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GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
OFFICE OF THE COMMISSIONER OF CUSTOMS (CHENNAI-III)-PREVENTIVE
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001.

TENDER FOR
DEPARTMENTAL GUEST HOUSE
MAINTENANCE & CATERING SERVICES

Tender Reference Number : 2019_DREV_446959_1

: S31A/80/2018-CHS

Start Date : 20.02.2019

Last Date of Submission : 13.03.2019

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OFFICE OF THE COMMISSIONER OF CUSTOMS, CHENNAI PREVENTIVE
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F.No.S31A/80/2018-CHS

Dated: .02.2019

NOTICE INVITING TENDER

MAINTENANCE & CATERING SERVICES FOR GUEST HOUSE

Office of the Principal Commissioner of Customs (Chennai-III) invites tender 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 Custom House Departmental Guest Houses, functioning at Main Building, 6th Floor, Custom House, No.60 Rajaji Salai, Chennai - 1 and at 502/1 Central Revenue Quarters, 15th Main Road, Anna Nagar, Chennai - 40 for the period from 01.04.2019 to 31.03.2020.

1. TENDERING PROCESS:

INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. The instructions and other information regarding submitting online bids on the CPP Portal may be obtained at <http://eprocure.gov.in/eprocure/app>.

Tender is invited in two parts i.e. (1) **Technical bid** and (2) **Financial bid**. The tender form for Technical bid prescribed in **Annexure-I** and the tender form for the financial bid prescribed in **Annexure-II** complete in all respects shall be submitted electronically on the CPP Portal, on or before **04:00 PM on 13.03.2019**. The e- Tenders shall be opened by the Tender Committee on **15.03.2019 at 11:00 AM** in the presence of bidders / their authorized representative who are present. Incomplete bid documents shall be rejected. The valid Technical / qualifying bids shall be scrutinized by the Department to short list the eligible bidders. Thereafter, the financial bids of the short listed bidder shall be opened by Tender Committee. Late submission of Tender shall not be accepted.

The Tender can inspect the areas under consideration for maintenance at the premises between 10:30 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

(Chennai-III) Custom House, No. 60 Rajaji Salai, Chennai-600 001, (Ph: 044-25254498, 044-25232867 & 044-25254535).

2. Earnest Money Deposit:

Earnest Money Deposit of Rs. 75,000/- (Rupees Seventy Five thousand only) per application in the form of Demand Drafts / Banker's Cheques of Scheduled Bank drawn in favour of the Commissioner of Customs, Chennai, shall be submitted. Technical bids without Earnest Money Deposit shall be rejected. EMD shall be forfeited in case, the eligible bidder withdraws or the details furnished in Annexure-I & II are found to be incorrect or false during the tender selection process. The Earnest Money Deposit is exempted for firms registered with Central Purchase Organization / National Small Industries Corporation, and it is mandatory that, the relevant copy of certificate issued by the Competent Authority should be enclosed with tender document.

3. ELIGIBILITY CRITERIA

- (1) The firm/Agency should be registered as a proprietary firm/partnership firm/registered company. In case of a partnership firm, a certified copy of the partnership deed and current address of all the partners shall accompany the tender application form. In case of a limited company, satisfactory evidence shall accompany the tender application form.
- (2) The Applicant/ Bidder should have minimum 3 (three) years of previous experience as on 31.12.2018, in the business of providing Maintenance/ Catering & House Keeping services/contracts for Guest Houses in various Central Government Offices / Public Sector Units and should have completed three (3) such works with an Annual Contract value of Rs. 15 lakhs (Rupees Fifteen lakhs only) or above in each of said three contracts. Proof for the same should be enclosed along with Technical Bid documents.
- (3) The Applicant/ Bidder should have an Annual Turnover of Rs. 50 lakhs (Rupees Fifty lakhs only) and should submit the last three years Income Tax Returns ending 31.01.2019.
- (4) The Applicant/ Bidder should have sufficient staff on its Pay Roll. Proof for the same should be enclosed.
- (5) The Bidder/ tenderer should have appropriate registration under statutory Acts like labour laws, EPF, ESI, PAN and Sales/Service Tax registration. Proof of necessary certificates is mandatory.
- (6) The bidder/ tenderer shall satisfy all the conditions mentioned in the detailed tender notice.

4. REQUIRMENT OF MANPOWER: This Department requires the following contract staffs, for both the guest houses at 6th floor main building, Custom House, Chennai-1 and for CR Colony, Annanagar, Chennai-40.

