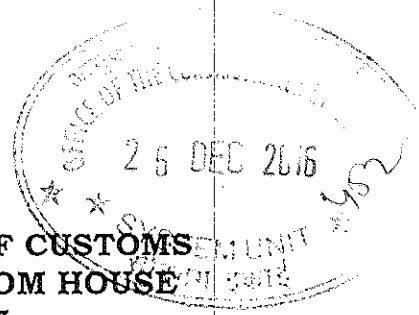




**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS  
CHENNAI VII COMMISSIONERATE, NEW CUSTOM HOUSE  
MEENAMBAKKAM, CHENNAI-600 027.**



F.No.S.Misc.10/2013(Pt)- CHS-AIR

Dated: 23.12.2016

**NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES**

The Customs Department invites sealed offers from reputed / authorized firms / companies engaged in the business of providing housekeeping services for providing services of housekeeping for the period from **01.04.2017 to 31.03.2018** in various sections/areas of New Custom House, Meenambakkam, Chennai-27 (Administration Building, D.C-Imp. Exam., Transshipment, Export Examination, Import Heavy & Light Shed, Security Section, Courier, APSO and UB). Tender form with terms and conditions may be downloaded from the websites [www.aircustomschennai.gov.in](http://www.aircustomschennai.gov.in) & [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in).

The closed Tender should be submitted in the prescribed Tender Format only.

The bidders should go through the details of the tender document, sign, certify and affix stamp on each and every page of tender document including its enclosures as a token of acceptance of the terms and conditions of the Tender.

The Tender form duly completed alongwith the enclosures and EMD should be sealed and addressed to the Asst. Commissioner of Customs(CHS), New Custom House, Meenambakkam, Chennai-600 027. The sealed Tenders should be dropped in the drop box available in the CHS Unit, Ground Floor, O/o Principal Commissioner of Customs, New Custom House, Meenambakkam, Chennai-600 027 on or **before 4PM on 17.01.2017**. The sealed tenders shall be opened on **18.01.2017 at 14.30 HRS** in the presence of tenderer / bidders / their authorized personnel who are present.

Any clarification regarding the terms and conditions & the area of work, etc can be had from the Superintendent of Customs(CHS), New Custom House, Chennai-27 on or before 04.00 PM on **16.01.2017**.

Tenders received without EMD would be rejected.

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

The Principal Commissioner of Customs (Chennai-VII), New Custom House, Meenambakkam, Chennai-27 reserved the right to accept or reject any or all tenders without assigning any reasons.

*K. Thangamani K.*  
(THANGAMANI.K.)

**ASST.COMMISSIONER OF CUSTOMS(CHS)**

Copy to:

1. The Dy. Commissioner of Customs,  
EDI, New Custom House, Chennai-27 (with a request to publish in the website [www.aircustomschennai.gov.in](http://www.aircustomschennai.gov.in))
2. The Dy/Asst.Commissioner of Customs,  
EDI, Custom House, Chennai-600 001 (with a request to publish in the website [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in))
3. The Webmaster, CBEC, New Delhi(with a request to publish in [www.cbec.gov.in](http://www.cbec.gov.in))

4. Notice Board, Custom House, Chennai-600027.

# TENDER DOCUMENT

**FOR**

**HOUSEKEEPING SERVICES**

**(FOR THE PERIOD 01.04.2017 TO 31.03.2018)**

**OFFICE OF THE  
PRINCIPAL COMMISSIONER OF CUSTOMS  
CHENNAI-VII, NEW CUSTOM HOUSE  
MEENAMBAKKAM, CHENNAI-27.**

Price: Rs.500.00

(Rs.500/- by way of D/D favouring  
"Commissioner of Customs, Chennai" towards  
cost of tender application is to be remitted alongwith  
the Qualifying Bid)



**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS  
CHENNAI VII COMMISSIONERATE, NEW CUSTOM HOUSE  
MEENAMBAKKAM, CHENNAI-600 027.**

