

Telephone : 25254235

FAX: 044 - 25242425



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

**TENDER FOR HOUSEKEEPING, SECURITY &
MISCELLANEOUS SERVICES
AT
SAF GAMES VILLAGE RESIDENTIAL QUARTERS**

Tender Reference Number: S31A/13/2020-CHS

Start Date : 11.02.2020

Last Date for Submission : 02.03.2020



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

F.No.S31A/13/2020-CHS

Dated: 11.02.2020

NOTICE INVITING TENDER

HOUSEKEEPING / SECURITY / REPAIR & MAINTENANCE WORK

Office of the Commissioner of Customs (Chennai-III) invites e-tenders from reputed/ authorized firms/ Companies engaged in the business of providing Housekeeping / Security / all type of repair/ maintenance work (like Electrical, Plumbing, Carpenter & Mason work shall be carried out on call basis only) services for SAF Games Village Residential Quarters, Koyambedu, Chennai-107 for the period of one year from **01.04.2020 to 31.03.2021**.

1. TENDERING PROCESS:

INSTRUCTIONS FOR ONLINE BID SUBMISSION:

- (i) 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: <https://eprocure.gov.in/eprocure/app>.
- (ii) Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. Bids have to be submitted online/electronically only at website <https://eprocure.gov.in/eprocure/app> before **04:00 PM on 02.03.2020** under two bid systems i.e. (i) Technical/Qualifying bid prescribed in *Annexure-I* and (ii) Financial Bid prescribed in *Annexure-II and Annexure-III* in the prescribed proforma. All the documents in support of eligibility criteria etc., are also to be scanned, self attested and uploaded along with the tender documents. **Tender sent by any other mode will not be accepted.**
- (iii) The incomplete bid/tender document shall be rejected. The valid technical bids shall be scrutinized by the Department to short list the eligible bidders. Late submission of tenders shall not be accepted.
- (iv) The offers / bids which are received incomplete and / or filed after the due date shall be summarily rejected.
- (v) The online evaluation of the Technical Bids shall be made on **03.03.2020 at 04:00 P.M** in the presence of bidder or their authorized representative with authority letter, if they appear.
- (vi) The online evaluation of financial bids of only those parties shall be made whose Technical Bids are found to be eligible.

- (vii) The department reserves the right to accept or reject any or all tenders without assigning any reason. In case of any dispute of any kind and in respect of whatsoever, the decision of the Principal Commissioner of Customs (Chennai-III), Custom House, Chennai – 600 001 will be final and binding.
- (viii) Tender document containing terms and conditions along with prescribed Proforma / format for furnishing required information / details can be downloaded from the website <https://eprocure.gov.in/eprocure/app> from **11.02.2020** at **04.00 P.M** onwards. Further it has been decided to use the process of e-tendering for notice inviting tender and thus the physical copy of tender document would not be sold.
- (ix) The uploading of tender documents through <https://eprocure.gov.in/eprocure/app> must be made latest by **02.03.2020 at 04:00 PM**. No Tender documents shall be allowed for submission after due date & time due to any reason in the above said portal.
- (x) At any time, prior to the date of submission of Bids, the Department may, for any reason, shall modify bid documents by amendments and the same will be uploaded on the portal and these amendments will be binding on them. Any amendment to the Bid document shall also be uploaded in the web site as and when it is made. Bidders who download the Bid documents through the above said portal are to take care of these amendments while submitting their bids.

2. AUTHENTICITY OF THE TENDER DOCUMENT: -

- (i) Every page of tender document along with enclosures must be signed and affix with office stamp by the bidder.

3. EARNEST MONEY AND PERFORMANCE SECURITY/BANK GUARANTEE: -

- (i) Non-interest bearing **Earnest Money Deposit of Rs.1,00,000/-** (Rupees One Lakh only) per application in the form of Demand Drafts drawn in favour of the Principal Commissioner of Customs, Chennai-III, have to be submitted offline on or before **02.03.2020, 04.00 P.M.** failing which the tender will not be considered for opening of Financial Bid. The Scanned copy(s) of Demand Draft to be uploaded online.
- (ii) 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 or III are found to be incorrect or false during the tender selection process.
- (iii) The Earnest Money Deposit is exempted for firms registered with Central Purchase Organization / National Small Industries Corporation / MSME/Startups and it is mandatory that, the relevant copy of certificate issued by the Competent Authority should be enclosed with tender document.
- (iv) The successful bidder of the contract has to submit a **Performance Security/Guarantee of 6% of the total value of the contract either by way of Fixed Deposit or Bank Guarantee** within **seven days** from the day of awarding the contract towards performance security which is non-interest bearing in the form of Fixed Deposit / Bank Guarantee issued by a Scheduled Nationalized Bank only drawn in favour of the Principal Commissioner of Customs, Chennai –III, payable at Chennai.
- (v) Cheques will not be accepted.

