



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: .07.2011

Notice Inviting Tender

Sub: Calling for tenders for Housekeeping Services - reg.

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Sealed Tenders are invited by the Commissioner of Customs, Custom House, Chennai-600 001 from Registered & Reputed / Experienced Service Providers with at least three 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 **16.00 hrs on 15.07.2011**. The Tender Box will be sealed at **16.00 hrs sharp on 15.07.2011** and will be opened on **18.07.2011 (Monday) at 11.30 A.M** in the Office of the Additional Commissioner of Customs, (P&V), Custom House, Chennai - 1 in the presence of Deputy Commissioner (PG), Superintendent (CHS) and the 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.

(DEBASHISH SAHU)
ADDITIONAL COMMISSIONER (P&V)

Copy to

AO (EDI), Custom House, Chennai - for displaying in the Internet.

NOTICE INVITING TENDER FOR PROVIDING HOUSE KEEPING SERVICES

The Office of Commissioner of Customs, Custom House, Chennai-1 invites sealed tenders from reputed PARTIES engaged in the business of providing housekeeping services, for the following four premises separately as shown in the table on contract basis for the period from **01.08.2011 to 31.03.2012.**

Contract	House Keeping contract for the office	Address	Approximate Area (in sq.ft.)	Minimum No. of persons required.
A	Custom House, Main Building, Chennai-1 (Ganga Block)	No.60 Rajaji Salai, Custom House, Chennai - 600 001.	58,534	21
B	Custom House - Cauvery Block	No.60 Rajaji Salai, Custom House, Chennai - 600 001.	44,200	16
C	Custom House, Chennai Narmadha Blk - 17,735.08 Parking Area (Custom House) Ground Floor 18,055.28 First Floor 17,549.56 Harbour 1,500.00 (including toilet)	No.60 Rajaji Salai, Custom House, Chennai - 600 001.	54,439.92	19
D	Custom House, Chennai-1 Krishna Block	No.60 Rajaji Salai, Custom House, Chennai - 600 001.	93,312	34
		Total	2,50,485.92	90

I. TENDER PROCESS

Four separate tenders for the aforesaid premises are invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.

The tender form complete in all respects, for qualifying bid and financial bid in proforma Annexure - I & Annexure - II respectively, are to be submitted in two separate sealed covers addressed to the Additional Commissioner of Customs (P&V), O/o The Commissioner to Customs, Custom House, No.60, Rajaji Salai, Chennai - 1, on or before **04.00 p.m. on 15.07.2011.** for above four premises with caption:-

- Contract A : Custom House Main Building, Chennai - Ganga Block for 58,534 sq feet
 Contract B : Custom House Main Building, Chennai - Ganga Block for 44,200 sq feet.
 Contract C : Custom House, Chennai, Narmada Block, Parking Area (Custom House Ground Floor & I Floor) and Harbour area (including toilet) for 54439.92 sq.feet.
 Contract D : Custom House, Chennai Krishna Block for 93,312 sq feet.

The Sealed covers should be sub scribed with "Qualifying Bid - Contract for the providing Housekeeping services Contract A or B or C or D, as the case may be" respectively, and "Financial Bid - Contract for Providing Housekeeping services Contract A or B or C or D, as the case may be" respectively. Qualifying Bids will be opened on **18.07.2011 at 11.30 A.M.** in the presence of bidders at Office of the Additional Commissioner (P&V), 5th floor, Main

Building, Custom House, 60, Rajaji Salai, Chennai – 1. Tenders received after the due date and time shall be rejected.

2. The tenderer shall sign and stamp each page of tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the qualifying bid. The tenderer would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. Wherever required the price quoted shall be written in figures and words as well. Annexure shall also have to be signed and stamped by the bidder or its authorized signatory.

