



GOVERNMENT OF INDIA
CUSTOMS, CENTRAL EXCISE, SERVICE TAX SETTLEMENT COMMISSION,
ADDITIONAL BENCH, CHENNAI,
NO.60, RAJAJI SALAI, NARMADA BLOCK,
CUSTOM HOUSE, CHENNAI.

C.No.I/22/2/2020 SC

Dated: 08.05.2020

TENDER NOTICE

Quotations are invited in the proforma prescribed from reputed professionally competent and financially sound and interested parties for providing Housekeeping services and for attendant office works for an area of about 7600 sq.ft. of the Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai, for the year 2020-2021 from 01.06.2020 to 31.03.2021. The nature of works to be performed are indicated in Annexure I.

2. The Technical Quotation and Financial Quotation are to be submitted separately.
3. The inspection of the premises where Housekeeping work and attendant office works has to be provided can be made between 10.00 a.m. and 4.00 p.m. on any working day, for which the bidders may contact the Assistant Commissioner (Admn.) / Superintendent (Admn.), Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai. The number of persons required for Housekeeping and attendant office works is **5 (Five)**. The rate quoted should be **per Sq. Ft. per month basis for 5 (Five) persons** and the rate should be inclusive of G.S.T and any other charges, if any. The bids have to be sent before **5.00 PM on 28.05.2020 (Thursday)**. The tenders received after the last date and time and not complying with the laid down procedures will summarily be rejected. The bids shall be opened at **12.00 hrs on 29.05.2020 (Friday)**.

ANNEXURE-I

DESCRIPTION OF NATURE OF WORK

I. DAILY SERVICES:

- A. Daily Sweeping and wet mopping of the entire office area.
- B. Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
- C. Thorough cleaning of the toilets including WCs and Urinals with attached water Tanks and washbasins, by using disinfecting materials like phenyl, cleaning materials etc., be done hourly basis and more often, if needed. And also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- D. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- E. Collecting all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
- F. Maintenance and up keep of the entire office area.
- G. Shifting of furniture and other equipments and files whenever required.
- H. Attending to electrical facilities in the office, like changing of tube lights, bulbs and such other minor repairs whenever required.
- I. Watering of Plants and cleaning of door mats & carpets to be done daily.
- J. Care should be taken that the gadgets are not tampered with during the cleaning Operation.
- K. Other necessary works in the nature of housekeeping may be done as and when required.

II OTHER OFFICE ATTENDANT WORKS:

- 1. Attending to the requirements of Senior Officers, similar to the works of peons and attenders.
- 2. Carrying of files and papers from Sections.
- 3. Taking of photocopies and printouts as and when required.
- 4. Tapal related works.
- 5. Despatch works.
- 6. Any other similar work, as and when required.

I. TENDER PROCESS

1. Tender is invited in two parts i.e. (1) Technical Bid (2) Financial Bid. The Tender for Technical Bid in proforma prescribed in Annexure-II and the tender form for the Financial Bid in proforma prescribed in Annexure III, complete in all aspects, shall be submitted to the **Commissioner (Investigation), Customs, Excise, Service Tax Settlement Commission, Narmada Block, Custom House, No.60, Rajaji Salai, Chennai – 600001**. Incomplete bid documents shall be rejected. The valid Technical bids shall be scrutinized by this office to short list the eligible bidders. Thereafter, the Financial Bids of the shortlisted bidders who have qualified in Technical Bid will be opened. Late submission of tenders shall not be accepted.
2. **PERFORMANCE GUARANTEE:** The Successful bidder has to submit an amount equal to one month's payment as performance guarantee deposit in the form of Bank guarantee / Demand Draft from a Nationalized Bank / a Scheduled Bank drawn in favour of "The Commissioner (Investigation), Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai, before awarding of the contract.
3. **The bidder shall sign and stamp each page of the tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the Technical Bid.** The bidder would fill up the information in the "Annexure II & III" 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 his authorized signatory. **The bidder shall quote their rates for the House Keeping service to be provided at "Rate per square feet per month with an estimated 5 (Five) persons to be pressed into service, inclusive of all charges and taxes"** (in both words and figures) which should include deduction towards EPF, ESI, Service Charge, bonus and/or any other taxes / charges as per the rates prescribed and the same would not be payable over and above the rates thus quoted. **The bidder shall provide a separate work sheet detailing the total and percentage of ESI, EPF, Service Charges, Bonus, GST etc.**
4. **This office reserves the right to postpone / and / or extend the date of receipt / opening of Rates/ Quotations or to withdraw the Tender without assigning any reason thereof.**
5. 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 of such action.
6. The tender forms shall be rejected if it is not complete in any aspect.
7. The short listed tender and the successful bidders will be intimated about the award of contract to them.
8. Late submission of tenders shall not be accepted.
9. Tender document will be available at Customs, Central Excise, Service Tax Settlement Commission website and also in the official websites of Central Board of Indirect Taxes and Customs, New Delhi and Chennai Custom House.

