

Telephone : 25254498

FAX : 044 - 25242425



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

TENDER FOR
PROVIDING HOUSEKEEPING
SERVICES AT CUSTOM HOUSE,
&
CONTAINER SCANNING DIVISION
AT CHENNAI HARBOUR.

Tender Reference Number :
Start Date : 22.02.2019
Last Date for Submission : 14.03.2019

OFFICE OF THE COMMISSIONER OF CUSTOMS - CHENNAI – III
PREVENTIVE
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001

ANNEXURE-I

NOTICE INVITING TENDER FOR ANNUAL CONTRACT OF HOUSE KEEPING
SERVICES AT CUSTOM HOUSE AND CONTAINER SCANNING DIVISION,
INSIDE CHENNAI HARBOUR, CHENNAI FOR THE YEAR 2019-20.

The Department of Customs invites e-tenders from eligible reputed / authorized firms / companies engaged in such nature of business of house-keeping services to provide House Keeping of the buildings including constructed area parking/ surrounding area under possession of Custom House and Container Scanning Division viz., cleaning of rooms, cleaning of floors, corridors, toilets, compactors, glass doors, windows, curtains, computer peripherals, telephone instruments, etc. on monthly basis for CUSTOM HOUSE Premises, at No, 60, Rajaji Salai, Chennai – 600 001 and Container Scanning Division, inside Chennai Harbour, for the period of one year from **01.04.2019 to 31.03.2020.**

It is mandatory that, the tenderer/bidder should digitally sign the tender documents including all supporting documents submit the same along with the technical bid. The tenderers should fill up the information in the Annexure II & Annexure III (online) enclosed. Annexure shall also have to be digitally signed. **No additions / modifications / deletions in the tender documents and other related supporting documents shall be entertained during the tender process. The decision of the Tender Committee will be the final.**

The tender forms and supporting documents should be complete in all respect, otherwise it will be rejected.

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)	58,084
3	Custom House, Chennai Narmada Block. G + 3 floors)	22,965
4	Custom House, Chennai Krishna Block	1,00,756

	(G + 6 floors)	
5	Open Area (in sq ft.)	51,242
6	Container Scanning Division, inside Chennai Harbour, Chennai	12,383
	Total (in sq ft.)	3,27,667

2. The scope of work for housekeeping of office building is as under:-

- i. The office floor area including officers' chambers, staff halls, visitor 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 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 cleaning once a week.
- iii. Collection of all sweeping garbage and waste materials and its effective disposal.
- iv. 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.
- v. 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.
- vi. All name boards must be kept clean. All brass boards have to be polished with brass polish once in 15 days without fail.
- vii. The electrical fittings like tube lights, fans, etc., shall be cleaned once in a week without fail.
- viii. Conference Room and Auditorium shall be cleaned before and after every meeting that is organized there.
- ix. Artificial plants, door mats and carpets are to be cleaned daily.
- x. Watering indoor plants in the office.
- xi. Care shall be taken that the gadgets are neither tampered nor any damage is caused during the cleaning operation.
- xii. The 2 Housekeeping/gardener staff should maintain the landscaping and garden area, by watering, manuring, trimming the plants, twice a day with dedicated workman.

(B) CANTEEN

- i. The working hours of the personnel deployed for canteen shall be 8:15 AM to 4:45 PM with holidays and Sundays.

- ii. The personnel are required to maintain perfect hygiene for cleaning the areas of 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.
- iii. Extreme care shall be taken while cleaning the canteen to avoid damage to the utensils and kitchen equipment and maintain utmost cleanliness.
- iv. The wash basins, toilets, mirrors, washing area, etc., provided at the canteen have to be kept clean.
- v. 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 at Custom House and 2 toilets at the Container Scanning Division. In the common toilets, urinals, commodes, wash basins, mirrors, tap fittings, etc., shall be cleaned five times a day with 12 dedicated workmen.
- 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 ones 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.
- viii. Persons will be required to clean the Container Scanner Building including wash rooms, staircase etc., and other areas within the Container Scanner site daily in the morning, afternoon and evening. Cleaning material for this purpose will be provided by the Customs Department. They are also required to maintain the landscaping in the Container Scanner site