S.NO	GUEST HOUSE	TYPE OF STAFF	REQUIREMENTS
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1.	Main Building, 6 th floor, Custom House, No.60, Rajaji Salai, Chennai-01	CARE TAKER CUM COOK	1 Nos.
		HOUSE KEEPING	3 Nos.
2.	502/1, Central Revenue Quarters, 15 th Main Road, Annanagar, Chennai-40	CARE TAKER CUM COOK	1 Nos.
		HOUSE KEEPING	3 Nos.

The contractor shall be responsible for fulfilling the requirements of all statutory provisions of the minimum wages act, 1948, payment of wages Act, 1936, the Gratuity Act, the Employee 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 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 reason whatsoever, the Department is made liable to pay any liabilities payable by the Contractor under any of the applicable 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. The contractor shall pay to their personnel a **Minimum Wage** at the **Prevailing Rate** as fixed under **Central Government Rates**.

The Minimum Wage rate should be calculated for 30 days in respect of manpower. The collective amount quoted including wages for contract labourers to be engaged + other charges + GST @ 15%, as applicable towards the services provided by deploying the above staff for both the guest houses will be criteria for determining the lowest bid in respect of financial bid. **It is mandatory that the tender/bidder should enclose the worksheet showing the calculation for projecting the rates. Failing which the tender/bids will be rejected.**

5. 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 illustrative requirements for the catering services for 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 anyone of the following items with chutney and sambar:

		a. Idly & Vada b. Pongal & Vada c. Oothappam & Vada d. Dosa & Upmas 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

* Limited serving.

The above said 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 caretaker cum cook and the accounts will be inspected by Superintendent, CHS, Custom House, Chennai on fortnightly basis.

(2) The successful contractor shall enter into a contract with the department and the contract shall be valid for a period of 12 months from the date of its issuance.

- (3) The conduct of the successful contractor will be constantly monitored and failure to abide the terms and conditions of the contract, failure to maintain the guest house as per the approved standards, lack of punctuality, use of substandard items for maintenance, any breach in security procedure or making any false declaration to any Government Agency which in the opinion of the Government is not in the Public interest shall make the contract liable for termination.
- (4) The tender would fill up the information in 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 in words as well. No Additions/ Modifications/ deletions in the tender documents and other related supporting documents shall be entertained during the tender process.
- (5) The Bidder shall submit the financial bids strictly as per the format attached with this tender. Financial Bids containing any fresh conditions (not mentioned in technical bid) shall be liable for rejection. Bids must be submitted within the stipulated date and time as indicated in the tender. **The tender shall be valid for 30 days from the final date of submission of tender.** The tender forms and supporting documents should be complete in all respect, otherwise it will be rejected. Late submission of tenders shall not be accepted.
- (6) The Contractor shall undertake that he shall comply with all conditions laid down under all applicable statutes, licenses and permissions and also undertake to keep all licenses and permissions valid and subsisting during the period of contract failing which this the service agreement shall be liable to be terminated without notice or any payment whatsoever at the sole discretion of the department.
- (7) 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/differences 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.
- (8) The staff engaged by the successful Contractor shall have no claim whatsoever on Office of the Commissioner of Customs (Chennai-III) in respect of their service conditions as long as they are engaged at Office of the Commissioner of Customs (Chennai -III) premises for execution of the Contract.
- (9) The contractor shall not engage any subcontractor for rendering the series mentioned in the contract.
- (10) 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 notice or compensation or any payment whatsoever at the sole discretion of the Department.
- (11) The Income Tax as per Rules shall be deducted from the bill. All statutory deductions such as TDS, GST etc., wherever applicable, but not limited to this list

indicated, shall be deducted from the bills payable to the Successful Contractor at the applicable rates from time to time.

(12) The contractor shall remit the Guest House Charges collected from the guest stayed in the Departmental Guest Houses within three days in the bank (Both Guest Houses functioning at Custom House & Anna Nagar) through the prescribed challans.

(13) 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.

(14) The Contractor shall ensure the availability of the contract labourers round the clock in both departmental Guest Houses,

(15) 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.

(16) High quality, standard and approved brand of items should be used for cooking. All the dining tables should be provided with salt and pepper. The Kitchen should always be kept clean. The cutlery and crockery and also cooking utensils will be kept clean by cleaning with standard washing power.

(17) Non-vegetarian and vegetarian food to be cooked separately. The Non-vegetarian items should be kept sufficiently away from the vegetarian items, to make them distinct.