II TERMS AND CONDITIONS

- I. The housekeeping service providers should quote their rate only on **per square feet per month basis with an estimated 5 (Five) persons to be pressed into service**
- II. The house keeping service is to be provided on **all days (excluding Saturdays, Sundays and National holidays).**
- III. The working hours will be from **08.30 a.m. to 5.00 p.m. daily with half an hour lunch break.**
- IV. Skeleton services would be required beyond 4.30 pm on all working days to cater to emergency services for which necessary arrangements should be made.
- V. The personnel deployed by the service provider should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably Hindi/English also.
- VI. If a particular person is absent on any day another person should be deployed in his/her place.
- VII. No other persons except the persons authorized by the service provider shall be allowed to enter the office premises.
- VIII. The personnel should attend to work punctually and undertake the housekeeping work of the entire office premises daily. The cleaning and sweeping work should be completed by 09.00 a.m. daily. The personnel will perform all the duties assigned to the housekeeping service provider.
- IX. The housekeeping service provider should deploy one full time Supervisor with mobile phone who shall report to the PRO, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai daily. He shall visit the Office daily to supervise the housekeeping activities.
- X. The personnel will report to the Supervisor nominated by the service provider who in turn would report to the Officer-in-charge assigned by the Department i.e. PRO, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai
- XI. Suitable insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the service provider. The service provider shall arrange necessary insurance cover for any persons even for short duration. This office shall not be liable to any claim arising out of mishap, if any that may take place while discharging the housekeeping services. In the event of any liability/claim falling on the Commissionerate in this regard, the same will be reimbursed/indemnified by the Service Provider.
- XII. The housekeeping service provider should be registered under the ESI & Provident Fund Acts and other relevant statutory enactments for the employment of labour and for GST.
- XIII. The housekeeping service provider is responsible for payment of monthly salary including bonus, gratuity etc. to the personnel as applicable to them. The workers should be provided with a salary slip every month. The tenders will be summarily

rejected if the rates quoted do not factor in the minimum wages prescribed by the Government of India as on date. The housekeeping service provider is responsible for the **payment of minimum wages as prescribed by the Government of India under Minimum Wages Act 1948 as revised from time to time and as notified by the Govt. of India.** in this regard. Besides, ESI and EPF per head and other statutory requirements at the current rate should be paid by the housekeeping service provider every month as per the existing Rules. The housekeeping service provider should also maintain Pay Roll containing the above details.