Terms and conditions

- i. The applicants should be capable of providing services of such nature and should be in possession of certificate to the effect that all relevant labour laws are being complied with and also be capable for holding and controlling the man power without any legal encumbrances that the firm is registered with the local labour Commissioner (Chennai), for providing the required number of labours. They should have valid Income Tax number/ GST registration, ESI, EPF registration as applicable.
- ii. The contractor shall quote their rate **only on per square foot per month basis** and not based on the number of persons to be deployed or per person basis. **It is not out of the place to inform that at present 60 Contractual Labourers including one manager and 3 Supervisors are providing House Keeping Services at Custom House and Container Scanning Division.**
- iii. Cleaning / sweeping work should be done on all days except Sunday.
- iv. The working hours will be from 08.00 to 16.30 hours daily including lunch break of half an hour.
- v. The successful bidder will be required to give letter of acceptance within 3 days of being informed and enter into an agreement for the work contract.
- vi. After awarding a contract, the contractor shall give performance security in the form of Bank Guarantee from a scheduled bank amounting to 10 % of Total Contract Value in favour of Commissioner of Customs, Chennai – 600 001. Performance Security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the Service Provider with auto renewal clause.
- vii. The agency shall provide following details of the casual labour be provided by them in the below format.
 - a. Name of the labour : _____
 - b. Date of Birth : _____
 - c. Residential Address : _____
 - d. Education Qualification : _____
- viii. The agency shall deploy only those personnel whose antecedents have been verified by the Police.

- ix. All the causal labour should be in proper uniform, which shall be provided by the agency.
- x. The causal labour engaged by the service provider for the said work at Custom House complex will not have any right / claim whatsoever, for direct recruitment of temporary or permanent employment in the Government of India.
- xi. Subcontracts are not allowed to be made by the agency.
- xii. **The Cleaning material would be supplied by the department.**
- xiii. The "Agency" shall pay wages to the labourers engaged by them for the work as per Minimum Wages fixed by State Government/ Central Government.
- xiv. The deduction towards PF and ESI etc. be factored in rates being quoted on per square feet per month basis and the same would not be payable over and above the rates thus quoted. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified in this regard from time to time.

(E) MISCELLANEOUS

- i. Cobwebs, honey combs, etc., if found or reported anywhere, shall be removed immediately.
- ii. The contractor has to make their own arrangement to provide/deploy all equipment, machines and vacuum cleaners. They shall use the latest cleaning machine for clearing the common area and rooms.
- iii. 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.
- iv. 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.
- v. The personnel employed shall work on all days except **Sundays and National Holidays. The Personnel shall be deployed from 8:00 AM to 4:30 PM on all days except Sundays and National Holidays.**
- vi. 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.
- vii. 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.

- viii. The contract personnel shall attend to work punctually at the prefixed / determined timings and shall be well-behaved and mannered.
- ix. 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 person 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.
- x. The personnel shall perform all the duties assigned to the contractor and as specified by the Department from time to time.
- xi. The personnel shall report to the officer-in-charge assigned by the Department.
- xii. The contractor should submit an 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 contract labours engaged by the contractor.
- xiii. All cleaning materials and consumables will be provided by the Department.
- xiv. The contractor shall provide sufficient number of 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.**
- xv. 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.
- xvi. 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.
- xvii. 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 before 5th day every month (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.
- xviii. The deduction towards PF and ESI etc, be factored in rates being quoted on per square feet per month basis and the same would not be payable over and above the rates thus quoted. The 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.
- xix. 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.
- xx. 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.

- xxi. Tax shall be deducted at source as per the Income Tax Rules from the monthly bills.
- xxii. The Contractor shall ensure that the work undertaken by their personnel is carried out efficiently and to the satisfaction of the Department.
- xxiii. 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.
- xxiv. **That the persons engaged by the service provider shall not be below the age 18 years.**
- xxv. 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 not 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. 5,000/- would be levied by the department on each occasion if the contractor found to have failed in his contractual obligations.**
- xxvi. 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.
- xxvii. Close liaison shall be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keeping personnel.
- xxviii. The contractor shall provide all the manpower in all days. In case of any absent, the contractor have to provide his substitute and in case of any absent, the propionate bill amount would be detected from the bill amount.
- xxix. 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.
- xxx. 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.
- xxxi. 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.
- xxxii. 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.

