

F. No.D-14014/01/2016-G A Section  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Administrative Reforms & Public Grievances

-----  
5<sup>th</sup> Floor, Sardar Patel Bhavan, Sansad Marg,  
New Delhi-01 dated : 22<sup>nd</sup> August, 2017

To

As per list attached

**Subject: - Annual Maintenance Contract for repairing and maintenance of furniture and miscellaneous items of the Department of Administrative Reforms & Public Grievances for the year 2017-2019.**

Dear Sir,

This Department proposes to award an annual maintenance contract (AMC) for repairing & maintenance of the furniture of this Department for a period of two years. The terms and conditions of contract are given below. The rates may be quoted against each item in the enclosed Performa (Annexure-II).

2. The bidders fulfilling the following minimum criteria may submit their bids along with documentary proof:

- A. The agency should have been in existence for the last 3 years i.e., since 2013-14.
- B. The Agency should have at least **2 years** of working experience in the similar nature of work in **two** Central Government Ministries / Departments. **(Certificate of having satisfactorily performed the work in the said ministries/departments should be attached)**
- C. The Agency should have Goods & Services Tax registration with the appropriate authority and proof in this regard may be attached with the bid.
- D. EMD of Rs. 10,000/- (Rupees Ten thousand only) in form of demand draft in favour of DDO (ARPG) to be submitted. The Department shall retain the same as security deposit / performance guarantee in case of successful bidder.
- E. The firm should not have been blacklisted by any Government Department. An undertaking may be provided in this regards.
- F. The firm will depute one Carpenter in the Department to attend the complaints on all working days i.e Monday to Friday from 9.00 AM to 5.30 PM.

3. **Scope of work:**


- (i) Repairs of furniture/door/cabinet, etc.
- (ii) Preventive maintenance.
- (iii) Minor modification/extension/alteration//removal.
- (iv) Restoration/furnishing in respect of all wood work including doors/window and furniture made of wood and metal/synthetic materials/glass/fabric and also accessories and related attachment/fixtures.
- (v) Work involves maintenance/repairing of all the furniture and misc. items for initially a period of one year from the date of award of contract which can be extended by for the next two years on annually basis if the service is found to be satisfactory on the same terms and conditions.

4. **Other terms and conditions:**

- (i) The work is to be carried out in the premises of the Department of Administrative Reforms & Public Grievances i.e., 5<sup>th</sup> floor, Sardar Patel Bhavan, New Delhi.
- (ii) Only such work which cannot be done in the premises would be allowed to be got done outside office premises. No extra charges will be paid on this account either for transport or any other activity.
- (iii) Each complaint will be attended to within 24 hours from the receipt of the complaint. An Engineer should visit the department every day and mark the attendance in the register of complaint to be maintained for the purpose.
- (iv) No advance payment will be paid. The payment will be made in only after completion of satisfactory service on monthly basis.
- (v) Department of Administrative Reforms & Public Grievances reserves the right to reject or accept any tender or may cancel the entire tender process without assigning any reason and decision of Department of Administrative Reforms & Public Grievances in all such matter shall be final and binding on all tenders.

5. **Receipt and opening of bids:**

- (i) Sealed cover bids should be submitted in 2 covers i.e. one containing technical bid in the Technical Proforma and other containing financial bid. The technical bid would contain the documents, i.e. certificate of satisfactory experience, EMD, proof of existence since 2013-14, GST registration proof etc. as indicated in para 2(A) (B) (C) (D) (E) & (F) above. The financial bid should contain only the price for undertaking the job mentioned in para 3 above, as per the items given in Annexure -II.
- (ii) Taxes etc. if any will be paid on actual. It is clarified that the rates quoted should be made exclusive of taxes. The taxes applicable as in Delhi would be paid as in force from time to time.
- (iii) Price bids of only of those bidders will be opened who has been found successful after evaluation of technical bid.
- (iv) The bid/tender are to reach latest by 1500 hrs on 04-09-2017 in the Room No.526, 5<sup>th</sup> Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi or in the box lying at the reception. The technical bids will be opened on the same day at 1530 hrs in the presence of authorised representative of the bidders.
- (v) The late bid will not be accepted in any circumstances.
- (vi) The Financial bids of successful bidders who qualified the technical criteria would be opened at 1500 hrs. on 06-09.2017 in the Room No.526, 5<sup>th</sup> Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi in presence of authorized representative of the bidders.
- (vii) The validity of the bid shall be for 60 days.