- XIV. The housekeeping service provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages or there is any decrease in their applicable wages. The employees engaged by the housekeeping service provider will be in the employment of the Housekeeping Service provider only and not of the Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai. The staff provided by the service provider shall have no right to claim/seek permanent employment in the department based on the service rendered or on any other basis and it is purely a contractual responsibility through the service provider.
- XV. Mode of payment by the department will be on monthly basis and will be through NEFT/RTGS only.
- XVI. The Housekeeping service provider 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 housekeeping service provider and recovered from its dues/bills.
- XVII. This office reserves the right to terminate the services of the Housekeeping service provider at anytime without giving any notice whatsoever.
- XVIII. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping Service provider and all records maintained thereof should be available for scrutiny by this office. The Housekeeping service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful housekeeping service provider. Failure by the Housekeeping Service provider to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
- XIX. The contract will be in force for **Ten months** from **01.06.2020 to 31.03.2021**.
- XX. Housekeeping Service provider shall submit the bill for every month on or before the 7th day of the following month.
- XXI. The housekeeping service provider should specify the materials to be supplied for the house keeping services. All the Housekeeping materials/consumables such as Brooms, Cobweb sticks, Dusters, Mop Sticks, Buckets, Mugs, Toilet Cleaner, Floor Cleaner, Toilet Fresheners, Urinal Cakes, Cleaning Powder, Phenyl, Hand Wash Liquid, Toilet

cleaning brush, Cleaning/Dusting cloth, Water Wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, Glass cleaner etc. as required to execute the above jobs will be supplied by this office (Service Receiver). The rates quoted by the Service provider should not include the cost of the same.

XXII. If at any time during currency of JOB the SCOPE OF WORK for which this job has been awarded is reduced/abandoned, the payment/value of this job order shall be reduced on pro-rata basis by this office and would be binding on the Housekeeping service provider.

XXIII. No escalation of price whatsoever would be allowed during the pendency/currency of the contract, for whatever reason.

XXIV. In the event of any question, dispute/difference arising during the course of provision of the service the same shall be referred to the sole arbitration to the Commissioner (Investigation), Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai, or his nominee.

III. ELIGIBILITY CRITERIA :-

- A) The bidders must have a minimum experience of three years in providing housekeeping services to Government Departments, Public Sector Undertakings or large Corporate offices. Copies of agreement / work order from clients shall be provided as evidence. It should have completed at least two such works with an Annual Contract Value of **Rs.10 lakhs** in the similar activity in the last three years. Evidence for the same should be provided.
- B) The bidder must have ESI Registration, EPF Registration and G.S.T. Registration. Registration certificate copies should be enclosed.
- C) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of the same should be enclosed.
- D) The evidence for filing of G.S.T returns and IT returns along with Profit and Loss Account and Balance Sheet for past three Financial Years 2016-17, 2017-18 and 2018-19 should be enclosed along with the Technical Bid.
- E) The bidder must have an Annual Average Turnover of not less than of Rs.10 Lakh during the last three Financial Years 2016-17, 2017-18 and 2018-19 certified by a Chartered Accountant.
- F) The bidder must produce a solvency certificate from his banker for an amount not less than AMOUNT OF THE CONTRACT FOR THE FINANCIAL YEAR 2019-20.
- G) Bidder must have license under the Contract Labour (R&A) Act from the licensing authority.
- H) All the critical dates mentioned in the tender notice are to be adhered to.

RATE AND PRICES

The bidders shall quote their rates for personnel employed as “**Rate per square foot per month for 5 (Five) persons, inclusive of all charges and taxes**” (in both words and figures) which should include deduction towards EPF, ESI, Service Charge, bonus and any other taxes / charges as applicable and the same would not be payable over and above the rates thus quoted.

FINAL PAYMENT

The Housekeeping Service provider shall submit the bill for every month by the 7th day of the following month. No interim bills will be entertained. Payment will be made through ECS within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the Assistant Commissioner (Admn), Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai

The bidder should ensure that the following documents are part of Technical Bid:

- 1) Annexure III (duly filled in) along with necessary enclosures;
- 2) Attested Copy of registration agency with Labour Department;
- 3) Attested copy of PAN Card;
- 4) Attested copy of G.S.T Registration Certificate;
- 5) Attested Copy of the P.F. registration letter/certificate;
- 6) Attested copy of E.S.I registration letter/certificate;
- 7) Experience certificate (for details of similar contracts handled by the tendering Company/Firm/ Agency for Government Departments/PSUs/Banks during past three years.)
- 8) Signed declaration/undertaking as given on Annexure—V of the bid document.
- 9) Tender Document (all pages signed).

