



**GOVERNMENT OF INDIA**  
**MINISTRY OF FINANCE**  
**OFFICE OF THE COMMISSIONER OF CUSTOMS (CHENNAI - 1111)**  
**CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI - 600 001**

F.NO.HAC/57/2014-CHS (PART-I)

Dated: .12.2014

**NOTICE INVITING TENDER**

Sub: Calling for tenders for Housekeeping Services - reg.



The Customs Department invites sealed offers from reputed/authorized firms/companies engaged in the business of providing housekeeping services for providing services of housekeeping in Custom House, Chennai, for a period from 01.04.2015 to 31.03.2016. Tender forms alongwith terms and conditions can be obtained from Superintendent (CHS), Ground Floor, Custom House, Chennai on all working days before 4.30 PM on 29.12.2014.

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

The bidders 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 Addl. Commissioner of Customs (P &V), 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 before 4.30 PM on 29.12.2014 It shall be opened on 31.12.2014 at 11.00 AM 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), 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 (Chennai-III) reserves the right to accept or reject any or all tenders without assigning any reasons.

**(T ARIVAZHAGAN)**  
**DEPUTY COMMISSIONER OF CUSTOMS (PG)**

Copy to:

EDI, Custom House, Chennai - for published in the website  
[www.cbec.gov.in](http://www.cbec.gov.in), [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in)

Caretaker: To display in Notice Board, Custom House, Chennai-1.



**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
OFFICE OF THE COMMISSIONER OF CUSTOMS - CHENNAI - III  
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI - 600 001**

**NOTICE INVITING TENDER  
FOR PROVIDING HOUSE KEEPING SERVICES**

The CUSTOMS Department invites sealed offers from reputed / authorized firms / companies engaged in the business of providing house keeping services to provide house keeping services viz., cleaning of rooms, corridors, toilets, compactors, glass doors, windows, curtains, computer peripherals, telephone instruments, etc. on monthly basis for CUSTOM HOUSE, No, 60, Rajaji Salai, Chennai – 600 001, for the period of one year from **01.04.2015 to 31.03.2016**.

**TENDERING PROCESS:**

Tender is invited in two parts i.e. **(1) Technical bid and (2) financial bid**. The tender form for Technical bid in proforma 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 CHS Section, Ground Floor, Custom House in two separate sealed covers addressed to the Additional Commissioner of Customs (P&V), Custom House, Chennai – 600 001, on or before **04:30 p.m. on 29.12.2014**. The sealed covers may be super scribed with **“Technical Bid – Contract for providing house keeping services”** and **“Financial Bid – Contract for providing house keeping services”** respectively. All the sealed tenders shall be opened by the undersigned on **31.12.2014 at 11:00 a.m.** in the presence of bidders who are present. Bid documents, incomplete in any respect shall be summarily rejected. The valid Technical bids shall be scrutinised by the Department to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened by the undersigned in the afternoon of the same day. Late submission of tenders shall not be entertained

1. **Earnest Money Deposit of Rs. 1,25,000/-** (Rupees One lakh twenty five thousand only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of **The COMMISSIONER OF CUSTOMS, CHENNAI**, shall accompany the technical bid. Technical bids without Earnest Money Deposit 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 **10% of the bid amount towards the Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipt** within three days from the day after being awarded the contract.

**The tenderers are requested to inspect the areas under consideration for house keeping 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 CHS Section, Ground Floor, Custom House, Chennai (Ph: 25232867).**

The tenderer shall sign and certify with stamp on each page of the tender documents as a token of having read and understood the terms and conditions contained therein and submit the same along with the technical bid. The tenderers 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 certified with stamp by the firm through its authorized signatory.

## **TERMS AND CONDITIONS:**

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

This contract under consideration is towards house keeping and cleaning services of the entire office spaces, toilets, common area and all the area within the peripheral wall of the Custom House premises pertaining to the below mentioned buildings of the Custom House, Chennai:

S. No.	Name of the Office	Covered Area (in sq.ft.)
1	Custom House, Chennai Main Building - Ganga Block (G + 5 floors)	82,237
2	Custom House, Chennai Cauvery Block. (G+ 5 floors)	62,752
3	Custom House, Chennai Narmada Block. G + 3 floors)	29,635
4	Custom House, Chennai Krishna Block (G + 6 floors)	1,05,232
	Sub Total	2,79,856
5	Open Area ( in sq ft.)	51,242
	Total	3,31,098

2. The contractor shall quote their rate only on per square feet per month basis and not based on the number of persons to be deployed or per persons basis. Rate quoted on per square feet basis, duly indicating No. of persons proposed to be engaged for above said housekeeping and cleaning services.

