fixtures	100	Sq. Ft		
27	Dismantling of Work station	200	Sq. Ft		
28	Dismantling of Security lock	1	No.		
29	Dismantling of Almirah (Wooden)	100	Sq. Ft		
30	Dismantling of Table	100	Sq. Ft		
31	Dismantling and fixing of wall rack	100	Sq. Ft		
32	Dismantling and fixing of Partition	100	Sq. Ft		
33	Dismantling and fixing of File Cupboard Partition	200	Sq. Ft		
34	Looking mirror in wooden frame (I Inch frame)	40	Sq. Ft		
35	Hole in Computer table	6	Nos.		
36	Providing and fixing of Chrome plated Towel Rod	1	No.		
37	Providing and fixing of Chrome plated toilet paper holder	1	No.		
38	Installation of Map/ Photographs/ Name Plate /Wall Clock	24	Nos.		
39	Covering of Window with required material & finishing with White Wash	1	Sq. Ft.		
40	Repair of Roller/ Vertical blind	100	Sq. Ft.		
41	Providing and fixing of Glass beading on window	70	Rft.		

Shankar

Srl. No.	Name of the Item	Annual Indicative requirement (A)	Unit	Amount to be quoted per Unit Excl. of GST (B)	Amount (In INR) Excl. of GST (C)=(A)x(B)
1	2	3	4	5	6
F	Miscellaneous Items				
42	Providing and fixing of wooden box with Polishing	1	Sq. Ft.		
43	PVC Doormat (all colour)	15	Sq. Ft.		
G	Upholstery of Sofa Set, Visitor Chair (Cushioned)				
1	Complete Renovation of Sofa with standard Material with cloth, Tat, Jute, Cotton, Markine, etc.	30	Per Seat		
2	Complete renovation of Revolving Executive Chair	40	Nos.		
3	Complete renovation of Visitor Chair	10*	Nos.		
4	Providing of ISI Mark Seat Cushion for Sofa Set	10*	Per Seat		
5	Providing of ISI Mark Seat Cushion for chair	10*	Nos.		
6	Providing of Back Rest (Standard)	50	Nos.		
7	Cushion cover (size 12"x12")	10*	Nos.		
8	Cushion cover (size 16" x 16")	5*	Nos.		
9	Cushion cover (size 18"x 18")	10*	Nos.		
10	Change of cloth of Chair	10*	Metre		
Grand total of all items:					

Note:

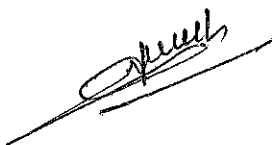
- * The quantities are tentative and subject to change.
- Wherever there is any repair or replacement of any part, the items are to be brought to the functional usage to the fullest satisfaction of the concerned user. The material to be used for repair or replacement should be of ISI or BIS Certification

Contd. Page 10/-

Bid evaluation Method and payment terms.

The amount in column 6 would be the product of Column 3 & 5 and the total would be the sum of all rows in the table.

1. The lowest Bidder (L-1 firm) will be decided on the basis of total rates quoted in **Annexure-II** i.e. Grand Total. However, the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order 2012, O/o DC (MSME) letter No. F.No.22 (1)/2003/EP&M dated 29.7.2003, O/o DC (MSME)'s Policy Circular No.1 (2) (1)/2016-MA dated 10th March, 2016 and O.M.No.F.No.21(8)/2011-MA dated 9th November, 2018 would be applicable in all purchases/procurements by this Ministry as per the Government instructions and an MSE may be given preferential treatment in term of the aforesaid order in deciding L1.
2. However, the actual payment will in no way be linked to the bid amount as accepted. Bid amount on the basis of which the evaluation of the tendering process is done is an indicative amount only based on indicative requirements (annual). The actual payment would be as per the actual requirements/need of the office. Payment would be made on quarterly basis. While calculating the amount payable for any quarter, the rates as decided through this tendering process would be considered as binding/applicable. In case, there is some item/piece of work not covered under this tendering process, the amount payable for the same would be decided upon through mutual consultation or prevailing lowest market rate.
3. In view of 3 above, the bidders are expected to cover their labour/other incidental charges/costs while quoting rate against each item. No dispute as regards the rate would be entertained at any later stage. In this context, the bidders may keep in mind that the successful bidder would be required to put in place a system in which any complaint can be attended to within 3 hours of lodging the complaint. Violations, of this requirement if exceed on three occasions, will make the concerned Firm liable to make payment of penalty of Rs. 500/- on each occasion.