This is issued with the approval of the Commissioner (Investigation), Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Custom House, Chennai.



SUPERINTENDENT (ADMN)

Encl:

1. Technical Bid Document. (Annexure-II)
2. Financial Bid Document. (Annexure-III)
3. Undertaking by the Bidder (Annexure-IV)
4. Tender Acceptance Letter (Annexure-V)

ANNEXURE — II (TECHNICAL BID)

**PROFORMA FOR SUBMISSION OF TECHNICAL QUOTATION FOR
HOUSEKEEPING/SANITARY/ATTENDANT OFFICE WORK FOR CUSTOMS,
CENTRAL EXCISE, SERVICE SETTLEMENT COMMISSION, ADDITIONAL
BENCH, CHENNAI, FOR THE FINANCIAL YEAR 2020-21**

01.	Name of the Housekeeping Service Provider	
02.	Address of the Housekeeping Service Provider with Contact number	
03.	Name & Address of the Proprietor/Partner/Directors (with Contact number)	
04.	No. of years of experience in providing Housekeeping Services (Enclose proof such as Performance reports from clients or TDS Copies)	
05.	Average Turnover (last 3 years ended on 31.03.2019) certified by Chartered Accountant	
06.	Permanent Account Number (PAN) (The evidence for filing IT returns along with Profit and Loss/Account & Balance Sheet for the last three Financial Years from 2016 -17 to 2018-19 to be enclosed)	
07.	Details of ESI & EPF Registration along with copy of registration certificate.	
08.	Details of G.S.T Registration along with copy of registration certificate and the copy of GST return filed for the year 2018-19 along with the tax payment proof.	
09.	Details of Earnest Money Deposit (EMD)	
10.	Solvency Certificate issued by bankers	

DECLARATION:

I hereby certify that the information furnished above is true and correct to the best of 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.

Date:

Signature of Authorized Person

Full Name:

Place:

Seal:

ANNEXURE-III (FINANCIAL BID)
FINANCIAL BID DECLARATION

1. Name of bidder Company/Firm/Agency:
2. Address (with Tele & Fax No.):
3. It is certified that wages to be paid shall not be less than the prescribed minimum rate of wages under the Minimum Wages Act, 1948 as revised from time to time and as notified by the Govt. of India.
4. No. of Contract labours required for the housekeeping of the total area must be indicated by the bidder as per the guidelines issued by the Labour Ministry (or any other concerned Ministry or Law).

DECLARATION:

I hereby certify that the information furnished above is true and correct to the best of 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.

Date:

Signature of Authorized Person

Full Name:

Place:

Seal:

ANNEXURE-IV
UNDERTAKING BY THE BIDDER

1. I/We undertake that my/ our firm/ Company M/s _____
not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous
Body.
2. I.....Son/Daughter/Wife of
Shri.....Proprietor/Partner/Director/
Authorized signatory of M/sam
competent to sign this declaration and execute this tender document.
3. I have carefully read and understood all the term and conditions of the tender and
undertake to abide by them.
4. The information / documents furnished along with the above application are true and
correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that
furnishing of any false information / fabricated document would lead to rejection of my
tender at any stage besides liabilities towards prosecution under appropriate law.
5. I/We understand that in case any deviation is found in the above statement at any stage,
my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the
Department in future.

Date:

Place:

Signature of the authorized Signatory of the firm/
Company/Organization
Office Stamp/ Seal:

ANNEXURE-V

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

Date:

To,
The Customs, Central Excise, Service Settlement Commission,
Additional Bench, Chennai,
Narmada Block, Custom House,
No.60, Rajaji Salai, Chennai – 600001.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc ..), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been black listed/ debarred by any Govt. Department/Public sector undertaking.
6. I/ We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)