

Telephone 25232867



Telegram

“CUSTOMS”

FAX

25229969

**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
OFFICE OF THE COMMISSIONER OF CUSTOMS (SEAPORT)  
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001**

F.NO. S31A/97/2006-CHS

Dated: 22.08.2012

**Notice Inviting Tender**

Sub: Calling for tenders for Maintenance/ Catering Services at Customs Guest Houses – reg.



Sealed Tenders are invited by the Commissioner of Customs, Custom House, Chennai- 600 001 from reputed concerns/ service providers for providing maintenance and catering services at the Customs Guest House at 6<sup>th</sup> Floor, Ganga Block, Custom House, Chennai- 600001 and Customs Guest House at 502/1, Central Revenue Quarters, 15<sup>th</sup> Main Road, Anna Nagar, Chennai- 600040. The details of work, place of work, work specifications and terms and conditions are outlined in the Tender Form.

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

The Tenderer 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 22.08.2012**. The Tender Box will be sealed at **16.00 hrs sharp on 22.08.2012** and will be opened on **23.08.2012 at 11.30 A.M** in the Office of the Additional Commissioner of Customs, (P&V), Custom House, Chennai - 1 in the presence of Asstt. Commissioner (PG), Superintendent (CHS) and the tenderers.

*Collected*  
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.

(L. STEEPHEN)

ASSTT. COMMISSIONER OF CUSTOMS (PG)

Copy to

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



Telephone 25268925



Telegram

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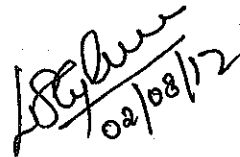
**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE**

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

**NOTICE INVITING TENDER**

Office of the Commissioner of Customs (Port-Import), Custom House, 60 Rajaji Salai, Chennai invites sealed offers from reputed **Concerns** engaged in the business of providing **MAINTENANCE & CATERING SERVICES** at the Customs Guest House at VI Floor, Ganga Block, Custom House, Chennai-1, and Customs Guest House at 502/1, Central Revenue Quarters, 15<sup>th</sup> Main Road, Annanagar, Chennai-40. The Cost of the application form of Rs.500/- (Rupees Five hundred only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of the Commissioner of Customs, Chennai-I, shall accompany the bid. Bids without the DD / Banker's Cheque towards cost of the application form shall be rejected. Tender is invited in two parts i.e. **(1) qualifying bid and (2) financial bid**. The tender form for Qualifying bid prescribed in Annexure-I and the tender form for the financial bid in proforma prescribed in Annexure-II complete in all respects shall be submitted at the Headquarters Administration Section in two separate sealed covers addressed to the Additional Commissioner of Customs (P&V), O/O of the Commissioner of Customs (Port-Import) 5<sup>th</sup> Floor, Custom House, Chennai- 600 001, by **4.00 PM on 22. 08. 2012**.

2. The tender form can also be downloaded from [www.tender.gov.in](http://www.tender.gov.in)., [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in)., and [www.eprocure.gov.in](http://www.eprocure.gov.in). However, the cost of application form of Rs.500/- should be accompanied with the filled in form in the form of Demand Draft/Bankers Cheque.

  
02/08/12

**(L. STEEPHEN)  
ASST. COMMISSIONER OF CUSTOMS (PREV-GENL)**



Telephone 25268925



Telegram

"CUSTOMS"

FAX

25229969

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE

OFFICE OF THE COMMISSIONER OF CUSTOMS (PORT-IMPORT)

CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001.

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**NOTICE INVITING TENDER**

**MAINTENANCE CONTRACT & CATERING SERVICES**

Office of the Commissioner of Customs (Port-Import) invites sealed offers from reputed Concerns engaged in the business of providing maintenance and catering services to carry out daily maintenance of VIP suites, guest rooms, dormitories for Customs Guest House, 6th Floor, Custom House, 60 Rajaji Salai, Chennai-1 and Customs Guest House at 502/1 Central Revenue Quarters, 15<sup>th</sup> Main Road, Annanagar, Chennai-600 040 for the period of one year from 01.09.2012.