F.No. S.Misc.10/2013(pt)-CHS-AIR

Date: .12.2016

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

The office of the Principal Commissioner of Customs, Chennai VII Commissionerate, New Custom House, Meenambakkam, Chennai-27 invites sealed offers from reputed and experienced parties engaged in the business of providing housekeeping services for outsourcing services of housekeeping for areas as shown in the table on contract basis in various areas of New Custom House Building, Chennai-27 for the period **01.04.2017** to **31.03.2018**.

| Sl.No        | Name of the office   | Address  | Approximate Area (in sq.ft.) |
|--------------|--|--|------------------------------|
| 1            | <b>New Custom House, Chennai-27.</b><br>[Administration Building]  | New Custom House,<br>Meenambakkam,<br>Chennai-27 | 64531                        |
| 2            | <b>New Custom House, Chennai-27.</b><br>[DC (Imp. Exmn.), Transshipment, Export Examination, Import Heavy & Light shed, Security Section, Courier, APSO and UB ] | New Custom House,<br>Meenambakkam,<br>Chennai-27 | 9511                         |
| <b>TOTAL</b> |  |  | <b>74042 Sqft</b>            |

The tender document can be downloaded from the Commissionerate's website [www.aircustomschennai.gov.in](http://www.aircustomschennai.gov.in) and [www.chennaicustoms.gov.in](http://www.chennaicustoms.gov.in). A fee of Rs.500/- (Rupees five hundred only), towards the cost of the tender document along with the Earnest Money Deposit (EMD) Rs.70,000/- (Rupees seventy thousand only) may be enclosed in the form of separate Demand Drafts drawn in favour of "The Commissioner of Customs, Chennai" and submitted along with the Qualifying BID.

**I. TENDER PROCESS**

1. Tender is invited in two parts i.e.

(i) Qualifying Bid and (ii) Financial Bid.

2. The tender form for Qualifying 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 in two separate sealed covers and

Seal the covers put in a single sealed cover, addressed to the Assistant Commissioner of Customs (CHS), O/o the Principal Commissioner of Customs, Chennai VII Commissionerate, New Custom House, Meenambakkam, Chennai- 27 on or before by **04.00 P.M. on 17.01.2017**. The Sealed covers should be superscribed with "**Qualifying Bid - Contract for the providing Housekeeping services**", and "**Financial Bid - Contract for Providing Housekeeping services**" respectively. Qualifying Bids will be opened on **18.01.2017 at 14.30HRS** in the presence of bidders at Board Room, III Floor, New Custom House, Meenambakkam, Chennai - 27. No separate communication/invitation will be sent for this. Incomplete bid documents shall be rejected. The valid qualifying 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. Late submission of tenders shall not be considered as envisaged under Rule 182 of GFR 2005. Absence of the bidders shall not annual the above process and the bids would be processed with the remarks "Bidders Absent".

3. **Earnest Money Deposit(EMD)**: Earnest Money Deposit of Rs. **70,000/- (Rupees seventy Thousand only)** per application in the form of Demand Draft / Banker's Cheque of any Nationalized/Scheduled Bank drawn in favour of "**The Commissioner of Customs, Chennai**" shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure - I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.

5. **Performance Guarantee**: The Successful bidder has to submit **10% of the Total Contract Value** as performance guarantee deposit in the form of **Bank Guarantee from a Nationalized Bank/ Scheduled Bank drawn in favour of "The Commissioner of Customs, Chennai"** before awarding contract. The performance guarantee shall be returned to the selected bidder without any interest on the completion of contract period.

6. **The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it 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 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.

7. The bidders shall quote their rates for the service to be provided as "**RATE PER Sq.ft PER MONTH**" (both in words and figures) which should include deduction towards PF, ESI, BONUS, etc., and the same would not be payable over and above the rates thus quoted.

