केन्द्रीय उत्पाद शुल्क , सीमा शुल्क और सेवा कर आयुक्त का कार्यालय

OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, CUSTOMS & SERVICE TAX

केन्द्रीय राजस्व भवन/ C.R. Building, आई एस प्रेस रोड / I.S. Press Road, कोचीन/Cochin - 682 018

NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES

The Office of the Commissioner of Central Excise, Customs & Service Tax Cochin Commissionerate, invites sealed offers from reputed **PARTIES** engaged in the business of providing housekeeping services, for outsourcing services of housekeeping in the Office of the Commissioner of Central Excise, Customs & Service Tax, Cochin – 682 018 for the period from **01.11.2015 to 31.10.2016**. Tender forms along with terms and conditions can be obtained from Public Relations Officer, Cochin Commissionerate on a written request, on all working days between 09.00 A.M and 5.00 P.M from **09.10.2015**. Tender document can also be downloaded from the website *www.cenexcisekochi.gov.in* or *www.tenders.gov.in* and the last date for receipt of filled in tender forms is ***29.10.2015***, 3.00 p.m.

(Issued in file C. No.I/22/20/2014 dated 21.09.2015)

[ROSAMMA VARGHESE]
Assistant Commissioner (P&V)

To

1) The Commissioner of Central Excise Customs & Service Tax, Cochin/ Calicut Commissionerate/ Thiruvananthapuram/ Customs Preventive Commissionerate (PRO Section & Notice Board) for giving vide publicity
2) All Assistant/Deputy Commissioner of Central Excise Divisions, Cochin Commissionerate for giving wide publicity
3) The Superintendent of Central Excise (Computer Section), Cochin Commissionerate to publish in the official website
4) Notice Board of Cochin Commissionerate

TENDER DOCUMENT

OUTSOURCING OF HOUSEKEEPING SERVICE

FOR

OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE
CUSTOMS & SERVICE TAX,
COCHIN COMMISSIONERATE

C.R BUILDING, I.S PRESS ROAD,
KOCHI-682018.

C. No. I / 22 / 20 / 2010 PRO

Date: 21.09.2015

NOTICE INVITING TENDER FOR PROVIDING HOUSE KEEPING SERVICES

The Office of the Commissioner of Central Excise, Customs & Service Tax, Cochin invites sealed offers from reputed **PARTIES** engaged in the business of providing housekeeping services, for outsourcing services of housekeeping, on contract basis at Cochin Commissionerate, for the period from **01.11.2015 to 31.10.2016.** The approximate area for which house keeping is required is given as under:

Sl.No	*Name of the Office*	*Address*	*Approximate Area(In sq.ft)*
1	***Office of the Commissioner of Central Excise, Customs & Service Tax, Cochin Commissionerate***	***C.R Building, I.S Press Road, Kochi-682018***	68200 Sq ft. 6 Floors + Open area of the Building premises.

I. TENDER PROCESS

1. Tender is invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.

   The tender form for Qualifying bid in proforma prescribed in Annexure- 1 and the tender form for the financial bid in proforma prescribed in Annexure-II complete in all respects shall be submitted in two separate sealed covers addressed to the Additional Commissioner (P&V) O/o Commissioner of Central Excise Customs & Service Tax, C.R Building, I.S Press Road, Kochi-682018 by **3.00 p.m.** ***on 29.10.2015***. The Sealed covers should be super scribed with ''Qualifying Bid – Contract for the providing Housekeeping services", and "Financial Bid – Contract for Providing Housekeeping services "respectively. Qualifying **Bids will be opened on *29.10.2015* at 4.00 p.m.** in the presence of bidders at the Conference Hall, 1st Floor, O/o Commissioner of Central Excise Customs & Service Tax, C.R Building, I.S Press Road, Kochi-18. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short list the eligible bidders. The financial bids of the short listed bidders will be opened later. Late submission of tenders shall not be accepted.

2. If the tenders are sent by post/ courier, it should be ensured that cover should be intact at the time of reaching destination without any damage or loss. Department is not responsible for the delay on account of postal/ courier services.