**TENDERING PROCESS:**

Tender is invited in two parts i.e. (1) **qualifying bid** and (2) **financial bid**. The tender form for Qualifying bid prescribed in Annexure-I and the tender form for the financial bid prescribed in Annexure-II complete in all respects shall be submitted at the Headquarters Administrative Cell, II Floor, Ganga Block, Custom House, Chennai-1 in two separate sealed covers addressed to the Additional Commissioner of Customs (P&V), Office of the Commissioner of Customs (Port-Import), Custom House, Chennai-600 001, by **4.00 PM** on **22.08.2012**. The sealed covers may be superscribed with "**Qualifying Bid - Contract for providing maintenance and catering services**" and "**Financial Bid - Contract for providing maintenance and catering services**" respectively. It shall be opened by the Tender Committee on **23.08.2012** at **11.30 AM** in the presence of bidders. Incomplete bid document shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened by Tender Committee on a subsequent date. Late submission of tenders shall not be accepted.

**Earnest Money Deposit of Rs.10,000/-** (Rupees ten thousand only) and Cost of the application form of **Rs.500/-** (Rupees Five hundred only) per application in the form of two separate Demand Drafts / Banker's Cheques of Scheduled Bank drawn in favour of the Commissioner of Customs, Chennai-I, shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit and cost of the application form shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished in Annexures-I & II are found to be incorrect or false during the tender selection process.

The successful bidder of the contract has to submit a **Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipt of Rs.1,00,000/-** (Rupees

requested to inspect the areas under consideration for maintenance at the premises between 10:00 AM and 5:00 PM (Monday to Friday) and submit their quotes thereafter. Any clarification in this regard may be sought from the Superintendent of Customs, CHS Unit, O/O the Commissioner of Customs (Port-Import) Custom House, 60 Rajaji Salai, Chennai-1(Ph.:044-25254235, 044-25232867). The tenderer shall sign and stamp each page of this tender document as a token of having read and understood the terms and conditions contained herein 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, the prices are to be quoted shall be written in figures and words as well. Annexures shall also have to be signed and stamped by the firm through its authorized signatory. The tender forms shall be rejected if it is not complete in any aspect.

**TERMS AND CONDITIONS:**

The Contractor shall be considered for award of contract only if they agree to abide by the following terms & conditions:

**CATERING SERVICES:**

1. The catering services for the inmates of Guest House are as follows:

Time	Service	Items
6:00 AM	Bed Coffee	Coffee, Tea (150 ml)
8:00 – 9:00 AM	Breakfast	Bread, Butter, Jam, Omelet AND anyone of the following items with chutney and sambar: a. Idly & Vada b. Pongal & Vada c. Oothappam & Vada d. Dosa & Upma e. Poori & Pongal f. Stuffed paratha with curd & Kitchadi Coffee or Tea (120 ml)
10:45 AM	Mid morning Coffee	Coffee, Tea (150 ml)
01:00 - 02:30 PM	Lunch	Green Salad or Raitha Phulka or Poori 1 North Indian side dish 1 North Indian vegetable 1 South Indian vegetable 1 Variety rice, plain rice, rasam, pappad, pickle, curd* 1 Non-veg. dish (150 gms)* 1 sweet / ice-cream (70 ml)*
03:45 PM	Mid evening Coffee	Coffee, Tea (150 ml)
05:15 PM	Evening snacks	Any one of the following: Keera vadai / Mysore bonda / sandwich /kara sev / omapudi / biscuits / samosa /cutlet* AND Coffee, Tea (120 ml)
08:00 - 09:15 PM	Dinner	Green Salad Phulka or stuffed paratha Dhal 1 South Indian Tiffin or sambar / vatha

		kozhambu / more kozhambu / khadi Plain rice, rasam, 1 South Indian vegetable, 1 North Indian vegetable, Pappad, pickle, curd*, 1 sweet* ,1 banana / cut fruits*, Milk ( 120 ml), 1 Egg preparation
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\* Limited serving.

2. These items may be provided at the request and at the cost of the occupants. The maximum rates of these items will be prescribed by the undersigned at regular intervals. The bill towards the same shall be prepared by the Manager and the accounts will be inspected by the Administrative Officer, HAC, Custom House, Chennai-1, on fortnightly basis.