8. This office reserves the right to postpone/and/or extend the date of receipt / opening of Quotations or to withdraw the same without assigning any reasons thereof.

9. This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for such action.
10. The tender forms shall be rejected if it is not completed in any aspect.
11. The tender documents are not transferable.
12. The short listed tender along with the documents will be submitted to the '**Competent Authority**' and upon approval by the '**Competent Authority**' the successful bidders will be intimated about the award of contract to them.

## **II. TERMS AND CONDITIONS:**

### **i. ELIGIBILITY CRITERIA - CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:**

- Bidder should have minimum three years of experience in providing housekeeping services to various organization; and should have completed at least two such works with an Annual Contract Value not less than Rs. 10 lakh in the similar activity, in the last three years.
- The bidder should have experience in providing similar housekeeping services at any two sites measuring not less than 50,000 sq.ft each.
- The bidder must have ESI, EPF & Service Registration.
- The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act.
- The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years should be enclosed along with the qualifying bid.
- The bidder must have an Annual Average Turnover of not less than of Rs.15 lakh during the last three financial years certified by a Chartered Accountant.
- The tenderer should not have incurred loss in any two years during the last three years as on 31.03.2016.
- The bidder must produce a solvency certificate from his banker for an amount not less than Rs. 20 lakhs.
- The bidder should quote the number of persons proposed to be deployed for the Housekeeping work in the Technical Bid.

### **ii. 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 09.00 a.m. to 05.00 p.m. daily.
3. A skeleton staff would be required beyond that on all working days to cater for emergency services.
4. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered and should not have been convicted for any offence. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably 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 9.30 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 assigned by the Department i.e. Caretaker.
8. The contractor should deploy one full time Supervisor with mobile phone who shall report to the Caretaker daily. The Supervisor shall also make visit to [DC (Imp. Exmn.), Transhipment, Export Examination, Import Heavy & Light shed, Security Section, Courier, APSO and UB daily to supervise the cleaning.
9. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under the Minimum Wages Act, 1940 (Central Government rates) & Contract Labour (Regulation & Abolition) Act, 1970 and any breach of this condition will 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 should be paid by the contractor every month as per the existing rules.
10. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
11. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping agency will be in the employment of the Housekeeping Agency only and not of the Customs Department.
12. Mode of payment will be monthly and payments to the Housekeeping Contractor will be through Account Payee Cheques or through e-payment. 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 its dues/bills.

14. This office reserves the right to terminate the services of the Housekeeping contractor at anytime without giving any notice 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 thereof should be available for scrutiny by this office. The Housekeeping Contractor shall strictly comply with the terms and conditions of the agreement, which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract, and forfeiture of Performance Guarantee.
16. The contract will be in force upto 31.03.2018. However, this office reserves the right to offer a shorter duration contract.
17. All the Housekeeping consumables will be supplied by Department. However, all the necessary equipments / gadgets required for cleaning work are to be provided by the Bidder.
18. 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.
19. The Service Provider must have their office at Chennai.
20. Under no circumstances, the rates for the above services can be hiked during the tenure of the contract and no request would be entertained for that purpose.
21. If the contract is terminated before completion of a month the amount payable to service provider will be calculated on pro-rata basis.
22. Deployment of child labour by the service provider is strictly prohibited.
23. It is categorically clarified that engagement of service provider does not in any way confer any right to service provides as persons that may be deployed by him to claim any regular employment in this office or in any other government office. This work is purely on contract basis.
24. Service provider shall be fully responsible for theft, burglary, fire or any misbehavior deeds by his staff.
25. Any mis-declaration with respect to any of conditions of tender, if any came to notice later, would render the contract null of void, and forfeiture of Performance Guarantee/EMD.
26. The contractor/service provider shall in no case lease/transfer/sublet/appoint caretaker for services.
27. **The Service Provider should ensure that sufficient number of persons is deployed for carrying out the housekeeping work.** In the event of contract personnel being on leave/absent, the contractor shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the contractor shall make provision for 'leave reserve; Failure on this account shall attract penalty of Rs.500/- per day per person who is found

case of non-carrying of duties, a penalty double than per day charge on *pro-rata* basis from the monthly bill of the service provider will be deducted.