3. The Contractor has to undertake scrupulous cleaning and mopping of office floor area, cleaning of office tables, chairs, furniture's and other equipment viz., computers, telephones, fax machines, fans, light fittings, etc. in all the officers' rooms and staff rooms, cleaning of toilets and clearing of waste on a daily basis. The schedule of the work is mentioned below:

### **(A) OFFICE SPACE**

- (I) The office floor area including officers' chambers, staff halls, visitors' rooms and record rooms have to be cleaned and mopped twice a day. These areas shall also be cleaned using a Scrubber machine once in a week.
- (II) Furniture's like tables, chairs, visitors' chairs, sofas, computer tables, almirahs, etc., and the electronic gadgets like computers, telephones, fax machines, photocopier machines, etc., installed in the above mentioned areas have to be kept dust-free and dust removal shall be done daily. The compactors, doors, windows, partitions, Venetian blinds and curtains shall also be kept clean by wiping them daily. The sofas are to be vacuum cleaned once a week.
- (III) All records are kept in the compactors / almirahs / racks and dust gets accumulated over it. Such dust shall be vacuum cleaned once in a fortnight. This work shall be done only on a working day in the presence of the officer who is in possession of such records or his designated official.
- (IV) The lobby at the Main Building shall be spick and span and the mopping shall be done constantly to ensure that the entire area is spotlessly clean, free from any dirt, stain or foot marks. Further all items installed at the lobby have to be wiped off daily at regular intervals to ensure dust free

- (V) All name boards must be kept clean. All brass boards have to be polished with brass polish without fail.
- (VI) The electrical fittings like tube lights, fans, etc., shall be cleaned once in a week without fail.
- (VII) Conference Room and Auditorium shall be cleaned before and after every meeting that is organized there.
- (VIII) Artificial plants, door mats and carpets are to be cleaned daily.
- (IX) Care shall be taken that the gadgets are not tampered with nor any damage is caused during the cleaning operation.

### **(B) CANTEEN**

- (i) A minimum of one supervisor and five house keepers have to be deployed exclusively at the Custom House canteen.
- (ii) The working hours of the personnel deployed for canteen shall be 8:15 AM to 4:45 PM with holidays on Sundays.
- (iii) The personnel deployed are required to maintain perfect hygiene at the canteen. They are in-charge of cleaning and mopping the canteen and kitchen floors, cleaning of tables and chairs put to use at the canteen.
- (iv) Extreme care shall be taken while cleaning the canteen to avoid damage to the utensils and kitchen equipment and maintain utmost cleanliness.
- (v) The wash basins, toilets, mirrors, washing area, etc., provided at the canteen have to be kept clean.
- (vi) All rubbish and waste items that gets accumulated at the canteen have to be removed periodically to the dumping point set up by the Corporation of Chennai and there shall be no left overs at the end of the day

### **(C) TOILETS**

- (i) The entire campus has about 47 common toilets and 24 attached toilets. In the common toilets, urinals, commodes, wash basins, mirrors, tap fittings, etc., shall be cleaned every hour.
- (ii) In respect of attached toilets, they shall be cleaned twice a day (morning and during lunch hour).
- (iii) The electrical fittings like tube lights, fans, exhaust fans, ozonizers, etc., have to be cleaned once in a week.
- (iv) Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time.
- (v) Toilet fresheners, naphthalene balls and urinal cubes shall be used reasonably in all toilets.
- (vi) The pipeline shafts in all the buildings have to be cleaned once in a week.
- (vii) An hourly chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the housekeeper and the supervisor in it as a mark of having completed of the hourly cleaning operation.

- (viii) All rubbish and waste items that gets accumulated at the toilets have to be removed periodically to the dumping point set up by the Corporation of Chennai and there shall be no left overs at the end of the day.
- (ix) All items put to use at toilets like brooms, mops, cleaning liquid bottles, etc., shall not be left at the place of use and these items shall be totally out of sight.

**(D) COMMOM AREA**

- (i) The corridor area, staircases and its railings, lifts have to be cleaned and mopped twice a day. The corridors and staircases shall also be cleaned using a Scrubber machine once in a week, without fail.
- (ii) The electrical fittings like tube lights, fans, exhaust fans, etc., in the corridor, staircases and lifts shall be cleaned once in a week, without fail.
- (iii) The doors, windows, glass partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers, etc., in the corridors and staircases have also to be wiped clean daily.
- (iv) Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
- (v) Natural potted plants have to be placed in the corridors at regular intervals with a gap of 25 feet. It shall be ensured that these potted plants remain bright and lively by replacing them periodically.
- (vi) The open area and car park area shall be cleaned twice daily.
- (vii) All rubbish and waste items that gets accumulated at the corridors and stair cases have to be removed periodically to the dumping point set up by the Corporation of Chennai and there shall be no left overs at the end of the day.