3. Cooking of edibles shall be done under very good hygienic conditions by trained cooks and the service shall be made by trained bearers / waiters presentably attired.

4. The kitchen shall always be kept clean. The cutlery and crockery as also cooking utensils will be kept clean by cleaning with standard washing powder.

5. The Contractor shall devote his full attention to the work of purchase, preparation of food, beverages and shall discharge his obligations under this agreement most diligently and honestly to the full satisfaction of the Department. All sales of food items shall be supported by bills.

6. The Contractor shall ensure the availability of a Manager round the clock in the Customs Guest House at Custom House, Chennai, who is competent to supervise the functioning of all contract labour and fulfill the requirements of the Department. A separate Caretaker/Cook should be employed for the Guest House at Central Revenue Quarters, Annanagar, Chennai-40.

7. High quality, standard and approved brand of items should be used for cooking.

8. All the dining tables should be provided with salt and pepper.

9. Non-vegetarian and vegetarian food to be cooked separately.

10. Non-vegetarian items should be kept sufficiently away from the vegetarian items, to make them distinct.

11. Water and electricity shall be provided by the Department. Cost towards cooking gas, fuel, etc. shall be borne by the Contractor.

#### **MAINTENANCE SERVICES:**

12. The contractor has to undertake cleaning and mopping of floor area, cleaning of toilets, cleaning of cots, sofas, side tables, chairs and other equipment viz., computers, telephones, fans, light fittings, etc. in all the VIP suites, guest rooms, dormitories and clearing of waste on a daily basis.

13. The Contractor shall provide laundered bed sheets, pillow covers and towels every alternate day or earlier whenever any occupant vacates a suite. Vacated suite should be kept ready for occupation quickly. Curtains must be laundered and woolen blankets dry cleaned once a month. The cost of laundering the bed linen and other items shall be

borne by the contractor. Bed sheets, pillow covers, towels, curtains, etc. will be provided by the Department.

14. Ensure the availability of liquid soaps in wash basins, naphthalene balls and toilet papers in urinals and toilets and refilling the same, mosquito repellants as and when required. The cost of the consumables like phenyle, soap oil, cleaning acid, mops, toilet cleaners, room fresheners, tissue papers and equipments like hard brooks, cob web sticks, vacuum cleaners, buckets, mugs, dusters, etc. used for cleaning shall be borne by the contractor.

15. Fans, AC units, refrigerators to be cleaned once in a fortnight.

16. Daily sweeping and mopping of entire area including VIP suites, rooms, dormitories, dining halls, corridors, reception, lounge, terrace, common areas of the guest house etc. Toiletries shall not be provided by the Department.

17. Cleaning of all carpeted areas, dust from doors, partitions, Venetian blinds, fabrics (curtains), sofa sets, cushioned chairs etc. with vacuum cleaner once a week.

18. The Contractor shall make proper arrangements for disposal of waste and refuse.

19. The Contractor shall maintain a register of complaints from the occupants of guest house and redress the complaints.

20. The Contractor will be responsible for any pilferage, loss, theft, damage of furniture, electrical equipments or any other article from the guest house.

21. The Contractor shall collect the bed charges as stipulated by the Department from the occupants, issue them necessary receipts and remit the same on the following Monday of the week to the account of Government of India.

22. Any damage to furniture, crockery, fixture, locks and fittings caused by the guest shall be charged separately in addition to the rent and the same shall be collected from the occupant. In case of dispute, the decision of the Head of the Department shall be final.

23. The Contractor shall ensure maintenance of Guest Registers.

24. The Contractor shall ensure maintenance of registers for room allotment.

25. The Contractor shall keep and maintain proper books of accounts for inspection by any authorized person of the Department.

26. Electric points (lights, fans, ACs, geysers, etc.) should be switched off when the room is not in use to conserve energy and avoid fire mishaps.

27. The Contractor is liable for payment of penalty, at the discretion of the Department, upto a maximum of Rs.500/- per day for poor services, inadequate staff, failure to control insects & bedbugs, poor washing of bed sheets, etc. and /or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor.

28. The stock of furniture, utensils, fittings, crockery, cutlery, etc. shall be physically verified before the start of this contract and continue to be verified by any authorized person of the Department at periodic intervals.