(18) **Water and electricity shall be provided by the Department. Cost towards cooking gas, fuel, etc. shall be borne by the Contractor.**

6. SCOPE OF WORK

The scope of work includes housekeeping and catering services of the guest houses and any other work as assigned from time to time. The scope of work is as follows:-

(1) The contractor shall provide laundered bed spread/bed sheets/pillow covers/napkins/towels on alternative days or earlier whenever occupant vacates a suite. Vacated suite should be kept ready for occupation. Curtains must be laundered and woolen blankets dry cleaned once in a month shall be borne by the contractor. Bed sheet, pillow covers, towels etc. will be provided by the department. The contract rate is inclusive of these charges.

(2) CLEANING OF ROOMS:

a) Sweeping of floors with broom followed by wet mopping or by the use of scrubber with hygienic chemical.

- b) Cleaning of kitchen, dining hall, attached toilets etc followed by wiping with a dry duster on daily basis.
- c) Dusting of furniture, wall tiles, doors, windows and other furnishings.
- d) Changing bed sheets, bedspread, pillow covers, bath towel and hand towel on alternate days or on the change of occupancy.
- e) Making up the rooms before the arrival of new guest, spraying fragrance to impart freshness, placing deodorant and toiletries in toilet, providing fresh drinking water.
- f) The contractor has to undertake cleaning and mopping of floor area, cleaning of toilet, 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 cleaning of waste on a daily basis.
- g) Cleaning of all carpeted areas, dust from doors, partitions, venetian blinds, fabrics (curtains), cushioned chairs etc with vacuum clean once a week.
- h) The Contractor shall make proper arrangements for disposal of waste and refuse.

(3) **ROOM SERVICE:**

Experienced personnel should be provided with neat and clean uniform for room service, delivery of guest luggage and any other services as required by guest.

(4) **RE-CHARGE OF DISHNET/TATASKY CONNECTION:**

The contractor should make the timely re-charge for the of DTH Connections available in the Guest Houses functioning at 6th floor, Main Building, custom House, Chennai-01. And at the Guest House at Central revenue Colony, Anna nagar, Chennai-40 as per the instructions of department and accordingly the invoices should be produced for the payments.

(5) **CONSUMABLES TO BE PROVIDED BY CONTRACTOR:**

The contractor shall ensure availability of liquid soaps in wash basins, naphthalene balls and toilet papers in urinals and toilets and refilling the same, bathing soap, washing soap, toothpaste & brush, mouthwash, paper napkins, mosquito repellents. The cost of the consumables like phenyl, soap oil, cleaning acid, mops, toilet cleaners, room fresheners, tissue papers and equipments like vacuum cleaner, buckets, mugs, duster etc. used for cleaning shall be borne by the contractor. **Any other consumables on demand should be provided by the contractor. To sum up, cost of all consumables used for any of the services contracted for shall be fully borne by the contractor, which shall be included in the contract rate.**

(6) **CATERING SERVICES:**

Contractor shall provide service of a cook and provide mineral water, breakfast, lunch and dinner to occupants on request. The contractor shall keep sufficient sugar cubes, tea bags, coffee powder and milk in reserve for the purpose.

(7) **RESPONSIBILITY OF CONTRACTORS:**

- a) The contractor has to provide all the material and man power needed for the routine maintenance from time at their own cost. The material should be branded and of good quality.
- b) The successful contractor shall supervise effectively the operation of Guest Houses and follow all the instructions and requirements given by the Office of the Commissioner of Customs (Chennai-III), Custom House, Chennai-01.
- c) In case of any loss/damage of property of Guest Houses by workers of the contractor, the penalty for the above damage/loss will be charged to the contractor as decided by the Competent Authority.
- d) In respect of all labor directly or indirectly employed in the works for the performance of the contractor's part of this agreement, the contractor shall at his own expense arrange for all the safety provisions as per safety codes as applicable.
- e) The contractor shall not communicate or use in advertising, publicity, sales releases or in any other medium, photographs or other production of the work under this contract.
- f) Nothing contained in this agreement is intended to be nor shall be construed to be as grant, demand or assignment is intended to 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.
- g) Payment due to the contractor shall be made by this department by ECS/NEFT. For this the contractor is supposed to submit a mandate from to the office in all cases, the contractor shall present his bill pre-receipted on proper revenue stamp.
- h) That the persons engaged by the contractor/service provider shall not be below the age of 18 years.
- i) The contractor shall collect the bed charges as stipulated by the Department from the occupants, issue them necessary receipts and remit the same within three days to the account of Government of India. The contractor shall ensure maintenance of Guest Registers and for room allotment.