Contd. Page 11

Terms & Conditions

I Instructions to Bidders

1. Bid received after the specified last date and time will not be accepted. If the EMD in original is not received by **13/08/2020 (13:00 Hours)**, the bid will be rejected. The EMD of the unsuccessful bidders will be refunded after finalization of the due tendering process. No interest will be payable on the earnest money.
2. If any bidder withdraws his bid at any point of time during the tendering process, the EMD of the concerned bidder will be forfeited.
3. Details regarding the furniture items to be repaired/maintained are been given in **Annexure-II**. Rates should strictly be quoted in accordance with the specifications. The bidders are advised in their own interest to quote their rates (excluding taxes) for all items as per specifications indicated in the relevant Annexure of this Tender document, failing which their bids shall be out-rightly rejected. Taxes will be paid extra as applicable, on production of necessary proofs/documentary evidence as required. It is repeated that rates must be quoted for all items otherwise; the bid may be rejected outright, without any further reference.
4. The Bidder should upload duly filled in scanned copy of the details as per formats at **Annexure-I**, and also upload self-attested copies of the supporting documents while doing the on-line bid submission. List of such documents is given at **Annexure-VI** for ready reference. The details of experience, etc., should also be scanned and uploaded along with bids.

II. Eligibility Criteria.

5. The Registered Office or Branch Office of the bidding Company/firm/Agency (i.e., the Bidder) should be located in Delhi/New Delhi/NCR Region. The Bidder is required to upload the proof of its office address along with telephone number during the online bid submission.
6. The Bidder should have its own Bank Account, PAN Card. Duly signed copy of the same should be uploaded with the Tender during the online bid submission. The firm should enclose copies of GSTN, PAN and copy of Income Tax return for the last three year. Relaxation may be given to Registered MSEs.
7. The Bidder should upload duly signed certificate (**Annexure-V**) along with its bid indicating that **they have carefully read the terms and conditions** of the Tender and accepted all the provisions of the Tender during online bid submission.
8. The average turnover of the bidder in this sector must not be less than **Rs.40.00 lakhs (Rupees 40 lakh only)** for the last three years. Scanned copy of proof in this regard is to be uploaded along with the bid. Relaxation may be given to Registered MSEs as per O/o the Development Commissioner (MSME) Policy Circular No. 1(2)(1)/2016 –MA dated 10th March, 2016.



Contd. Page 12

III Earnest Money Deposit (EMD):

9. The tender must be submitted online within the scheduled time period i.e. by 13/8/2020 (13:00 Hours) which should be accompanied by scanned copy of Account Payee Demand Draft/Pay Order of Rs.15,000/- (Rupees Fifteen thousand only) as Earnest Money Deposit (EMD) drawn in favour of Pay and Accounts Officer, MSME, Nirman Bhawan, payable at New Delhi. The EMD in original is required to be dropped in "EMD Box" kept at IFC Centre, Ground Floor, Nirman Bhawan, latest by 13.00 hours on 13/08/2020. As per public Procurement Policy for MSEs Order, 2012 (Micro & Small Enterprises) notified by Govt. of India, MSEs having UAM or units registered with NSIC/DIC/KVIC/KVIB/Coir Board/UAM etc. will be entitled for:

- (i) Tender set free of cost
- (ii) Exemption of Earnest Money Deposit
- (iii) Price preference: In case Other than MSE unit becomes L1, MSE unit will be given Price preference benefit for a quantity up to 25% of requirement, provided the price quoted by MSE unit is within the price band of L1 rate + 15% and MSE unit agrees in writing to match the price of the lowest eligible offer. Further, 3% out of 25% is earmarked for women owned MSEs & 5% for SC/ST MSEs. In case a firm registered as a woman entrepreneur or SC/ST Entrepreneur as MSE with the concerned authorities, documentary evidence to be produced.
- (iv) In case, more than one MSE unit is eligible for Price preference, the quantity will be distributed equally among the eligible MSE units up to the limit of 25% of requirement.
- (v) Where the requirement of goods or services cannot be split, price preference shall be given to the MSE unit.
- (vi) There is no exemption for MSE units in submission of Security Deposit (Performance Security). In case Security Deposit is required as per tender terms, same is to be complied.