- (vi) No earnest money will be accepted after the due date and time of submission of tender document.
- (vii) Earnest money deposited with other Tender will not be adjustable with this Tender.
- (viii) No bank commission or interest will be paid on the Earnest Money.
- (ix) If a bidder withdraws its offer after opening of Technical Bid or Financial Bid before award of tender to other valid tenderer, the earnest money deposited by them will be forfeited.
- (x) If a successful bidder fails to deposit requisite amount towards the Performance Security within specified time as per intimation / request of the Principal Commissioner of Customs (Chennai III), Chennai, the earnest money will be forfeited.
- (xi) If a successful bidder fails to execute an Agreement within specified time as per intimation / request of the Principal Commissioner of Customs (Chennai III), Chennai, the earnest money will be forfeited.

4. The tenderer is requested to inspect the areas under consideration for maintenance at the said premises between 11:30 AM and 4:00 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 Principal Commissioner of Customs (Chennai-III) Custom House, 60 Rajaji Salai, Chennai-1(Ph.:044-25254235, 044-25232867).

5. It is mandatory that, the tenderer / bidder should digitally sign all the tender documents including all supporting documents with Index page sequentially numbered as a token of having read and understood the terms & conditions contained therein and submit the same along with the technical bid. The tenderers should fill up the information in the Annexure I, II & III 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. All the Annexure have to be digitally signed by the firm through its authorized signatory. **No additions / modifications / deletions in the tender documents and other related supporting documents shall be entertained during the tender process.**

6. The Bid shall remain valid for 30 days after the date of bid opening prescribed by the Customs Department. The tender forms and supporting documents should be complete in all respect, otherwise it will be rejected. **The decision of the Tender Committee will be the final.**

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

7. THE DETAILS OF QUARTERS AND SERVICES TO BE PROVIDED ARE FURNISHED BELOW:

SL_NO	BLOCK	NO. OF FLATS
1.	C7	18
2.	B5	16
3.	A2	4 Flats (nos 13,14,15,& 16)

Sl No	Service Required	No of Person(s) to be deployed	Description of Job
1.	Security (without arms) (Round the clock basis i.e., for 30.4 days)	6	Persons are required for the security of the buildings and other govt. properties in C7 & B5 Blocks on round the clock basis. They will be posted round the clock in a shift of 8 hours each. At a time there will be two persons, one person will attend to C7 block & one person will attend to B5 block. *Note
2.	Housekeeping (26 days only i.e., excluding Sundays)	2	Persons will be required to clean the common area like staircase, parking area, parks and other areas in and around the said three blocks etc. daily in the morning & evening. Cleaning material for this purpose will be provided by the Department. The person should be available from 8 AM to 5 PM in the premises. Housekeeping person should do the cleaning for A2 Block (Flat nos-13, 14, 15 &16) and full B5 & C7 Blocks.
3.	Electrician		The Electrical work should be carried out on call basis only . The electrician should be made available by the service provider for carrying out the electrical work without any delay in all the 38 flats of SAF Games Village Residential Quarters. All electrical problems of the 38 flats/residents, as well as common area like staircase, parking. Pump room, meter room etc. should be attended by the electrician deployed by the service provider immediately on call basis.
4.	Plumber		The Plumber should carry out the plumbing related work on call basis only . The plumbing person deployed by the Service Provider will be required to attend the plumbing problems of the residents in all the 38 flats, water pumps, pipelines, sumps and overhead tanks etc. He should make available his mobile number to all the residents and should attend to problems immediately on call.
5	Carpenter		The Carpenter should carry out the related work on call basis only . The Carpenter deployed by the Service Provider will be required to attend the doors, windows, cupboards and wood work related problems of the residents in all the 38 flats. He should make available his mobile number to all the residents and should attend to problems immediately on call.
6	Mason		The Mason should carry out the related work on call basis only . The mason deployed by the Service Provider will be required to attend the related minor problems of the residents in all the 38 flats. He should make available his mobile number to all the residents and should attend to problems immediately on call.

***Note: A2 block (4 flats) is not covered for Sl.No. 1 i.e. Security purpose alone as this block is away from B5 & C7 blocks and consists of only 4 flats (out of total 16) in the A-2 block.**

OTHER TERMS AND CONDITIONS:

1(A). 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.

1(B). The tenderer / bidder should have minimum 3 (three) years of previous experience as on 11.02.2020, in the business of providing housekeeping / Security / Electrical, Plumbing, Carpenter & Mason services in various institutions/establishments and should have completed at least two such works with an Annual Contract value of Rs. 20 lakh (Rupees Twenty lakh only) in each of said two contracts and also they should have undertaken contracts in Government / Public Sectors, in the last 4 (Four) years ending 11.02.2020.

