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**GOVERNMENT OF INDIA
MINISTRY OF FINANCE**

**OFFICE OF THE COMMISSIONER OF CUSTOMS (SEAPORT)
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI - 600 001.**

F.NO.HAC/26/2007-VOL-II

Dated: 05.08.2010

Notice Inviting Tender

Sub: Calling for tenders for Housekeeping/guarding – reg.



Sealed Tenders are invited by the Commissioner of Customs, Custom House, Chennai- 600 001 from Registered & Reputed / Experienced Service Providers with at least two years experience in Housekeeping, for sweeping, cleaning, guarding and maintenance work as per the work specifications / terms and conditions along with the Tender Form.

The enclosed Tender should be submitted in the prescribed Tender Form only.

The Tendered should go through the details and sign each and every page of tender including its enclosures as a token of acceptance of the terms and conditions of the Tender.

The Tender form duly completed along with the enclosures and EMD should be sealed and addressed to the Assistant Commissioner of Customs (Preventive General), Custom House, Chennai: 600 001. The sealed Tenders should be deposited in the Tender Box kept in the CHS Unit, Ground Floor, Custom House, No. 60, Rajaji Salai, Chennai: 600 001 on or before **17.00 hrs on 13.08.2010**. The Tender Box will be opened in the presence of the tenderers at **17.00 hrs sharp on 13.08.2010** and will be opened by the Assistant Commissioner of Customs (Preventive General), Custom House Chennai- 600001 at 11.30 hours on 16.08.2010 (Monday) at his chambers in the presence of tenderers.

Any clarification regarding the terms and conditions, the area and place can be had from the Superintendent of Customs (CHS Unit), Custom House, Chennai: 600 001.

Tenders received without EMD would be rejected.

Tenders received after the stipulated date and time will not be accepted.

The Commissioner of Customs (Import) reserves the right to accept or reject any or all tenders without assigning any reasons.


(K. B. BHAT)
JOINT COMMISSIONER OF CUSTOMS (PG)

TENDER NOTICE

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OFFICE OF THE COMMISSIONER OF CUSTOMS
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI-600001**

TENDER FORM

1. Name and Address of the Company:
2. Whether Registered Company or Partnership company or Proprietorship Company
3. Details of Registration:
 - a) Labour Authorities
 - b) PF Authorities
 - c) ESI Authorities
 - d) Service Tax Authorities(Copies of Registration certificates to be enclosed)
4. List of Present Clients/ customers where the service is being extended with period and Annual contract value.
5. a) Permanent Account Number:
b) Income Tax clearance for the year 2008-2009/2009-2010:
c) Auditor certified Annual Turnover for the years 2007-2008 and 2008-2009.
6. List of Equipments available with the bidder and likely to be used in carrying out the work.
7. List of clients, along with certificate of Appreciation From atleast two important clients.
8. Details of EMD
9. Details of rates offered.
(Please use separate page as per specification prescribed and rates should be quoted for each activity indicating the number of man power to be appointed separately – Building wise)

I / We hereby certify that the above data furnished are true to the best of our knowledge. I / We also accept all the conditions laid down with this tender form.

(Signature of Authorized Signatory with date)

TERMS AND CONDITIONS

GENERAL:

This Tender is for up keeping the office premises and providing security guards for the Departmental quarters. (Details of work specifications enclosed).

The contractor has to supply all the materials, men and supervisory personnel.

The validity period of the tender will be one year from the date of the award of the work and can be extended at mutual consent for any further period.

CLARIFICATIONS OF THE TENDER:

1. Genuine Housekeeping contractors who have registered themselves with the Department of Labour with experience in house keeping activity of at least two years in Central / State Government Offices, Public Sector Undertakings, Universities and Educational Institutions with not less than 200 employees.
2. The tenderer has to supply materials in advance and also comply with all statutory requirements (such as ESI, PF etc) and therefore must be financially sound; the tendered shall therefore submit a Solvency Certificate, issued by their Bankers for not less than Rs. 5 Lakhs.
3. An Income Tax clearance certificate for the Assessment year 2008-2009 must be attached with the tender form.
4. The work involved is in sensitive places. Therefore, the tenderer must have trained workforce and have sufficient experience in the field. The tenderer shall verify the antecedent of the employees before engaging them for the work.