**(E) MISCELLANEOUS**

- 1 **Cobwebs, honey combs, etc., if found or reported anywhere, shall be removed immediately.**
- 2 The contractor have to make their own arrangement to provide/deploy all equipment, machines, vacuum cleaners as mentioned in Annexure II (Financial Bid).
- 3 In the areas under consideration above which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use **before 9:15 AM** (office opening time for regular staff) at any cost. The **office closes at 5:45 PM** and hence all subsequent cleaning operations as per the contract shall be executed continuously till the closing hours.
- 4 The schedule of weekly and fortnightly cleaning operation to be undertaken shall be submitted to the designated officer on the last working day of the previous month and shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.
- 5 The personnel employed shall work on all days except **Sundays and National Holidays**. The Personnel shall be deployed from **8:15 AM to 4:45 PM on all days except Sundays and National Holidays**. **Minimum of two persons should be available in every floor of all the buildings covered in the contract from 8:15 a.m. to 4:45 p.m. from the contractor side**

- 6 All cleaning items put to use like brooms, mops, cleaning liquid bottles, cleaning machines, vacuum cleaners, scrubbers, etc., shall not be left at the place of use and these items shall be totally out of sight.
- 7 The Contractor shall ensure that their personnel shall have identity cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible so that any person can identify the individual representing the Contractor. These identity cards shall have magnetic codes inscribed in it so as to provide the time-in and time-out details of the personnel. The necessary equipment shall be provided by the contractor.
- 8 The contract personnel shall attend to work punctually at the prefixed / determined timings and shall be well-behaved and mannered.
- 9 The contractor shall provide adequate sets of Uniforms to their personnel engaged for Housekeeping services. The personnel shall have uniform attire and wear it daily without fail. Any discrepancies found, a penalty of Rs. 500/- per day on each occasion will be levied by this department, without any notice. The Contractor agrees to ensure that its personnel present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement.
- 10 The personnel shall perform all the duties assigned to the contractor and as specified by the Department from time to time.
- 11 The personnel shall report to the officer-in-charge assigned by the Department.
- 12 All cleaning materials and consumables will be provided by the Department.
- 13 Each building and the canteen shall have exclusive supervisors **equipped with mobile phones**. They shall be in-charge for the overall act of cleaning in respect of that building / canteen. **One mobile phone having Closed User Group facility with the mobiles provided to the supervisors shall also be made available to the Department to facilitate quick and smooth remedial action.**
- 14 Licence from Labour Department as per section 12 of Contract Labour (R & A) Act, 1970 shall be obtained for the contract work within 7 days after the award of contract.
- 15 In terms of the Contract Labour (R& A) Act, 1970 the contractor shall pay to their personnel a minimum wage at the prevailing rate as fixed under the Minimum Wage Act, 1940 (Central Government rates) and any breach of this condition shall be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate shall be paid by the contractor every month, as per the existing rules. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.
- 16 The Contractor shall produce proof / receipts for the statutory payments such as ESI, PF, etc., paid to the concerned authorities along with the bills for the succeeding English Calendar month, without fail.
- 17 The Contractor shall submit the bills 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.
- 18 Tax shall be deducted at source as per the Income Tax Rules from the monthly bills

- 19 The Contractor shall ensure that the work undertaken by their personnel is carried out efficiently and to the satisfaction of the Department.
- 20 The Contractor and the employees engaged by the Contractor shall be subject to the entry and exit procedures of the Department as may be determined by the Department from time to time.
- 21 If in the opinion of the Department the Contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may resort to immediate termination of the contract and get the work done through a third party Contractor, without any written notice to the Contractor, the cost of which shall be recovered from the Contractor from the monthly payment. **A penalty of Rs.5000/- would be levied by the department on each occasion the contractor found to have failed in his contractual obligations.**
- 22 In the event of the Department deciding to renew this contract on the same terms as embodied or such other modified terms as it may think fit and proper, it shall communicate the decision of the Department to the Contractor prior to the expiry of this Agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.
- 23 The Contractor shall provide, a Manager who shall be responsible for the supervision of the activities of their personnel and their conduct at the premises of the Department on all working days. ,
- 24 Close liaison shall be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.
- 25 It shall be the responsibility of the Contractor to comply with the service conditions of their employees including fixation and payment of their wages. However, in order to keep the Department informed, for the purposes of the Department's statutory responsibilities if any, as may be applicable from time to time, the Contractor shall intimate the Department, the details of wages paid to the workmen and if the need arises to depute its representative to be present at the time and place of disbursement of wages by the Contractor and inspect relevant records if any. The Department shall verify such payments made in the wage register maintained by the Contractor.
- 26 The Contractor shall indemnify and shall keep the Department indemnified against acts or omission or negligence, dishonesty or misconduct of their personnel engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to third party.
- 27 The Contractor shall, at all times, indemnify the Department against any claim which could arise under the Workmen's Compensation Act, 1953, and / or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the Contractor or other persons whose entry into the Department premises has been authorised by the Contractor. The Contractor shall insure all the personnel engaged for this job and such policy shall be produced to the Department on demand.
- 28 The Department has not fixed any parameters in respect of the number of personnel to be employed at the areas of operation other than the canteen except the conditions that a minimum of two persons shall be available in every floor of the building under contract from 8:15 am to 4:45pm. However, in the event of any exigencies that may arise from time to time, it shall be open to the Department in the exercise of its discretion to 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 this Agreement.