10. The bidders who are exempted from submission of EMD for tenders floated under Rule 163 of GFR, 2017 shall be dealt with as per the General Financial Rules, 2017 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant Orders/documents regarding such exemption should be submitted along with the bid.

IV Bid Evaluation Process.

11. All terms and conditions stipulated in this tender document shall be considered for selection of a firm for signing the Annual Maintenance Contract (AMC).

12. The bids shall be opened by the Purchase Committee on the scheduled date and time (at 13:10 Hours on 14/08/2020 in Room No. 734-A, O/o DC (MSME), Nirman Bhawan, New Delhi-110001 in the presence of the representatives of the Bidders, if any, who wish to be present at the time of opening the tender. The representatives, duly authorized by the concerned Bidders to attend the meeting of the PC carrying letters from the authorised signatories (under whose signature the concerned firms have submitted the bids) may contact the undersigned for the permission to enter in the O/o DC (MSME), Nirman Bhawan, premises on that day.



The lowest Bidder (L-1 firm) will be decided on the basis of grand total of rates quoted in Annexure-II. However the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order 2012 and subsequent order dated 9th November, 2018 would be applicable in all purchases/procurements by this Ministry as per the Government instructions and an MSE may be given preferential treatment in term of the aforesaid order in deciding L1. The payment will not be linked to the Tender amount. The payment will be done on the actual work done. Bid evaluation method/payment terms may be seen at the end of **Annexure-II.**

13. The successful bidder (L-1) will deposit a **Performance Security Deposit amounting to 5% of the tentative total contract value** for one year in the form of an Account Payee Demand Draft/Fixed Deposit Receipt (FDR) made in the name of the Agency and Hypothecated to the Pay & Accounts Officer, (MSME), Nirman Bhawan, New Delhi or a Bank Guarantee from a Commercial Bank. The Performance Security Deposit should be of validity for a period of sixty (60) days beyond the date of expiry of the contract.

14. In the event of failure to accept the offer of contract and submission of Performance Security Deposit (PSD) by the successful bidder for whatsoever reason(s), the Earnest Money Deposit submitted by the bidding company/firm/agency shall be forfeited.

V Specific Terms and Conditions.

15. The contract shall be for a period of one year from the date of award of contract. The period of contract may be extended for another two years (total 03 years) on yearly/quarterly basis, subject to satisfactory performance of the contractor. No request/claim for any hike in the approved rates would be entertained, under any circumstances, during the currency of the period even beyond the initial one year if the contract is extended as per mutual agreement contract. Hence, the rates should be quoted with this provision in mind.

16. The normal delivery period for supply of any of the selected items not maintained in the stock of the office would be a maximum of two working days from the date of work order/supply order is issued. The period can be shortened with prior notice, depending upon the circumstances. Supply should be strictly in accordance with the specifications, etc. given in the tender document.

17. If the selected firm fails to deliver items/parts or replace the defective/spurious items within the permissible period, a penalty @ Rs.1000/- per day or charges that may be required to be paid to an outside agency by this office, for the desired items, whichever is higher, shall be adjusted against the firm's pending bills.

18. This office shall not be responsible for any financial loss or other injury to any person deployed by the successful bidder in the course of performing their duties in O/o DC (MSME).

Contd. Page 14



VI General Terms and Conditions.

19. Non-satisfactory service during the period of contract may lead to forfeiture of performance security deposit and cancellation of contract.

20. The validity of bids will be 90 days (Ninety days) days from the date of opening of the tender in the instant tendering process. Further extension of validity of bid will be at the discretion of DC (MSME), but the bidders would be asked for their opinion on the same if the validity period is to be extended.

21. Bidders can obtain clarification regarding the bidding conditions, bidding process or rejection of their bids. The enquiries relating to rejection of bids would be considered for reply/consideration only until sixty (60) days after the date of award of contract.

22 (a).The rates of replacement/maintenance/repair of various furniture items (as per the Performa at **Annexure-II** are to be quoted for repair/ replacement of all minor and major parts of items (ISI marked wherever applicable).

22(b) The consolidated rates for the above items should be quoted after inspecting the present condition of equipments on "As is where is" basis in respect of the furniture Items. If needs be, the Bidder may come for inspecting the relevant office buildings after giving intimation to Deputy Director (GA), O/o DC (MSME).