EARNEST MONEY DEPOSIT

An Earnest Money Deposit (EMD) of Rs. 25,000/- (Twenty Five thousand only) is payable in the form of 'Demand Draft' drawn on any Nationalized Bank in favour of the Commissioner of Customs and payable in Chennai and should be attached with the Tender form.

The EMD will not bear any interest and will be returned to the unsuccessful tenderer as soon as the contract is finalized.

In respect of successful tenderer, the EMD shall be accounted as part of the Security Deposit payable by the successful tenderer.

HOW TO QUOTE

The quotation should be given only in the enclosed form. The measurements given are approximate and may vary on actual measurements.

The rates must be quoted for each individual item as per the work specification.

SECURITY DEPOSIT:

The successful tenderer shall be asked to pay a deposit equal to 10% of the Annual contract amount.

The security deposit can be paid in the form of a Demand Draft, drawn from a Nationalized Bank favouring Commissioner of Customs, payable at Chennai.

The Security deposit shall not carry any interest.

The Security deposit shall be forfeited in case the tenderer fails to discharge his duties and contract is terminated prematurely.

The Security deposit shall be refunded after the expiry of the contract period.

COMMERCIAL CONDITIONS:

The contractor will deploy sufficient men depending upon the needs of the Office. In actual practice if it is found that the people are not sufficient for the work, the contractor must send more men. The designated officer shall oversee the work and certify the satisfactory performance of the work of the contractor.

The contractor shall submit his bill on monthly basis on the expiry of the calendar month to the designated officer.

The Pay and Accounts office, Custom House, Chennai will make payments within 15 days after the submission of the bill after due verification and certification by Assistant Commissioner (PG)

The EMD of the tenderer whose tender is accepted and who fails to pay the security deposit in time will be forfeited and the work will not be awarded to him.

RESPONSIBILITIES OF THE TENDERER

The contractor should employ sufficient manpower for keeping the office premises neat and tidy and should supply sufficient guards for the residential quarters.

The workmen should have sufficient experience and should be given Identity cards.

The workmen should report for duty sufficiently in advance so that the cleaning work will be completed before the start of the office hours. A responsible supervisor must be available to give instructions to the workmen.

The workmen should not mishandle any of the machinery items / equipments / furniture's / electrical fittings / Office records etc and should be careful when they are at cleaning work. If any damage is done to the Departmental property, the cost will be recovered from the contractor.

The workmen should be so arranged so that some people may be available for cleaning during lunch hours.

The workmen should be assigned specific duties and the designated officer will check attendance.

If any of the workmen was found to be not properly performing his duties or otherwise found not suitable the contractor must immediately replace such workmen.

The cleaning work must be done thrice a day on all working days and a special cleaning should be done on Holidays. Additional / Adhoc cleaning of toilets and common areas may be carried out when necessary.

In case any workmen gets an injury, or meets with an accident in the course of discharge of their duty, in our premises the contractor has to take full responsibility for treatment and payment of compensation to him.

The contractor must supply all the materials required for cleaning. Good quality cleaning materials should be used and sufficient quantity must be supplied.

All legal obligations like payment of wages as prescribed by the Government of Tamilnadu / payment of EPF / ESI / Workmen compensation shall be the responsibility of the contractor.

FINES / DAMAGES

If in view of the Assistant Commissioner Preventive General, if found that the work is not satisfactory or the material used is of substandard quality (or) if the users complain of sub-standard service, a fine equal to 6.60% of monthly rate for each day of effective work shall be levied.

In case of damage to the Departmental property or theft or loss of Departmental property on account of the negligence of the contracted workmen, value of loss shall be assessed by the Department and the amount will be recovered from the bill of the contractor.

RIGHTS

Commissioner of Customs reserves the right to reject any or all the tenders without assigning any reason thereof.

In case of any unsatisfactory or deficient work, the Commissioner of Customs reserves the right to cancel the contract and order forfeiting of the security deposit after a notice period of 15 days.

ARBITRATION

In case of any dispute in the execution of the contract or any interpretation of the tender condition, the matter will be referred to the Committee of Joint / Additional Commissioner consisting of three members appointed by the Commissioner of Customs, whose decision will be final on both the parties.

AGREEMENT

Acceptance of the conditions laid down in the tender shall be deemed as agreement and no separate agreement shall be signed.

