

TENDER NO.MM/11/737

12.1.2012

TENDER CLOSES AT 1500 HRS. ON 3RD FEB.2012 AND TECHNICAL BIDS WILL BE OPENED AT 1530 HRS. ON THE SAME DAY.

SUBJECT: STANDING ORDER FOR CLEANING OF HEADSETS AND REPACKING THEM IN SMALL POLYTHENE BAGS. - QTY. 15 LAKHS APPROX. PER YEAR.

Sealed signed Technical & Commercial quotations on vendors letter head are invited in 2 separate sealed envelopes superscribed as Technical & Commercial quotes and also reflecting our tender number reference and due date for our requirement of Cleaning of Headsets on as and when required basis during a period of one year. Polythene bags and Sponge shall be provided by Air-India and sealing machine and Dettol shall be arranged by the vendor. This job will be carried out in Air-India premises only. Prospective contractor will have to arrange for entry passes, for their personnel from Security Department of Air-India, of their own.

Vendors are requested to submit their technical bid in separate sealed envelope reflecting details on following points:

- a) Location of Office \ Works.
- b) Number of employees.(Please clearly specify Technical and Non Technical separately.) (Minimum requirements 4 staff)
- c) Details of Institutional Customers with specific reference to Airline Industry.
- d) Details of previous experience in handling similar contracts.(Please attach proof)
- e) Annual Turnover of the Company. Minimum Rs.4.00 lakhs annual during the preceding two years.
- f) PAN No.
- g) Service Tax Registration No. . Please attach copy of the same.
- h) ESI and PF Registration No. Please attach copy of Registration Certificate alongwith your technical bid.
- i) TIN No.
- j) Acceptance and confirmation to abide by all terms and conditions i.e. Technical and Commercial.

TERMS AND CONDITIONS:

1. The party should be in a position to start the contract within a week's time from the date of invitation/signing of contract.
2. In case any part/component is found beyond economical repairs, the contractor should bring the same to the notice of the Duty Manager, Cabin Stores, IGI Airport-II, and keep the same separately.

3. **Help Desk:** The contractor should have proper office and minimum one telephone/fax.
4. **EARNEST MONEY:** Please attach Demand Draft \ Pay Order for Rs.20000.00 as earnest money deposit along with your Technical Bid.
5. **PERIOD OF CONTRACT:** Initially or a period of one year extendable by another One year on mutually agreed terms and conditions and subject to satisfactory performance.
6. The essence of contract will be on qualitative/satisfactory services in case of non satisfactory services, Air-India reserve its right to terminate the contract by giving one month notice.
7. Air-India is neither responsible nor liable to pay compensation to any of your staff for any injury/death while working in our premises. The contractor will have to make their own arrangements to meet such eventualities as per existing Govt. regulations/rules.
8. Tenderer should indicate their PAN number in the Technical Bid.

COMMERCIAL BID

Vendors are requested to submit their commercial bid on their company letter head in a separate sealed envelope indicating their rates for Per Piece. + Service Tax if any.

GENERAL TERMS AND CONDITIONS:

1. Air India is neither responsible nor liable to pay any compensation for injury/death caused to Contractor's worker / staff in the event of any accident while on Air India duty. Contractor will make his own arrangements to meet such eventualities as per existing Government rules/regulations
2. The Contractor shall comply with all the laws, rules, and regulations applicable to him in respect of his staff and any breach thereof shall render the contract liable to cancellation. The Contractor will have to ensure that all the obligations under various applicable acts, rules and regulations viz Contractor labour, such as minimum wages act, payment of wage act, PF and ESI act, payment of Bonus Act and other applicable laws, Abolition of Child labour, Acts, regulations etc., as amended from time to time, for all his employees who shall be deployed by the Contractor for rendering services to Air India are to be fulfilled and complied by him.
3. All disputes and differences arising out of or in any way touching or concerning this contract shall be referred to the sole arbitration of a person to be appointed by the Executive Director-Northern Region, Air India or in case the designation of the Executive Director-Northern Region is changed, or his office is abolished, by the

person from the time being entrusted, whether or not in addition to other functions, with the function of Director, Air India by whatever designation such a person may be called and if the Arbitrator so appointed, is unable or unwilling to act, to the sole arbitration, some other person similar appointed who is willing to act as such Arbitrator. There will be no objection to any such appointment, that the Arbitrator so appointed is an employee of Air India, that he had to deal with the matter with this agreement relates and that in the course of his duties as a employee of Air India, he had expressed views on all or any or the matters in dispute or defence. The award of the Arbitrator so appointed shall be final and binding on the parties. The Arbitrator may, with the consent of the parties, extend from time to time, the timing for making and publishing the award.

4. None of Contractor's employees at present or in future will be entitled to claim for any sort of employment in Air India. Contractor is required to attach undertaking to this effect in your Technical Bid-A.

5. Contractors having previous similar contract & experienced with airline will be preferred.

6. Payment Terms: Payment will be made after 30-45 days from the date of submission of invoice based on the verification and certification by the Cabin Stores.

7. Tenders should be submitted in separate envelopes superscribed with our Tender No and Due date and contents (i.e. Technical or Commercial Quote).

8. Contractors who are successful in Technical bid only will be considered for opening of their commercial bid.

9. Bidders are welcome to be present for Tender opening (both Technical and Commercial Bids). The date for opening of commercial bids will be notified to the transporters who qualify in the Technical Bid.

10. All tenders should be duly signed and stamped and dated and rates should be clearly shown in figures as well as in words. In case of any correction, it should be signed over office stamp. Rates given should be complete, and in full in all respects and no changes will be entertained once tenders are submitted. Please submit your quotation in the format given in the Tender

11. Your offer should be open for acceptance for 60 days from the date of opening of Commercial Bid.

12. All tenders should be duly signed and stamped and rates clearly shown. In case of any correction, it should be signed. Rates given should be complete and in full in all respects and no changes shall be entertained once Tenders are submitted.

13. Air-India reserves its right to accept or reject any or all quotations without

assigning any reason or entrust the entire job to one party or divide the contract at its sole discretion.

14. The rate quoted shall be fixed for two years from the date of commencement of agreement/contract and revision of rates will not be considered under any circumstances. Our requirement is subject to review from time to time depending upon our actual requirement.

15. **SECURITY DEPOSIT** :- Successful Bidder will have to deposit 5% of the Contract value as Security Deposit within 15 days of release of order by means of Pay Order \ Demand Draft drawn on any Bank in Delhi \ New Delhi. This security deposit will not bear any interest and shall be refunded only after completion of contract.

16. No advance payment will be paid against this contract.

17.Termination Clause: By giving one month's notice by Air-India or 90 days from Contractor's side.

18. SUBMISSION OF TENDER: Tenders should be submitted in separate envelopes superscribed clearly with Tender No.MM\11\737 dated 12.1.2012 Technical Bid 'A' and Tender No.MM\11\737 dated 12.1.2012 Commercial Bid 'B'.

19. Your quotation will be rejected on the following grounds:-

1. Quotations received after due date.

2. Quotation received by fax.

3 Only Technical quote received and commercial quote not received or vice-a-Versa.

4. Technical Bid received unsigned and without EMD.

5. Quotation received unsigned or without date.

20. Quotations not complying with the above terms and conditions or any other terms specifically stated in the enquiry are liable to be rejected.

21. Tenderer should clearly signify their acceptance of our terms and conditions in their Technical Bid as under;

"WE ACCEPT ALL YOUR TERMS AND CONDITIONS RELATED TO YOUR TENDER NO.MM\11\737 DATED 12.1.2012."

(C.KUJUR)
ASST.G.M-MM