  
(Arun Kumar Sarkar)  
**Under Secretary to the Govt. of India**  
**Tel: 011-23401441**

Copy to: - Tech Director (NIC), Department of AR&PG, S.P.Bhavan, New Delhi for uploading on the website of the Department.

**Annexure - I**

**Technical Proforma**

1.	Name of the firm/company/service agency	
2.	Complete address & telephone No.	
3.	Whether EMD of Rs.10,000 enclosed in the form of bank draft /Pay Order	
4.	Working Experience	
5.	Sales Tax /Service Tax Registration No.	
5.	Name, Address&Telephone No. of the proprietor.	

**Signature of the Authorized  
Person of the concern**

**Name and designation of  
the Authorized Person of the concern**

Date

Place

Office Seal

Financial Proforma

S.No.	Item's	Accounting Unit/Qty	Rate
1.	Replacement of Lock of Table Wooden		
2.	Replacement of Lock of Almirah Wooden		
3.	Replacement of Lock of Table Steel		
4.	Replacement of Lock of Almirah Steel		
5.	Repair of Drawer		
6.	Repair of Almirah		
7.	Wooden Stool Size 12X15X18		
8.	Wooden Stool Size 15X15X24		
9.	Wooden Foot Rest		
10.	Chair Wheel		
11.	Aluminum Door Repair Chair Handle (Pair)		
12.	Chair Hydraulic		
13.	Curtains heavy		
14.	Key Board Tray Channel Set		
15.	Table Glass/Center Table Glass P.Sq. Feet		
16.	Venation(Roller) Blind		
17.	Vertical Blind		
18.	Drapery Rod		
19.	Repair of Almirah handle		
20.	Polishing of Wooden Door		
21.	Polishing of Conference Table (Big)		
22.	Polishing of Wooden Table (Officer) Big		
23.	Polishing of Chair		
24.	Painting (Steel Almirah)		
25.	Polishing of Wooden Table (M)		
26.	Polishing of Wooden Table (S)		
27.	Polishing of Chaw kart		
28.	Polishing of Wooden Side Table		
29.	Renovation of Sofa (3 Seater)		
30.	Renovation of Sofa (5 Seater)		
31.	Renovation of Single Sofa		
32.	Renovation of Sofa Cushion Chair		
33.	Dry Cleaning of Sofa (3 Seater)		

34.	Dry Cleaning of Sofa (5 Seater)		
35.	Dry Cleaning of Single Sofa		
36.	Dry Cleaning of Chair		
37.	Supply of Cushion		
38.	Supply of Cushion cover (1)		
39.	Drawer Key		
40.	Drawer lock		
41.	Godrej lock For steel Rack		
42.	Almirah Key		
43.	Almirah Lock		
44.	Pedestal Lock For Door		
45.	Godrej Pedestal		
46.	Name Plate Fixing		
47.	Washing of Blinds		
48.	Repair of Blinds		
49.	Providing & Fixing Foam Sheet (1)		
50.	Providing & Fixing loose Cushion (1)		
51.	Supply of Mirror With frame (Super Quality) 24 X 60 inch		
52.	Replacement of Kunda Chapka		
53.	Renovation of Chair		
54.	Replacement of Curtains		
55.	Soap Dispenser Branded		

Signature of Authorized Person of the Agency

Name : \_\_\_\_\_

Seal \_\_\_\_\_