- xxxiii. In the event of increase in GST in future applicable under this contract, the Department shall bear the same.
- xxxiv. That the Contractor shall arrange for the maintenance of all such registers and forms that are statutorily required and / or considered necessary for the efficient performance of this Contract.
- xxxv. 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.
- xxxvi. 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.
- xxxvii. 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.
- xxxviii. 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.
- xxxix. No negotiation shall be entertained with any of the tenderers.
- xl. 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”.**
- xli. The Bidders should have minimum 5 (five) years of previous experience as on 30.11.2018 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. 75 lakhs (Rupees Seventy five lakh only) or above in each of said two contracts in the last five years. Also they should have undertaken contracts in Government / Public Sectors, in the last 3 (three) years ending 30.11.2018.
- xlii. It is mandatory that the service provider should carry out the cleaning process with necessary equipment once in a fort night. For this purpose, a separate register is to be maintained by the service provider and duly signed by the officer-in-charge. **The monthly bills should be submitted along with the above said register, failing which a penalty of Rs. 1000/- and the monthly charges for the equipments to be used for that particular month will be deducted on each occasion from monthly bill without any notice.**
- xliii. ***The Commissioner of Customs, Chennai-III, Custom House reserves the right to accept or reject any or all tenders without assigning any reasons.***

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

Technical Bid:

- (a) Annexure –II (duly filled-in and proof documents should be enclosed)
- (b) EMD of Rs. 2,50,000/- in the form of Demand Draft in favour of “Commissioner of Customs, Chennai-III Commissionerate, Chennai – 600 001”.
- (c) Tender Document and related support documents (All pages duly signed and certified with stamp)

Financial Bid: Annexure – III

- Encl:**
- 1. Technical Bid Document (Annexure-II)
 - 2. Financial Bid Document (Annexure – III)

-sd-

ASSISTANT COMMISSIONER OF CUSTOMS (CHS),
CUSTOM HOUSE, CHENNAI – 600 001.

Place: Chennai
Date: 21 .02.2019.

ANNEXURE -II**TECHNICAL BID (QUALIFYING BID DOCUMENT)**

1	Name of the Registered Firm / Company	
2	Address of the Firm / Company (with Tel. no./ Fax no. and E-mail)	
3	Status of ownership Proprietary /Partnership / Company	
4	Name & Address of the Proprietor / Partners / Director with mobile numbers	
5	Contact Person (s) (with mobile number and e-mail address)	
6	license No. Under Contract Labour (Regulation & Abolition) Act & Licence No. obtained from Labour Commissioner (attach photocopy of licence)	
7	List of present clients along with proof of Job order certificate.	
8	PAN No. of the firm as allocated by the Income Tax Department	
9	GST registration No. (attach photocopy)	
10	Details of registration with E.S.I & Provident Fund	

B. Experience

- Total Years of Experience in Housekeeping :
- Details of Housekeeping Contract works executed in last 5 years (Please submit certificates from the authorities):

S. No.	Organization with Address	Period of Execution	Value (Rs.)	Completion Certificate (Page No.)
1.				
2.				
3.				

- Details of Housekeeping works executed in Govt or PSU organizations in last 3 years (Please submit certificates from the authorities):

S. No.	Organization with Address	Period of Execution	Value (Rs.)	Completion Certificate (Page No.)
1.				
2.				
3.				

4. 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		

5. Details of EMD:

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

DECLARATION

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

(Signature of Proprietor/Partner/Chief Executive)

Name
(In Capital Letter)

Place:
Date:

(Seal of the signatory)

INSTRUCTIONS TO TENDERERS:

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 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. Details of Bid Amount

Sl. No.	Description	In Rupees (Rs.)
1.	Rate Per Sq. Ft.	
2.	Rate per Sq. Ft. (including taxes)	
3.	Total Amount per month (Sl.no 2 x 3,27,667 sq. ft.)	
4.	Grand total for 12 months (Sl.No. 3 x 12)	

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)

* The Rate quoted shall be full and final & no other extra charges shall be admissible.