## MISCELLANEOUS:

29. The Contractor shall provide uniforms to his staff and wearing of uniforms is compulsory for the staff during their working hours. Prior approval from the Department may be taken for the colour and pattern of the uniform.
30. The Contractor undertakes to ensure that all his employees shall always appear for work in well groomed and presentable condition i.e. shaved, properly cut and set hair clean and properly pressed uniform, etc.
31. Cooking of food is permitted in the kitchen only
32. The Contractor shall abide by the rules and regulations of the local authorities, sales tax authorities, income tax authorities etc. besides the provisions under various labour laws and Acts of the State and Central Governments in force from time to time.
33. Income tax and other statutory levies, if any, will be deducted by the Department from the bills payable to the Contractor as per Income Tax Rules and other statutes applicable from time to time.
34. The agreement shall be in force for a period of one year from the date to be specified by the Department and it may be extended for such further period and on such terms and conditions as may be mutually agreed upon by the parties hereto.
35. The rates quoted by the Contractor shall be firm during the period of contract.
36. All disputes and differences arising out of or in any way concerning the contract shall be settled after holding necessary discussions between the parties. However, in the event of any dispute/ difference remaining unsolved, the same shall be referred to a sole Arbitrator to be appointed by the Department for this purpose. The decision of the Arbitrator shall be final and binding on both parties.
37. The Contractor undertakes that he shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Department.
38. The Contractor agrees and undertakes to bear all the taxes, rates, charges, levies, claims whatsoever as may be imposed by the State / Central Government or any local body or authority in respect of his contractual obligations. The Contractor agrees to furnish proof of such payments and compliance of the obligation including registration certificate, clearance certificate, etc. that may be required by the Department from time to time.
39. The Contractor shall carry out all the instructions which may be given by the Department concerning any aspect of maintenance and catering services.
40. The Contractor shall not engage any subcontractor for rendering the services mentioned in this contract.
41. The Department shall be the sole authority to decide on the quality of service rendered by the Contractor. In case the performance of the Contractor is found unsatisfactory, the Department shall have the right to terminate the agreement without

42. All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparing the food and beverages and all the disputes and differences which may arise either during or after the agreement period or other matter arising out of or relating to this agreement or payments to be made in pursuance thereof shall be decided by the Department. The Contractor hereby agrees to be bound by the decision of the Department.

43. Nothing contained in this agreement is intended to be nor shall be construed to be a grant, demand or assignment in the premises or any part thereof by the Department to the Contractor or his employees. The Contractor and his employees shall vacate the same on the termination of the agreement period either by flux of time or otherwise.

44. The Department shall have the right to withhold any reasonable sum from out of the amounts payable to the Contractor under this contract, if the Contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the department as to payment of all statutory and other dues or compliance with other obligations.

45. The Contractor shall indemnify the Department against any claims, damages, loss or penalties including the costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him.

46. The Contractor shall be solely responsible and liable for all payments due to his employees including salaries, wages, overtime wages, if any, statutory payments, contributions to Provident Fund and Employees State Insurance, bonus, gratuity if payable, provision of uniforms and all other payments of whatsoever nature.

47. The Contractor shall be responsible for fulfilling the requirements of all statutory provisions of the Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Gratuity Act, The Employees' Provident Fund & Miscellaneous Provisions Act, 1952, The Employees' State Insurance Act, 1948, The Contract Labour (Regulation & Abolition) Act, 1970, and all other applicable laws at his own cost and risk in respect of all the persons employed by him. The Contractor shall maintain the records required to be maintained under the statutory enactments and an authorised representative of the Department shall be entitled to inspect the records at any time. In general, the Contractor shall be responsible for strict compliance of all statutory provisions of the relevant labour laws applicable from time to time. If, due to any reason whatsoever, the Department is made liable to pay any liabilities payable by the Contractor under any of the applicable laws, the Department shall recover the same from the Contractor.

48. If the Contractor is unable to serve effectively as a result of strike or go-slow by his staff, it shall be open to the Department to terminate the contract forthwith besides claiming damages.

49. The Contractor shall take necessary insurance for the staff engaged by him for this contract and shall provide certified copies of the insurance policies to the Department.