The tenderer should ensure that the following documents are part of the

Qualifying bid:

- a) Annexure –1 (duly filled in) along with necessary enclosures.
- b) EMD for Rs.25, 000/- Demand Draft / Banker's Cheque drawn in favour of "The Commissioner of Customs, Chennai-1, payable at Chennai".
- c) Tender Document (all pages signed)

The Financial Bid:

Duly filled –in Annexure-II

3. If the tenders are sent by post/ courier, it should be ensured that seal should be intact at the time of reaching destination without any damage. Department is not responsible for the delay on account of postal/ courier services.
4. The valid qualifying individual bids shall be scrutinized by the Department to short-list the eligible bidders. The financial bids of the short listed bidders will be opened later.
5. The short listed tenders along with the documents will be submitted to the 'competent authority' and upon approval by the 'competent authority' the successful bidder will be intimated about the award of contract.
6. Earnest Money Deposit(EMD) of Rs. 25,000/- (Rupees Twenty Five Thousand only) per application in the form of Demand Draft / Banker's cheque of any scheduled Bank drawn in favour of The Commissioner of Customs, Chennai must accompany the bid. Qualifying bids without EMD will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the tender process. However, the EMD shall be forfeited in case the successful bidder withdraws or furnished incorrect or false details in Annexure – I & II during the tender selection process. No interest shall be paid on the EMD. However, EMD of selected bidder will be adjusted while accepting the performance guarantee amount as detailed below.
7. **Performance Guarantee:** The Successful bidder will be required to deposit Rs 2, 00,000/- (Rupees Two Lakh only) as performance guarantee in the form of Bank guarantee from a Nationalized Bank /Demand Draft / Banker's cheque of a schedule bank drawn in favour of "O/o The Commissioner of Customs, Chennai-1" before awarding contract. The performance guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on completion of contract period.
8. The tender forms shall be rejected if it is not complete in all respects.
9. The tender documents are not transferable.

II. TERMS AND CONDITIONS:

(a) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

Bidder should have minimum three years of experience in providing housekeeping services to various organizations and should have undertaken atleast two such assignments with an Annual Contract Value of Rs 10 lakh each, in the last three financial years (ending on 31.03.2011). The bidder should have experience in providing similar housekeeping services at any two sites measuring not less than 1,00,000 sq.ft each.

(b) The bidder must have been registered with ESI, EPF before 01.04.2008. The bidder must also have Service Tax Registration.

(c) The copies of Income Tax returns along with Profit and Loss Account and Balance Sheet for past three financial years 2007-08, 2008-09 & 2009-10 should be enclosed along with the bid.

(d) The bidder must have an Annual Average Turnover of not less than of Rs.20 lakh during the last three financial years 2008-09, 2009-10 & 2010-11. This must be certified by a chartered Accountant.

(e) The tenderer should not have incurred loss in any two years during the last three years as on 31.03.2011.

(f) The bidder must produce a solvency certificate from his banker for atleast Rs. 30 lakh.

NOTE: The successful bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority within one month from the date of awarding the contract.

III. OTHER TERMS AND CONDITIONS:

1. The persons employed should work on all days except Sundays and National holidays.
2. The working hours will be from 08.00 a.m. to 04.00 p.m. daily.
3. A skeleton staff would be required beyond 04.30 pm on all working days to cater for emergency services, for which 4 persons for each contract are to be engaged between 04.30 p.m. to 06.30 p.m.
4. The personnel deployed should be well experienced, adequately trained and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards by the Service Provider. They should have knowledge of local language and if possible English also.
5. If a particular person is absent on any day another person should be deployed in his/her place.
6. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.15 a.m. daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.

7. The personnel will report to the Officer-in-charge of the Custom House i.e. Caretaker.
8. The contractor should deploy one full time Supervisor for each contract with mobile phone who shall report to the Caretaker daily. The Supervisor shall visit Docks daily to oversee the cleaning activities there.
9. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by O/o. The Chief Labour Commissioner (Central). Any breach of this condition will be liable for termination of the contract. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules.
10. The contractor shall make monthly salary payments to the deployed personnel including leave salary, bonus, gratuity etc., as applicable.
11. The contractor should ensure that there is no scope for any grievance from the personnel engaged by him on delayed payment of wages. The manpower engaged by the Housekeeping agency will be the employees of the Housekeeping Agency and not of the Customs Department.
12. Monthly payments to the Housekeeping Contractor will be made through Account Payee Cheques only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.
13. The Contractor shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the contractor and recovered from their dues/bills.
14. This office reserves the right to terminate the services of the Housekeeping contractor at anytime without giving any notice or assigning any reason whatsoever.
15. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping contractor and all records maintained should be available for scrutiny by this office. The Housekeeping Contractor shall strictly comply with the terms and conditions of the agreement. Failure of the contractor to comply with such statutory requirements and / or any terms and conditions of the agreement shall result in termination of the contract.
16. The contract will be in force for a period of eight months from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period subject to satisfactory performance and on mutually agreed terms and conditions; Periodical changes in VDA as per Central Government notification shall be provided by the Contractor for necessary approval & sanction.
17. All the Housekeeping materials / consumables will be supplied by the Department.
18. All cleaning equipments must be provided by the Service Provider.

19. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration / conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Chennai jurisdiction only.

IV. SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR:

- a) Daily sweeping and wet mopping of the entire area including the lobby has to be done.
- b) Daily dusting of furnitures like tables, chairs, visitors' chairs, sofas, Almirahs, etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machines and fans etc., has to be done. The doors, windows, partitions including the particleboard, glass and aluminum channels in the entire office should be cleaned daily.
- c) Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., thrice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- d) Vacuum cleaning the Office rooms, systems room, record room and all computers in the office and sofa sets twice a week.
- e) Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- f) Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
- g) Maintenance and upkeep of the entire office premises.
- h) Shifting of furniture and other equipments and files whenever required.
- i) Attending to works in the office like changing of tube lights, bulbs and such other minor work whenever required.
- j) Artificial plants, door mats and carpets are to be cleaned daily. Natural Plants are to be watered daily.

NOTE: Care should be taken, that no gadgets/equipments are tampered with during the cleaning operation.

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.

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

- a) The Tenderers shall apply for a Port entry pass for its manpower through Customs for the above work and charges if any for the entry pass shall be borne by the tenderer.
- b) 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.

WEEKLY SERVICES (Saturdays)

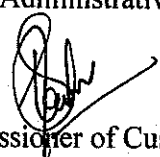
- a) Removal of cobwebs in the corridors and lavatories.
- b) Removal of dust accumulated on the walls, windows planes and ventilators and exhaust fans in the toilets.
- c) Thorough washing, rubbing and cleaning of corridors using Scrubber machine.
- d) All name boards, wall panels paintings etc., should be wiped off dirt at regular intervals.
- e) All brass boards have to be polished with brass polish.

RATE AND PRICES:

The bidders shall quote their rates for personnel employed as "Rate per day and Rate per month per employee" (in both words and figures).

FINAL PAYMENT:

The contractor shall submit the bill for every month by the 1st day of succeeding month along with the statement showing number of persons employed for number of days certified by the respective Administrative Officers/caretakers. No interim bills will be entertained. Payment will be made through Cheque within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Administrative Officers. The payment is subject to, TDS in terms of Income Tax Act, 1961.


Additional Commissioner of Customs (P&V)
For Commissioner of Customs,
Chennai Custom House,
No 60, Rajaji Salai,
Chennai-1.

Encl.:

1. Qualifying Bid Document (Annexure-I)
2. Financial Bid Document (Annexure-II)

ANNEXURE – I

QUALIFYING BID DOCUMENT

1. Name of the party :
2. Address :
(With Tel No., Fax No.)
3. Name & Address of the proprietor / Partners / Directors (With Mobile No.) :
4. Contact person (s) (with mobile number) :
5. No. of years of experience in providing Housekeeping Services (enclose proof such as Performance Reports from clients (or) TDS copies) :
6. Average Annual Turnovers (last 3 years ended 31.3.2011) :
Certified by Chartered Accountant
7. Permanent Account Number (PAN) (The Evidence for filing of IT returns along with Profit and Loss Account & Balance Sheet for the last three financial years to be enclosed) :
2007 - 2008
2008 - 2009
2009 - 2010
8. Details of ESI & EPF Registration along with Evidence (Registered Before 01.Apr – 2008) :
9. Details of Service Tax Registration along with evidence :
10. Details of EMD :
11. Solvency Certificate issued by Bankers :

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/ our knowledge. I understand that in case any deviation is found in the above statement at any stage, I /we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date)

FINANCIAL BID ENCLOSURE

RATE OF WAGES FOR HOUSEKEEPERS

Basic Pay		Rs.
Variable DA		Rs.
Gross Daily Wages		Rs.
Add: Statutory Contributions		
a. EPF (12%)		Rs.
b. Pension Fund (1.61%)		Rs.
c. ESI (4.75%)		Rs.
d. Bonus (8.33%)		Rs.
Add: Contractor's Service Charges		
(% of Gross Wages)		Rs.
Wage Rate per Day		Rs.
(Rupees)		
Wages for 26 days		
(Rupees)		Rs.

Signature of Authorized Signatory with Date