- j) The contractor will be responsible for any pilferage, loss, theft, damage of furniture, electrical equipments or any other article from the guest house.
- k) The contractor shall keep and maintain proper books of accounts for inspection by any authorized person of the Department. The contractor shall maintain a register of complaints from the occupants of guest house and redress the complaints.
- l) 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.
- m) 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.
- n) 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.
- o) The contractor has to bear day-to-day expenses towards disinfectance, room freshener, spray etc.

MISCELLANEOUS:

1. 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. and displaying their name tab identity card.
2. The Contractor will ensure that the persons provided by him are free from any kind of contagious diseases and are medically fit in all respect.
3. The contractor is prohibited from carrying out any commercial or economic activity from within or within the vicinity of Guest Houses.
4. Cooking of food is permitted in the kitchen only.
5. The agreement shall be in force for a period of one year (12 Months) 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.
6. The rates quoted by the Contractor shall be firm during the period of contract. The contractor shall arrange for suitable substitute if any of his staff is absent.

7. 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.
8. The Contractor shall carry out all the instructions which may be given by the Department concerning any aspect of maintenance and catering services.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. No accommodation shall be provided by this department, except for the contract labour attending/performing the night shift/duty.
15. 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 Caretaker/supervisor 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

16. 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.

17. The Contractor shall submit the bills by 5th of every month in respect of the services provided for both the Guest Houses separately to the Deputy Commissioner of Customs (CHS), Custom House, Chennai-1, so as to enable the Department to process the same and pay the Contractor.

18. **Performance Guarantee:** The successful bidder of the contract has to submit 6% of the bid amount or Rs. 1,00,000 (Rupees One Lakh) whichever is higher towards Performance Guarantee either by way of Fixed Deposit or Bank Guarantee within seven days from the date of awarding contract, 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.

19. On successful completion of the contract, the Performance Guarantee submitted by the bidder shall be returned by the department within 30 days from the date of completion of the contract without any interest.

20. The contractor should submit the undertaking that no case is pending with the police/legal proceedings in court of law against the Proprietor/firm/partner or the company / Agency and staffs engaged by the contractor.

21. The decision of the Tender Committee will be final.

22. The Commissioner of Customs, Chennai-III, Custom House reserves the right to accept or reject any or all tenders without assigning any reasons.

(T. NEDOUMARAN)
ASSISTANT COMMISSIONER OF CUSTOMS (CHS),
CUSTOM HOUSE, CHENNAI-1.

3.				
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13. Annual Turnover during last 3 years (Enclose Audited Balance Sheet for last 3 years) :

S.No	Financial Year	Turn Over (in Rs)	Enclosure Page No.
1.	2015-16		
2.	2016-17		
3.	2017-18		

14. Details of EMD :

Demand Draft (if Applicable)		NSIC/CPO Certificate Number
Bank		
Branch		
Amount		

DECLARATION BY THE BIDDER

I/We confirm that the information furnished is correct to the best of my/our knowledge and belief. I/we hereby declare and affirm that I/We have read and understood the terms and conditions of the contract and abide by the same.

.....
(Signature of Proprietor/Partner/Chief Executive)

Name,
(In Capital Letter)

Place:

Date:

(Seal of the signatory)

INSTRUCTIONS TO TENDERS:

1. All details in forms to be furnished. Remarks such as "Copy Enclosed" are not valid.
2. Attach copies of latest documents in support of details provided.

FINANCIAL BID DOCUMENT

1. Name of the Concern :
2. Address of the Concern
(with Tel No., Fax & E-mail) :
3. Contact Person(s) (with mobile number) :
4. Total Bid Amount (Monthly) :

S.No	Manpower & Category	Number of Manpower per Month	Cost per manpower Per Month (In Rs.)	Total Amount per Month (In Rs.)
1	Caretaker cum Cook	2		
2	Housekeeping	6		
3	Service Charges			
4	GST as applicable			
Total (Rs.) per Month (Including all taxes)				
Total Amount for 12 Months				

Note:

- (a) The Services of the personnel are required throughout the year round the clock. The rate includes the cost of relievers for weekly off in addition to statutory obligations like ESI, PF and as per Minimum Wage Act etc.
- (b) It is mandatory that, a separate worksheet should be enclosed along with financial bid showing the rate calculation for each category. Failing which the Financial Bid will be REJECTED.

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)