50. The Contractor shall arrange for suitable substitute if any of his staff is absent.

51. At guest house, separate and suitable personnel should be posted to attend to the inmates most of whom are high dignitaries/ Government officials/ Directors/ Executives,

trainees of our Department and participants from national/ international organizations. The Receptionists should be made available 24 hours on shift basis and they should be able to converse fluently in English and Hindi besides Tamil. They should attend to allotment of suites and rooms, billing and collecting charges as per the Department's instructions.

52. The Contractors shall regulate the entry of visitors into the Guest House and maintain registers for the same.

53. The contractor undertakes to have a control over the maintenance of all the items including gas cylinders and in case of any loss or damage to Department due to improper operation/ maintenance of the equipments, the Contractor is solely responsible.

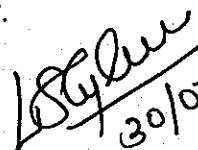
54. The Contractor has to bear day-to-day expenses towards disinfectants, room refresher sprays, etc.

55. The Contractor shall submit the bills in respect of the services provided at both the Guest Houses separately to the Deputy/Asst. Commissioner of Customs (HAC), Custom House, Chennai-1, for the current month by the first day of the next month so as to enable the Department to process the same and pay the Contractor.

56. The department has not fixed any parameters in respect of number of personnel to be appointed in the Guest House. However, in the event of any exigencies that may arise from time to time, it shall be open to the department to exercise its discretion and call upon the contractor to provide such additional personnel as may be necessary, in its opinion, for the purpose of effectively carrying out the services contemplated in the agreement to be entered into.

**57. Performance Guarantee:** The Contractor shall deposit with the department a sum of Rs.1,00,000/- (Rupees One lakh only) as 'Performance Guarantee' for securing proper maintenance, room services and other arrangements. If the Contractor fails to perform his functions stipulated in this contract properly to the satisfaction of the Department or any loss, damage, pilferage, theft etc. occurs in the premises or for any of the losses or damages either liquidated or unliquidated, the Department can initiate proceedings against the Contractor for the recovery of damages/ losses and the Department can, in addition to all such remedies, forfeit the performance guarantee. On the question whether loss or damage is caused or not, the decision of the Department shall be final. Security deposit or balance of performance guarantee after recoveries shall be returned within three months after termination/ cancellation/ end of contract.

58. No negotiation shall be undertaken except with the lowest tenderer.

  
30/07/12

( L. STEEPHEN )  
ASST. COMMISSIONER OF CUSTOMS (PREV-GENL),  
O/O THE COMMISSIONER OF CUSTOMS (PORT-IMPORT),  
CUSTOM HOUSE, CHENNAI-1.

Place: Chennai.

Date : 07.2012.

**QUALIFYING BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern  
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors  
(with Mobile No.) :
4. Contact Person(s) (with mobile number) :
5. No. of years of experience\* in providing  
Maintenance & catering services :
6. List of equipment available with the  
bidder for the purpose of cleaning :
7. List of clientele\* alongwith certificate of  
appreciation from atleast two important  
clients :
8. PAN No.
9. Service Tax Registration No. :
10. Details of Registration with PF authorities  
and ESI authorities (attach proof) :
11. Details of EMD :

**DECLARATION**

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

(Signature of Authorized Signatory with date)

*\* Details in respect of government and non-government organizations may be provided in separate annexures accompanying this qualifying bid.*

**ANNEXURE - II**

**FINANCIAL BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern  
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors  
(with Mobile No.) :
4. Contact Person(s) (with mobile number) :
5. Total Bid Amount (exclusive of Service Tax)

Give breakup details of

- | (a) No. of personnel to be deployed                             | Cost of Manpower |
|---|------------------|
| 1. Manager  |                  |
| 2. Supervisor   |                  |
| 3. Cook   |                  |
| 4. House keeper   |                  |
| 5. Steward  |                  |
| 6. Assistant Cook   |                  |
| 7. Care Taker   |                  |
| (b) Cost of consumables (cleaning materials<br>and chemicals) : |                  |
| (c) Service Charges, if any                                     |                  |

**DECLARATION**

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

(Signature of the Authorized Signatory with date)

