



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

F.No.S31A/72/2011-CHS (PART-III)

Dated: 18.02.2016

**NOTICE INVITING TENDER**

Office of the Principal Commissioner of Customs (Chennai-III), Custom House, 60 Rajaji Salai, Chennai invites sealed offers from reputed Concerns engaged in the business of providing **HOUSEKEEPING / SECURITY / ELECTRICIAN / PLUMBING Services** at the SAF GAMES VILLAGE RESIDENTIAL QUARTERS, KOYEMBEDU Chennai-107.

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 in Proforma prescribed in Annexure-II, complete in all respects shall be dropped in the drop box available in the Caretaker Unit, Ground Floor, Main Building, Custom House, No. 60 Rajaji Salai, Chennai – 1, in two separate sealed covers addressed to the Additional Commissioner of Customs (CHS), O/o of the Principal Commissioner of Customs (Chennai-III), Custom House, No. 60 Rajaji Salai, Chennai - 600 001, on or before **4.00 PM on 14.03.2016**. The sealed Tenders shall be opened by the Tender Committee on **15.03.2016** at **11.00 AM** in the presence of the authorized representative of the bidders who are present.

Any clarification regarding the terms and conditions, the area and place can be had from the Superintendent of Customs (CHS), Custom House, Chennai: 600 001. (044-25232867) on or before **04.00 P.M. on 14.03.2016**

Tenders received without EMD would be rejected.

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

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

  
(T ARIVAZHAGAN)  
DEPUTY COMMISSIONER OF CUSTOMS (CHS)

Copy to:

To

The Assistant/Deputy Commissioner of Customs,  
EDI – Custom House, Chennai – 1

Care Taker for (Displaying in notice board)



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CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001.**

F.No.S31A/72/2011-CHS (PART-III)

Dated: 18.02.2016

**NOTICE INVITING TENDER**

**HOUSEKEEPING / SECURITY / ELECTRICIAN & PLUMBING SERVICES**

Office of the Principal Commissioner of Customs (Chennai-III) invites sealed offers from reputed Concerns engaged in the business of providing Housekeeping / Security / Electrician & Plumbing (The Electrician & Plumbing 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 **01.04.2016 to 31.03.2017**.

**TENDERING PROCESS:**

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 dropped in the drop box available in the Caretaker Unit, Ground Floor, Main Building, Custom House, No. 60 Rajaji Salai, Chennai-1, in two separate sealed covers addressed to the Additional Commissioner of Customs (CHS), Office of the Principal Commissioner of Customs (Chennai-III), Custom House, No. 60 Rajaji Salai, Chennai-600 001, on or before **4.00 PM on 14.03.2016**. The sealed covers may be super scribed with "**Technical Bid - Contract for providing House Keeping / Security / Electrician & Plumbing Services**" and "**Financial Bid - Contract for providing House Keeping / Security / Electrician & Plumbing Services**" respectively. The sealed tenders shall be opened by the Tender Committee on **15.03.2016** at **11.00 AM** in the presence of authorized representative of the bidders. The incomplete bid/tender document shall be rejected. The valid technical bids shall be scrutinized by the Department to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened by Tender Committee. Late submission of tenders shall not be accepted.

**Earnest Money Deposit of Rs.35,000/-** (Rupees Thirty 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 accompany the technical bid. 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. No Exemption for Earnest Money Deposit.

The successful bidder of the contract has to submit a **Performance Guarantee** either by way of **Fixed Deposit or Bank Guarantee receipt of Rs.1, 00,000/-** (Rupees one lakh only) or **10% of the total value of the contract whichever is higher** within **seven days** from the day of awarding the contract. 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).

It is mandatory that, the tenderer/bidder shall sign and certify with stamp on each page of 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 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 signed and certified with stamp 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.

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.*

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)	6	Person are required for the security of the buildings and other govt. properties in C7, B5 & A2 (4 flats) 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 three persons, Each one person will attend to C7, B5 & A2 blocks.
2.	Housekeeping	Two	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, afternoon & 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. One housekeeping person should do the clean for A2 Block (Flat nos-13, 14, 15 &16) and full B5 & C7 Blocks.
3.	Electrician		The Electrical work should be carried out <u>on call basis only</u> . The electrician should be made available by the service provider for carrying out the electrical work without any delay in respect of A2/B5 & C7 blocks 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 <u>on call basis only</u> . 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.

#### **OTHER TERMS AND CONDITIONS:**

1. The tenderer/Bidder should have minimum 3 (three) years of previous experience as on 31.03.2015, in the business of providing housekeeping / Security / Electrician & Plumbing services in various institutions/establishments and should have completed at least two such works with an Annual Contract value of Rs. 50 lakh (Rupees Fifty lakh only) in each of said two contracts and also they should have undertaken contracts in Government / Public Sectors, in the last 2 (two) years ending 31.03.2015.

2. The 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 personnel with protective equipment and should ensure safety of his contract labour engaged for the purpose of Electrical & Plumbing of 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 tools and plants (including ladder) required for the maintenance work in respect of electrical & plumbing 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 (i.e.) adding 5(a) + 5(b) + 5(c) as shown in the Financial Bid. The rates shall be quoted as per the **CENTRAL GOVERNMENT WAGE norms**. **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 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 deployed 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 Service Tax 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.

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 and Plumber should be available whenever a call is made for any repair work. The mobile numbers of the service provider, Electrician & Plumber 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 guards (without arms) immediately on awarding the contract. The security personnel should take their positions, at B5, C7 blocks of SAF Games Village Residential Quarters, Koyambedu, Chennai 107. The B5 security guard should also guard the A2 block for four flats (13, 14, 15 & 16).
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 Service Tax + SBC @ 14.5% (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. 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.
25. This office reserves the right to terminate the services of the Service Provider at anytime without giving any notice whatsoever.
26. 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.
27. 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.

28. Cleaning materials will be supplied by Department.
29. The price should be quoted in **Indian Rupees** only. The rates are inclusive of all, that are applicable from time to time shall be met within the total invoice value.
30. The **rates** shall be quoted as per the **CENTRAL GOVERNMENT WAGE** norms.
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 sealed quotation in this regard has to be submitted to the undersigned at **04.00 PM** on or before **14.03.2016** on the company's letter head with complete details of the same including address and contact number etc.



(T ARIVAZHAGAN)  
DEPUTY COMMISSIONER OF CUSTOMS (CHS)

TECHNICAL 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. \* No. of years of experience in providing  
Housekeeping/Security /Electrical &  
Plumbing services. :
6. \* List of clientele along with certificate of  
appreciation from atleast two important  
clients. :
7. Details of Annul Turnover for last 3 years.  
(Enclose the requisite details)
8. \* PAN No. :
9. \* Service Tax Registration No. :
10. \* EPF Registration :
11. \* ESI Registration :
12. Details of EMD:

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.*

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 :

Give breakup details of (monthly)

(a)	No. of personnel to be deployed	Cost of Manpower (Rs.)	Amount (Rs.)
	1. Housekeeping	2	
	2. Security (Without arms)	6	
	Total (a)		

(b) Service Charges, if any

(c) Service Tax @ 14% + SBC @ 0.5%

Total bid amount (a+b+c) (in Rs.)

**It is mandatory that the tenderer/bidder should enclose the worksheet 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)