2. The security personnel deployed should be well experienced and trained adequately and should be with good physique and of sound health (for all categories). They should be well behaved and well mannered. They should be provided with uniform and identity cards prominently displayed. They should have knowledge of local language and preferably English also. The service provider should have complete bio-data of the persons to be deployed including photograph, mobile number etc. and submit copies of the same to the Residents Association.

3. The contractor/firm will provide his security personnel with protective equipment and should ensure safety of his contract labour engaged for the purpose of Electrical, Plumbing, Carpenter & Mason work, if any accident occurs due to any cause, the Chennai Customs Department shall not be held responsible, and any claim or legal penalties arising out of it will be the responsibility of contractor/firm.

4. All the tools required for the maintenance work in respect of Electrical, Plumbing, Carpenter and Mason work has to be arranged by the contractor/firm at his own cost.

5. The cost of each service to be mentioned separately and then summed up. The L1 will be shortlisted on the basis of the total bid amount only. The total bid amount should include the monthly wages of the entire category viz; 2 nos of Housekeeping & 6 nos of Security Guards (category – without arms) + GST. The rates shall be quoted as per the Minimum Wages Act. **It is mandatory that the tenderer/ bidder should enclose the worksheet showing the calculation for projecting the rates. Failing which the tender/bids will be rejected.**

6. The workers employed by the Agency will not be treated as the employees of the Customs Department for any purpose whatsoever.

7. The Customs Department shall have right to periodical inspection with a view to ensuring strict adherence to deployment of all categories of security guards (without arms) at any designated location or spots.

8. No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable to be ignored.

9. No bid will be considered unless and until all the pages of the supporting documents comprising the bid are properly certified, signed and stamped by the person authorized to do so.

10. If the Agency or its agents or employees are found guilty of fraud in respect of the contract or any other contract entered into by the Agency or any of his partners or representatives thereof with the Customs Department.

11. The Customs Department shall not be liable for any compensation, claim or damages etc. due to any accident, injury or harm to any person employed by the Agency or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at Customs Department. The Customs Department shall be indemnified by the Agency for all such claims.

12. The bidder/ tenderer should have appropriate registration under statutory acts.

13. The Bidder/ tenderer should have labour laws, EPF, ESI, PAN and GST registration and copy of the relevant documents/certificates should be enclosed along with the tender documents.

14. 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. 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.

15. The personnel deployed should attend to work punctually. If a particular person is absent on any day another person should be deployed in his place immediately.

16. The Contractor should ensure that, the Electrician, Plumber, Carpenter & Mason should be available whenever a call is made for any repair work. The mobile numbers of the service provider, Electrician, Plumber, Carpenter & Mason should be made available to all the residents (A2/B5 & C7 blocks) at SAF Games Village Residential Quarters. If any service default, a penalty of Rs. 500/- on each case for each service will be levied by this office.

17. If any replacements of spare parts are to be made, the Contractor should replace the same with original branded spares/parts only. The original bill along with work completion certificate/letter duly endorsed by the concerned residents should be submitted with a separate bill including the service charges for carrying out the work along with monthly bill.

18. A proper register/ log book shall be maintained by the contractor for the contract personnel engaged. It is mandatory that the security guards should maintain the visitor's register/ log book for all the blocks.

19. No accommodation shall be provided by this department.

20. No person below the age of 18 years shall be deployed by the contractor.

21. The applicant contractor should be in position to supply the requisite number of security guards (without arms) immediately on awarding the contract. The security personnel should take their positions, at B5 and C7 blocks of SAF Games Village Residential Quarters, Koyambedu, Chennai 107.

22. All the Security Guards should wear the uniforms and display the identity cards provided by the contractor/ service provider. Any default/discrepancies noticed will attract a penalty of Rs. 500/- per person per day on each occasion.
23. Mode of payment will be monthly and the service provider shall submit the monthly service bill/invoice including the GST (as applicable) and payments to the Service Provider will be through Account Payee Cheque / e-payment. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills. The persons deployed by the service provider will be in the payroll of the said contractor/service provider only and service provider has to make payments as per the existing statutory regulations.
24. Payment in respect of the services viz., Electrical, Plumbing, Carpentry and Mason will be made on monthly basis on submission of bills along with Work Completion Certificate signed by the resident and copy of the Complaint Register.
25. The Contractor shall indemnify and shall keep the premises indemnified against Acts of omission or negligence, dishonesty or misconduct of the person engaged for the work and this department shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the personnel shall be charged to the Service Provider and recovered from its dues/bills.
26. This office reserves the right to terminate the services of the Service Provider at anytime Without giving any notice whatsoever.
27. All existing statutory regulations shall be adhered to and complied with by the Service Provider and all records maintained thereof should be available for scrutiny by this office. The Service Provider shall strictly comply with the terms and conditions of the agreement. Failure to do so shall result in termination of the contract.
28. The contract will be in force for a period of one year from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period subject to satisfactory performance and on mutually agreed terms and conditions.
29. Performance Security will be forfeited in case of unsatisfactory performance of the successful bidder. The decision of the Principal Commissioner of Customs (Chennai-III), Custom House, Chennai-1 on this account will be final and binding on successful bidder.
30. The price should be quoted in **Indian Rupees** only. The rates are inclusive of all taxes, that are applicable from time to time shall be met within the total invoice value.
31. It is mandatory, that the tenderer/ bidder should enclose the worksheet along with the Financial Bid showing the calculation for the rate quoted for each category.
32. 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, failing which the dispute will be subject to Chennai jurisdiction only.
33. The quotation in this regard has to be submitted online before **04.00 PM on 02.03.2020** on the company's letter head with complete details of the same including address and contact number etc.