28. **Nature of work:** New Customs House premises being spread over a vast area, the minimum personnel required to upkeep the entire area may be around 20 or more. The Bidders may see the area for housekeeping work physically before submitting their Tender Document. Presently, the existing contractor has deployed 20 personnel for carrying out the housekeeping work.

29. No escalation of price whatsoever would be allowed during the pendency / currency of the contract.

30. The Bidder, within 10 days after awarding of contract, should give a declaration to the effect that the antecedents of the proposed housekeeping personnel including 'leave resource' personnel are verified and that no criminal cases are pending against them.

**31. The Bidder should furnish the declaration / certificate within 10 days from the date of awarding of contract with regard to compliance of Minimum wages as per the existing Labour Laws.**

32. The Tenderers shall apply for an Airport Authority 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.

33. Transport facilities for the staff shall be provided by the tenderer for carrying out the cleaning work at the Customs Area inside the Airport Authority of India.

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

### **III. SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR:**

- a) Sweeping and wet mopping of the entire area including the lobby corridor and staircase daily.
- b) Furniture like tables, chairs, visitor's chairs, sofas, almirahs, etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine and fans etc., have to be dust free and dust removal has to be done daily. 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, etc., twice 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 of the 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 works whenever required and cleaning / dusting the same.
- j) Artificial plants, door mats and carpets are to be cleaned daily. Natural Plants are to be watered daily.
- k) Care should be taken, that the office gadgets are not tampered with during the cleaning operation.
- l) Conference Rooms and Auditoriums shall be cleaned before and after every meeting that is organized there.
- m) Cleaning of outside open area.
- n) Any other miscellaneous work of unskilled nature, as and when assigned by the caretaker.
- o) **WEEKLY SERVICES (Saturdays)**
  - Removal of cobwebs in the corridors and lavatories.
  - Removal of dust accumulated on the walls, windows panes and ventilators and exhaust fans in the toilets.
  - Thorough washing, rubbing and cleaning of corridors using Scrubber machine.
  - Dusting of All name boards, wall panels paintings etc., should be carried out at regular intervals.
  - All brass boards have to be polished with brass polish.

#### **IV. RATE AND PRICES:**

The bidders shall quote their **rates per sq ft/per month** basis(in both words and figures) and Grand total (in both words and figures). The bid should not be based on the number of persons deployed.

#### **V. FINAL PAYMENT:**

The contractor shall submit the bill for every month by the 1<sup>st</sup> day of next month along with the statement showing number of persons employed for

Payment will be made through Cheque/RTGS provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the Caretaker. The payment is subject to TDS applicable the Income Tax Act, 1961.

Copy of the Statement of Wages credited into the Bank Account of the Personnel deployed for housekeeping services and the proof for remittance of the statutory deductions like ESI, EPF etc alongwith the Firm's contribution to the respective (ESI / EPF / Insurance) Accounts of the deployed personnel should be attached with monthly Bill.

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

**QUALIFYING BID:**

- a) Annexure -1 (duly filled in) along with all necessary enclosures, Enclosures should have a unique page no. and it should be mentioned in technical bid Checklist (Annexure I(pt-1)).
- b) Tender Form Fee of Rs.500/- Demand Draft / Banker's Cheque drawn in favour of "The Commissioner of Customs, Chennai, payable at Chennai".
- c) EMD for Rs.70,000/- Demand Draft / Banker's Cheque drawn in favour of "The Commissioner of Customs, Chennai, payable at Chennai".
- d) Tender Document (all pages duly signed)

**FINANCIAL BID:**

Duly filled -in Annexure-II

*K. Thangamani*  
(THANGAMANI.K.)