3. Earnest Money Deposit of Rs.25,000/- (Rupees Twenty five Thousand only) per application in the form of Demand Draft / Banker's cheque of scheduled Bank drawn in favour of the Commissioner of Central Excise Customs & Service Tax, Cochin shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure – I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.

4. **Performance Guarantee**: The Successful bidder has to submit Rs 75,000/- (Rupees seventy five thousand only) as performance guarantee deposit in the form of **Bank guarantee from a Nationalized Bank /Demand Draft / Banker's cheque of a schedule bank drawn in favour of "O/o The Commissioner of Central Excise Customs & Service Tax, Cochin Commissionerate** before awarding contract. The performance guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on the completion of contract period.

5. **The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.** The tenderer would fill up the information in the Annexure I & II 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 its authorized signatory.

6. The tender forms shall be rejected if is not complete in any aspect.

7. The tender documents are not transferable.

8. The short listed tender along with the documents will be submitted to the **'competent authority'** and upon approval by the **'competent authority'** the successful bidders will be intimated about the award of contract to them.

II.TERMS AND CONDITIONS:

ELIGIBILITY CRITERIA:

1) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

Bidder should have minimum three years of experience in providing housekeeping services to various organization; and should have completed atleast two such works with an Annual Contract Value of Rs 5 lacs in the similar activity, in the last three years ended 31.03.2015.

The bidder should have experience in providing similar housekeeping services at any two sites measuring not less than 50,000 sq.ft each.

The bidder must have ESI Registration, EPF Registration, registered before 01-Apr-2012.The bidder must also have Service Tax Registration.

The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.

The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years 2012-13, 2013-14, & 2014-15 should be enclosed along with the qualifying bid.

The bidder must have an Annual Average Turnover of not less than of Rs.25 lacs during the last three financial years 2012-13, 2013-14, & 2014-15, certified by a Chartered Accountant.

Within one month from the date of awarding the contract the successful bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority.

OTHER TERMS AND CONDITIONS:

1. The persons employed should work on all days except Sundays and National holidays.
2. The working hours will be from *07.30 a.m. to 4.30 p.m.* with one hour lunch break, daily.
3. A skeleton staff would be required beyond 4.30 pm on all working days to cater for emergency services.
4. The personnel deployed 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 English also.
5. If a particular person is absent on any day another person should be deployed in his/her place.
6. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 8.45 am daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
7. The personnel will report to the Officer-in-charge assigned by the Department i.e. Caretaker.
8. The contractor should deploy one full time Supervisor with mobile phone who shall report to the Caretaker daily. The Supervisor shall also visit all the divisional offices daily to supervise cleaning activities.
9. There should be a separate sweeper-cum-cleaner on each of every floor. In order to clean and maintain ladies toilets, one lady sweeper-cum- cleaner should be employed on every floor. *One attendant should be employed round the clock for Guest House situated at Tressila.*
10. 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 deployed by him even for short duration. This Office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided for outsourcing by the contractor. In the event of any liability / claim falling on this Commissionerate, the same shall be reimbursed / indemnified by the Service provider.
11. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by O/o. The Chief Labour Commissioner (Central) any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to this office.

12. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.

13. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping agency will be in the employment of the Housekeeping Agency only and not of the Central Excise Department.

14. Mode of payment will be monthly and payments to the Housekeeping Contractor will be through Account Payee Cheques only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.

15. The Contractor 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 contractor and recovered from its dues/bills.

16. This office reserves the right to terminate the services of the Housekeeping contractor at anytime without giving any notice whatsoever

15. No other person except Service provider's authorized representative shall be allowed to enter the Office premises.

16. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.

17. 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 of 12 months subject to satisfactory performance and on mutually agreed terms and conditions; Periodical changes in VDA as per Central Government notification shall be provided by the Contractor for necessary approval & sanction.

18. 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, Cleaning Machinery etc., as required to execute the above jobs will be supplied by the Department.

19. 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 clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Cochin jurisdiction only.

SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR:

a. Sweeping and wet mopping of the entire area including the lobby daily,

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. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., twice a day and more often ,if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.

d. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.

e. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.

f. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.

g. Maintenance and upkeep of the entire office premises.

h. Shifting of furniture and other equipments and files whenever required.

i. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs whenever required.

j. Artificial plants, door mats and carpets are to be cleaned daily. Natural Plants are to be watered daily.

k. Care should be taken that the gadgets are not tampered with during the cleaning operation.

WEEKLY SERVICES (Saturdays)

1. Removal of cobwebs in the corridors and lavatories.

2. Removal of dust accumulated on the walls, windows planes and ventilators in the toilets.

3. Thorough washing, rubbing and cleaning of corridors using Scrubber machine.

4. All name boards, wall panels paintings etc., should be wiped off dirt at regular intervals. All brass boards have to be polished with brass polish.

1. Rate and Prices:

The bidders shall quote their rates for personnel employed as " Rate per square foot per month per employee" (in both words and figures) which should include deduction towards PF and ESI etc and the same would not be payable over and above the rates thus quoted.

2. Final Payment:

The contractor shall submit the bill for every month by the 1st day of next month along with the statement showing number of persons employed for number of days certified by the respective Administrative Officers/caretakers. No interim bills will be entertained. Payment will be made through Cheque 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 respective Administrative Officers. The payment is subject to TDS applicable under the Income Tax Act, 1961.

The tenderer should ensure that the following documents are part of the

Qualifying bid:

a) Annexure -1 (duly filled in) along with necessary enclosures.

b) EMD for Rs.25,000/- Demand Draft / Banker's Cheque drawn in favour of "The Commissioner of Central Excise Customs & Service Tax, Cochin, payable at Kochi".

c) Tender Document (all pages signed)

The Financial Bid:

a) Duly filled –in Annexure-II

Assistant Commissioner (P&V)
CENTRAL EXCISE, CUSTOMS & SERVICE TAX
COCHIN COMMISSIONERATE

Encl.:

1. Qualifying Bid Document (Annexure-I)
2. Financial Bid Document (Annexure-II)

ANNEXURE – I

QUALIFYING BID DOCUMENT

1.	Name of the party	:
2.	Address (With Tel No., Fax No.)	:
3.	Name & Address of the proprietor / Partners / Directors (With Mobile No.)	:
4.	Contact person (s) (with mobile number)	:
5.	No. of years of experience in providing Housekeeping Services (enclose proof such as Performance Reports from clients (or) TDS copies)	:
6.	Average Annual Turnovers (last 3 years ended 31.3.2015) Certified by Chartered Accountant	:
7.	Permanent Account Number (PAN) (The Evidence for filing of IT returns along with Profit and Loss Account & Balance Sheet For the last three financial years to be Enclosed)	2012 - 2013 2013 - 2014 2014 - 2015 :
8.	Details of ESI & EPF Registration along with Evidence (Registered Before 01.Apr – 2011)	:
9.	Details of Service Tax Registration along With evidence	:
10.	Details of EMD	:
11.	Solvency Certificate issued by Bankers	:

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 Authorized signatory with date)

FINANCIAL BID DOCUMENT - ANNEXURE II

1 Name of the Party :

2 Address
(with Tel No., Fax No.) :

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

A	B	C	D	E	(C*E=F)
Sl. No.	Name of Office & Address	Area (sft)	Proposed Manpower Deployment (Nos.)	Monthly Rate per Square foot (Rs.)	Total Amount (Rs.)
1					

FINANCIAL BID ENCLOSURE

RATE OF WAGES FOR HOUSEKEEPERS		
Basic Pay		Rs.
Variable DA		Rs.
Gross Daily Wages		Rs.
Add: Statutory Contributions		
a. EPF		Rs.
b. Pension Fund		Rs.
c. ESI		Rs.
d. Bonus		Rs.
Add: Contractor's Service Charges		
(% of Gross Wages)		Rs.
Wage Rate per square foot per day		Rs.
(Rupees)		
Wages for 26 days		
(Rupees)		Rs.

Signature of Authorized Signatory with Date