22(c) The work which cannot be done within the office premises shall be allowed to be done outside the building with the written permission of this Department. No extra charges will be paid for this work. In such cases, the transport and the labour charge will be borne by the contractor himself.

22(d) The contractor will not attend any job directly himself unless directed/ ordered by the General Section/ Authorized Person. Work done Certificate may also be obtained from the concerned officials for the job attended.

22(e) If the work of the firm is found unsatisfactory or if the firm dishonors contract, the job will be entrusted to any other firm/party to the risk/expense of the awardee firm.

22(f) In the matter of the instant tendering process, the decision of AS&DC (MSME) shall be final and binding on the contractor. Unrealistic prices quoted by bidders would debar them from being considered for this award of the contract and future contracts by this Office.

22. The list as provided at **Annexure-II** is only indicative in nature and the actual numbers required to be repaired/maintained during a year may vary from those indicated in the list. If the actual numbers of items vary from those as given in this e-Tender Notice, then the payment would be made on pro-rata basis, as per the rates of the respective items as accepted through this tendering process. Moreover, other types of furniture items/ installations not indicated in the list may also have to be maintained by the firm to whom the instant contract would be awarded, with the proviso that no extra amount would be charged by the firm for such maintenance works for additional items except for the consumables (as required for such repair/maintenance works).

Contd. Page 15



24. The Competent Authority in the O/o DC (MSME) would, at his/her own discretion, be free to null the contractual agreement if the repairs/maintenance are not carried out on time or the spares supplied by the firm are inferior in quality in any way or found not up-to the mark.

25. Payment will be made by Electronic Clearing System (ECS) after successful servicing. The bills raised by the selected firm should have all tax registration numbers printed on bills. Validity of the tax registration during the currency of contract shall be the sole responsibility of the firm. The bill should be inclusive of all permissible taxes.

26. The selected firm shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of O/o DC (MSME).

27. The DC (MSME), reserves the right to cancel the Tender at any time/ stage or relax/amend/withdraw any of the terms and conditions contained in the Tender Documents without assigning any reason thereof. Any inquiry after submission of the bid shall not be entertained. Before submission of the bid, enquiry can be done over phone/through correspondence. In case of withdrawal of bids, the EMD of the concerned bidder will stand forfeited.

28. Any controversy or dispute arising out of this contract shall be referred to the sole arbitration of any Joint Secretary level officer in the O/o DC (MSME), New Delhi, dealing with General Administration at the relevant time, or to any officer nominated by him/her. There shall be no bar to the reference of dispute to the arbitration by such officer as nominated by the competent authority even though the said officer as an employee of the O/o DC (MSME), New Delhi might have dealt with the matter earlier or expressed his opinion thereon. In case the arbitrator to whom the matter earlier is originally referred to is transferred or vacates his office or is unable to act for any reasons, DC (MSME) shall be competent to appoint another person as arbitrator, who shall be entitled to proceed with the reference, from the stage at which it was left by his predecessor. No person other than the one nominated by the DC (MSME) shall act as arbitrator. The decision of the Arbitrator thus nominated/selected shall be final and binding on the party/parties. The arbitration proceedings shall be held at an appropriate location in Delhi/New Delhi. The limitation for filing claim for arbitration is 180 days from the expiry of the contract period and in case no claim is filed within this period, it shall be presumed that there is no claim. The place of settlement of disputes shall be Delhi. In the case of settlement of dispute in the Court of Law, it will be in jurisdiction of Court at Delhi.

29. Subject to the above, the provisions of the Arbitration Act, 1996 or any statutory modification on enactment thereof and rules made there under and for the time being in force, shall apply to arbitration proceedings under this Clause.

30. The arbitrator may from time to time extend for making and publishing the award. He may do so without any need for obtaining the consent of the parties to the dispute.