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

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(Y.VIJAYAMURTHY)

ASSISSTANT COMMISSIONER OF CUSTOMS (CHS)
CHENNAI III

TECHNICAL BID

1	Name of the Bidder	
2	Address	
3	Contact No. / E-mail ID	
4	Name and address of partners/directors with mobile numbers	
5	Contact person with mobile number	
6	* PAN No.	
7	* GST Reg. No.	
8	* EPF Registration	
9	* ESIC Registration	
10	* Details of EMD (Upload the scanned copy of original Demand Draft)	
	a. Name of Bank b. DD No and date c. Amount : Rs. d. In case of exemption from EMD, upload the supporting documents viz., NSIC/MSME/STARTUPS/CPO	
11	Whether all documents in support of eligibility criteria are self attested and scanned and uploaded along with tender documents.	
12	List of clients with certificate of appreciation from at least two reputed clients (Upload self attested copies of such documents)	
13	Whether in possession of requisite license from State Govt. or other Competent Authorities for running Housekeeping/Security /Electrical & Plumbing services. If so upload self attested copy of such licence	
14	Income Tax Returns for last 3 assessment years ending 31/03/2019 (Upload self attested copies of proof of submitting ITRs)	
15	No. of years of experience in providing Housekeeping/ Security/ Electrical & Plumbing services.	
16	Whether have minimum 3 years of previous experience as on 11.02.2020 in providing Housekeeping/Security /Electrical & Plumbing services in various institutions / establishments.	
17	Whether completed 2 such works providing Housekeeping/Security /Electrical & Plumbing Services with annual contract value of Rs 20 lakhs and above in each of said two contracts. If yes proofs to be uploaded.	
18	Details of similar contracts undertaken in Central / StateGovts or Central/State Public Sectors during 4 years prior to last date of submission of bid? Provide name of organization with work order copy.	

19	<p>* a. Whether the agency is blacklisted by any Central/State Govt. or Central/State Govt. Undertakings? Upload the affidavit about non blacklisting in prescribed format.</p> <p>* b. Whether the agency is convicted by any Court of Law. If so, provide details and enclose self attested copy of the Court's order (Upload self attested copy)</p>	
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DECLARATION

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

(Signature of Authorized Signatory with date)

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

**Proof of requisite documents and details may be provided in separate annexure accompanying the technical bid.*

**Work Completion certificates should clearly show the value of contracts exclusively for Security Services only.*

*** (All details & relevant copies have to be filled and signed copy has to be scanned and uploaded online as part of Technical Bid Envelope)**

FINANCIAL BID DOCUMENT

1. Name of the Concern :

2. Address of the Concern
(with Tel No., Fax & E-mail) :

3. Name & Address of the Partners / Directors
(with Mobile No.) :

4. Contact Person(s) (with mobile number) :

5. Total Bid Amount :

Breakup details:

S.No.	Service Required	No. of persons	Cost per person per month (in Rs. including Service Charge & GST)	Amount per month (in Rs. including Service Charge & GST)
1	Housekeeping	2		
2	Security Guard (Without arms)	6		
Total bid amount (for 8 persons) per month				

Total bid amount (in words)

It is mandatory that the tenderer/bidder should enclose the worksheet (as shown in Annexure-III) showing the calculation for projecting the rates. (Total Bid Amount) Failing which the tender/bids 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)

WORK SHEET

Sl.No.	Details	HOUSE KEEPING	Security Guard (Without Arms)
1	Basic		
2	DA		
3	Minimum Wages per day		
4	EPF Contribution on wages		
5	ESI Contribution on wages		
6	Bonus		
7	Total (Sl.No. 1 to 6)		
8	Amount per person/per month (30.4 days)		
9	No. of persons	2	6
10	Sub Total 1(Sl.No.8 multiplied by Sl.No.9)		
11	Service Charge		
12	Sub Total 2 (Sl.No.10 plus Sl.No.11)		
13	GST		
14	Grand Total (per month) (Sl.No.12 plus Sl.No.13)		