- 29 In the event of increase in service tax by State / Central Government in future applicable under this contract, the Department shall bear the same.
- 30 That the Contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and / or considered necessary for the efficient performance of this Contract.
- 31 That it is clearly agreed and understood that all persons provided/ engaged by the Contractor shall be the employees of the Contractor and all disputes between the Contractor and its personnel shall have no bearing on the Department. The Department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee / ex-employee of the Contractor. The Contractor is fully responsible for disciplined behaviour of its workmen.
- 32 Any loss / damages caused by the Contractor or by their employees or by any other personnel arising out of its employees instructions shall be charged against the Contractor and the same shall be recovered from their dues / bills.
- 33 Failure by the contractor to comply with any mandatory requirements and/ or the terms of the agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender of the department.
- 34 In case the contractor withdraws or the department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against from the amount of **10% of the bid amount secured towards Performance Guarantee** provided by the successful bidder.
- 35 No negotiation shall be entertained with any of the tenderers except the lowest, qualified bidder.
- 36 Besides the above, an undertaking in the following format shall also be furnished:  
**“ The contractor hereby agrees to undertake that he shall abide and conform to the various provisions in so far as they relate to him as specified in Contract Labour (R & A) Act, 1970”.**
- 37 The Bidders should have previous experience in the business of providing housekeeping services in various institutions/establishments and should have completed at least two such works with an Annual Contract value of Rs. 60 lakh (Rupees Sixty lakh) in the similar activity, in the last 2 (two) years ending 31.03.2014-15.

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

**Technical Bid:** (a) Annexure –I (duly filled-in)

(b) EMD for Rs. 1, 25,000/-

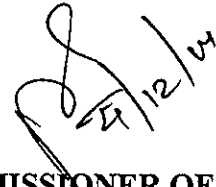
(c) Tender Document

(All pages duly signed and certified with stamp)



**Encl: 1. Technical Bid Document (Annexure-I)**

**2. Financial Bid Document (Annexure – II)**

A handwritten signature in black ink, followed by the date '21/12/14' written vertically.

**DEPUTY COMMISSIONER OF CUSTOMS (PG),  
CUSTOM HOUSE, CHENNAI – 600 001.**

Place: Chennai

Date: 21.12.2014.

**TECHNICAL BID DOCUMENT**

1. Name of the Registered Firm / Company :
2. Whether firm is registered & license holder Under Contract Labour (Regulation & Abolition) Act :
3. Address of the Firm / Company (with Tel No., Fax & E-mail) :
4. Name & Address of the Partners/ Directors (with Mobile No.) :
5. Contact Person(s) (with mobile number) :
6. No. of years of experience \* in providing Housekeeping services :
7. List of equipment available with the Bidder for the purpose of cleaning :
8. List of clientele \* along with certificate of Appreciation from atleast two important Clients. :
9. Name(s) of Public Sector/Govt. Organisation to home similar services have been provided by the firm during last five year. (Please Attach the job order/service certificate from Govt. Office/Public) :
10. Details of Annul Turnover for last 3 years :
11. Copy of Income Tax Clearance Certificate (ITCC) to be attached. :
12. Details of PAN NO & Service Tax Registration No. :
13. Details of Registration with PF authorities And ESI authorities (attach proof) :
14. Total Staff/workers of the firm :
15. 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 Company / Firm shall be blacklisted and shall not have any dealing with the Department in future. Also, I undertake to abide by the stipulations/conditions of the Tender in full.

(Signature of Authorized Signatory with date)

FINANCIAL BID DOCUMENT

1. Name of the Registered Firm / Company :
  
2. Address of the Firm / Company  
(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)  
(Monthly rate per sq.ft.)  
Give break-up details of.

(a) No. of personnel to be deployed

Cost of Manpower

1. Supervisor
2. House keeper

(b) Details of Equipment to be deployed

Charges

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 Company / Firm shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of the Authorized Signatory with date)