Instructions for Online Bid Submission

Instructions to the Bidders to submit the bid online through the e-procurement site <http://eprocure.gov.in>

1. Bidder should do the registration in the Tender' site using the "Click here to Enroll" option available.
2. Then, the Digital Signature of SIFY/TCS/Code or any Certifying Authority is to be registered after logging into the site.
3. Bidder can use "My Space" area to update standard documents in advance as required for various tenders and use them during bid submission. This will facilitate the bid submission process by reducing time.
4. Bidder may read the tenders published in the site and download the required documents/tender schedules for the tenders he is interested.
5. Bidder then logs in to the site using the secured log in by giving the user.id/ password chosen during registration and password of the DSC/E-token.
6. Only one DSC should be used for a bidder and should not be misused by others.
7. Bidder should read the tender schedules carefully and submit the documents as asked. Other-wise, the bid will be rejected.
8. If there are any clarifications, this may be obtained using clarifications or during the pre bid meeting. Bidder should take into account of the corrigenda published before submitting the bids online.
9. Bidder must in advance prepare the bid documents to be submitted as indicated in the tender schedule and they should be in required format. If there are more than one document; they can be clubbed together.
10. Bidder should prepare the EMD as specified in the tender. The original should be posted/couriered/given in person to the specified location as per Tender Document; latest by the last date of bid submission.
11. Bidder selects the tender which he is interested using search () option & then move it to the "my favourites folder".
12. From the 'my favourites' folder, he selects the tender to view all the details indicate.
13. The bidder reads the terms. & Conditions and accepts the same to proceed further to submit the bids.
14. The bidder has to select the payment option as offline to pay the EMD as applicable.
15. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the bid submitted will not be acceptable.



16. The bidder has to enter the password of the DSC/E-token and the required bid documents have to be uploaded one by one as indicated.
17. The rates offered details have to be entered separately in a spread sheet file {xls} in the space allotted and should be updated as BOQ.xls file for each tender after the financial bid. The BOQ file, if found modified by the bidder will result in rejection of the bid.
18. The tendering system will give a successful bid updation message & then a bid summary will be shown with the bid no & the date & time of submission of the bid with all other relevant details. The bidder has to submit the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
19. The bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid.
20. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening date.
21. For any clarifications with the DC (MSME), the bid number can be used as a reference.
22. Bidder should log into the site well in advance for bid submission so that the submits the bid in time i.e. on or before the bid submission time. If there is any delay due to other issues, bidder only will be responsible.
23. Each document to be uploaded online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced by scanning at low resolution and the same can be uploaded. However if the file size is less than 1 MB the transaction/uploading time will be very fast.
24. The time setting fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc. In the e-Procurement system. The bidders should follow this time during bid submission.
25. All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
26. The confidentiality of the bids is maintained since the secured Socket layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
27. Any document that is uploaded to the server is subjected to symmetric encryption using a generated symmetric key. Further this key is subjected to asymmetric encryption using buyers public keys. Overall, the submitted tender documents become readable only after the tender opening by the authorized individual.
28. For any queries, the bidders are asked to contact by mail ecppp-nic@nic.in or by phone: 1800-233-7315 well in advance.



To

Development Commissioner,
Micro, Small and Medium Enterprises,
7th floor, "A-Wing", Nirman Bhawan,
New Delhi

U N D E R T A K I N G


I/We hereby undertake that this Agency/firm is not black listed by any Government Organizations, PSUs and reputed Corporate Sectors nor any criminal case is registered/pending against the Agency/firm or its owner/partner anywhere in India.

It is confirmed that I/We have read and understood the terms and conditions of the Tender Notice No. D-14014/1/2019-GA and will abide by them till the completion of the contract period.

It is also confirmed that I/we have agreed to accepted all the terms and conditions of the Tender Enquiry.

(Signature of Owner/Authorized Representative)

Seal:

A handwritten signature in black ink, appearing to be 'S. K. Singh', written over a horizontal line.

Contd. Page 19

CHECK LIST

DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID

1. E.M.D. (Pay Order/Demand Draft) to be dropped in EMD Box separately (Clause No. 9 at **Annexure-III**).
2. A scanned copy of the E.M.D/ (Pay Order/Demand Draft) to be enclosed with the tender bid. (Clause No.9 at **Annexure-III**).
3. Proof of Registered Office/Branch Office of Company/Firm/Agency in Delhi/New Delhi/NCR. (Clause No. 5 at **Annexure-III**).
4. Proofs of own Bank Account, PAN/GST No. and the latest copy of Income Tax Return (Clause No. 6 at **Annexure-III**).
5. An undertaking to be enclosed with the tender bid (**refer Annexure-V**).
6. A proof about average annual turnover not less than **Rs.40.00 lakhs** for the last three years. (Clause No. 8 at **Annexure-III**).
7. If the bidder is exempted from submission of Bid Security (EMD), Prior turnover, Prior experience etc. Copy of relevant orders/documents regarding such exemption to be enclosed with the bid.