**ASSISTANT COMMISSIONER OF CUSTOMS  
CHS, CHENNAI- VII**

**Encl.:**

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

**ANNEXURE - I****QUALIFYING BID DOCUMENT**

1. Name of the Registered Firm/Company :
2. Address of Firm/Company(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 :
6. Average Annual Turnovers (last 3 years ended 31.03.2016) Certified by Chartered Accountant :
7. List of equipment available with the bidder for the purpose of cleaning :
8. Permanent Account Number (PAN (The evidence for filing of IT returns alongwith Profit & Loss Account & Balance Sheet for the last three financial years to be enclosed) :
9. List of clientele \*alongwith certificate of appreciation from atleast two important clients :
10. Details of ESI & EPF Registration along with evidence :
11. Details of Service Tax Registration :
12. Details of EMD :
13. Solvency Certificate issued by Bankers :
14. No. of Housekeeping Staff proposed to be Deployed (Refer Point no.28 of other terms and conditions of NIT) :

**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. I also certify that I have read the tender document thoroughly and understood it, and I/We undertake myself/ourselves to abide by them.

(Signature of Authorized signatory with date)

Name:

Seal:

Address:

\* Details in respect of government and non-government organizations along with Square Feet may be provided in separate ANNEXURES accompanying this qualifying bid.

| Sl No | Details  | Supporting Documents must be enclosed bearing unique Page No. | Remarks (Yes/No) (For Office Use only) |
|-------|--|---|--|
|       |  | Page No. (If Applicable)                                      |  |
| 1     | Duly Signed pages of the tender Document by the authorized Signatory of the Firm   |   |  |
| 2     | Whether all the points of Qualifying Bid Document – Annexure I is duly filled up   |   |  |
| 3     | Tender Fee Enclosed/NSIC Exemption Certificate   |   |  |
| 4     | EMD Enclosed/NSIC Exemption Certificate  |   |  |
| 5     | Copy of PAN No. Under Income tax Act is available under Firm's name  |   |  |
| 6     | Acknowledgement of Registration of Firm  |   |  |
| 7     | Copy of Service Tax Registration   |   |  |
| 8     | Copy of EPF Registration   |   |  |
| 9     | Copy of ESI Registration   |   |  |
| 10    | Copy of Income Tax Returns with Profit and loss Account of Last 3 year   |   |  |
| 11    | Whether incurred any loss in any of 2 years during last 3 years.   |   |  |
| 11    | Copy of Balance Sheet for the last 3 assessment years  |   |  |
| 12    | Annual Average Turnover – of last 3 year (not less than Rs. 15 lakh) certified by a Chartered Accountant   |   |  |
| 13    | Is registered office address located at Chennai  |   |  |
| 14    | Experience Certificate- 3 year   |   |  |
| 15    | Whether the Bidder have experience in providing similar housekeeping services at any 2 sites measuring not less than 50,000 sq.ft each.                        |   |  |
| 16    | Solvency Certificate from Banker for an amount not less than Rs. 20 lakhs  |   |  |
| 17    | Bidder should have completed at least two such works with an Annual Contract Value not less than Rs. 10 lakh in the similar activity, in the last three years. |   |  |

(Signature of Authorized signatory with Date & Seal)

(For Office Use Only)

Whether qualified for Financial Bid Process :

Tender Committee Members

1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

**ANNEXURE-II****FINANCIAL BID DOCUMENT**

1. Name of the Registered Firm/Company :
2. Address of Firm/Company :  
(With Tel No., Fax No.)
3. Name & Address of the proprietor / :  
Partners / Directors (With Mobile No.)
4. Contact person (s) (with mobile number) :
5. Total Bid Amount (excluding Service Tax)

| Monthly RATE/per Sq.ft. | Total amount for Entire Area<br>(in Rupees - excluding Service Tax) |
|-------------------------|---|
|                         |   |

Total amount in words: (Rupees

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

**(Signature of Authorized signatory with date)**