(I) WORK SPECIFICATIONS FOR HOUSE KEEPING AT CUSTOM HOUSE MAIN / ANNEXE AND KRISHNA BLOCK

- a) Sweeping and cleaning the corridors lobby and stair-cases and other common area in all floors and all wings , cleaning of toilets in all the floors of Main, Annexe and Krishna Block, cleaning the parking area in the ground floor and first floor of Krishna Block.
- b) Cleaning the common floor area of all the floors and mopping with quality floor cleaners. Cleaning the glass window panels, grills and railings in the steps on a weekly basis. Periodic removal of cobwebs and cleaning of ledges in the common areas.
- c) Cleaning the toilet areas, wash basins, water closets and urinals by

using toilet cleaners, descalers, disinfectants, phenyl water and liquid soap etc., daily and providing air freshners , urinal cubes and naphthalene balls including the toilets in the rooms of officers. Toilet cleaning chart should be exhibited at the rear side of all toilet doors with hourly initials from the house keepers and supervisors.

NOTE

1. The number of employees' alongwith the number of supervisory staff should be mentioned separately.
2. Separate rates for each items of work should be quoted per Sq.Ft. for cleaning the common areas / toilets / parking areas.

**(II) WORK SPECIFICATION FOR HOUSE KEEPING AT GATES
INSIDE CHENNAI PORT.**

- a) Cleaning the floor area of the eight Customs Gate inside the Chennai Port.
- b) Cleaning the Toilet areas, Wash Basins, Water closets and Urinals by using quality floor cleaners and disinfectants.

NOTE

1. The Tenderers shall apply for a Port entry pass for its man power through Customs for the above work and charges if any for the entry pass shall be borne by the tenderer.
2. Transport facilities for the staff shall be provided by the tenderer for carrying out the cleaning work at the Customs Gate inside the Chennai Harbour.
- 3) Separate rates for each item of work should be quoted per sq.ft. for cleaning the common area / toilets.
- 4) The No. of employees along with the no. of supervisory staff should be mentioned separately.

**(III) WORK SPECIFICATION FOR MAINTENANCE OF 38 STAFF
QUARTERS AT SAF GAMES VAILLAGE, KOYAMBDEU (BLOCK NO
A2/13-A2 / 16. B5/1 – B5 /16 AND C7/1 TO C7 /18.**

- a) Sweeping and cleaning all stair-case, parking areas, lift cars, open space surrounding the Blocks and Terrace.
- b) The tenderer shall provide round the clock security with a security guard for each block A2, B5 and C7.

- c) Watering of Plants and Lawn, weed and shrub removal on a daily basis, mowing of lawn, application of manure and use of pesticides (including mosquito repellants) as and when needed.
 - d) Sewage and Drains cleaning and removal of blockages.
 - e) Pumping of water from sump to the overhead tanks and all sumps and overhead tanks shall be cleaned once in 3 months.
 - f) The tenderer shall provide a Plumber – Cum – Electrician round the clock.
 - g) The tenderer shall supply housekeeping and cleaning materials of standard quality.
 - h) All the Staff including the Security guards shall be supplied with proper uniforms and the service provider will have a dedicated supervisor to monitor the work and shall be available at the SAF Games village at all the times from 8.00 AM to 8.00 PM.
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**(IV) WORK SPECIFICATION ON MAINTENANCE OF CANTEEN IN
CUSTOM HOUSE MAIN BUILDING**

- a) Sweeping and cleaning of the Customs Canteen area.
 - b) Cleaning and mopping the floor by using quality floor cleaners, phenyl and liquid soap thrice a day.
 - c) Disposing of the garbage thrice a day in the space provided by Corporation of Chennai outside the Custom House Gate.
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AREA TO BE CLEANED (APPROXIMATELY)		
PLACE	CORRIDOR AREA IN SQ.FT.	TOILET AREA IN SQ.FT.
Main Building (including stairs on both sides)	16312.16	2655.62
Annexe Building (including stairs)	7822.52	1721.60
Narmada Block (Canteen Area)	3443.20	NA
Krishna Block (including stairs)	15957.36	1237.40
Parking Area (Custom House)	18055.28 (Ground floor) 17549.56(First Floor)	NA
Harbour Gate Areas (including toilets)	1500	NA
SAF games village	7000	NA