OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE) COCHIN COMMISSIONERATE, CATHOLIC CENTRE, BROADWAY, ERNAKULAM, COCHIN-680031

C. No. VIII/16/06/2016/CCP (PRO) Date: 09/05/2016

NOTICE INVITING TENDER FOR PROVIDING HOUSE-KEEPING SERVICES

The Office of the Commissioner of Customs Preventive, Catholic Centre, Broadway, Cochin- 31, invites sealed offers from reputed parties, engaged in the business of providing House Keeping Services, to provide housekeeping service in the Office premises located at the above address, for a period of **ONE YEAR from 1.6.2016 to 31.5.2017.** The approximate area for which housekeeping services is required is given as hereunder.

DETAILS OF AREAS FOR HOUSE KEEPING SERVICES

SI. No.	Name & Location of the premises	Total area (in Sq. Ft.) (approx)
1	Office of the Commissioner of Customs Preventive, 3rd, 4th & 5th Floor, Catholic Centre, Broadway, Cochin- 31	20,000 (hired)

(I) SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR

1. Daily sweeping and wet mopping of the entire area including the lobby in all floors/lift/ground floor lobby/Official-Staff car cum vehicle parking area/steps/staircase/surrounding area of office premises etc. daily.
2. Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephone, 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 aluminium channels in the entire office should be cleaned daily.
3. 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.
4. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
5. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
6. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
7. Maintenance and upkeep of the entire office premises.
8. Shifting of furniture and other equipment and files whenever required.
9. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs whenever required.
10. Artificial plants, door mats and carpets are to be cleaned daily. All name boards, brass boards, wall panels paintings etc., should be wiped off dirt at regular intervals.
11. Care should be taken that the gadgets are not tampered with during the cleaning operation.

WEEKLY SERVICES

1. Removal of cobwebs in the corridors and lavatories.

2. Removal of dust accumulated on the walls, windows panes and ventilators in the toilets.
3. Thorough washing, rubbing and cleaning of corridors.

II TERMS AND CONDITIONS

ELIGIBILITY CRITERIA

(1) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID

1. The Bidder should have minimum three years of experience in providing housekeeping services to various organizations like Government offices/Public sector office etc. Self-attested copies of agreement/work order from two of such clients shall be provided as documentary evidence.
2. The Bidder must have ESI, EPF and Service Tax Registration. Copies of Registration Certificates shall be provided.
3. The Bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of PAN shall be provided.
4. Within one month from the date of awarding the contract the Successful Bidder shall obtain a Licence under the Contract Labour (R&A) Act, 1970.

OTHER TERMS AND CONDITIONS

1. The persons employed should work on all days, except Sundays and National Holidays, and the working hours will be from 0800 AM to 0400 PM daily. A skeletal staff would be required beyond 0400 PM on all working days to cater for emergency service.
2. 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.
3. If a particular person is absent on any day, another person should be deployed in his/her place.
4. The personnel should attend to the work punctually and complete the cleaning work of the entire office premises before 9.00 AM on all working days. The personnel will perform all the duties assigned to the contractor and as specified by the Department from time to time.
5. The personnel will report to the Officer in charge assigned by the Department.
6. In case of emergency and residual situations the contractor has to make the personnel available to cater for emergency services and urgent works entrusted by this office as and when need arise.
7. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by the Chief Labour Commissioner, any breach of this condition will render this contract liable for immediate termination without any prior notice and the same would be dealt with accordingly.
8. Besides ESI and PF per head at the prevailing rate should be paid by the contractor every month as per the existing rules and copies of paid up challans should be submitted.
9. Service Provider should adhere to all the relevant statutory enactments dealing with the Employment of Labour. All existing statutory regulations of both State and Central Government should be adhered to by the service provider. Any failure to comply with any of the regulations will be liable for termination of the contract in addition to the action proposed to be initiated by the statutory bodies.
10: The Contractor is responsible for payment of monthly salary to the personnel, as applicable to them.
11. 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 house keeping agency will be in the employment of the house keeping agency only and not of Customs Preventive Department.
12. Engagement of the service provider does not in any way confer any right to the service provider

or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government Office.
13. The Department will not involve in any dispute between the service provider and workers of the service provider.
14. Payments to the house keeping contractor will be through account payee cheques to the designated account only on monthly basis. 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 house keeping 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 house keeping contractor at any time without giving any notice whatsoever.
17. The service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful bidder. Failure by the contractor to comply with the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
18. The cost of cleaning materials should not be included in the rate for bidding as all the housekeeping materials / consumables as required to execute the above jobs will be supplied by this office (Service Receiver). The service provider may specify the materials to be supplied for the housekeeping services.
19. No escalation of price whatsoever would be allowed during the pendency/currency of the contract.
20. If at any time during currency of job, the scope of work for which this job has been awarded is reduced/abandoned or if the number of persons employed by the supplier is reduced from the stipulated number for any period the payment/ value of this job order shall be reduced on pro-rata basis by this office and would be binding on the contractor (service provider).
21. The service provider shall submit the bill for every month by first day of the following month to the officer in charge (The Superintendent (PRO), Customs Preventive Commissionerate and the Superintendent (PRO) of Customs Preventive Division, as the case may be) for his/her certification and onward submission to Administration for process of payment. No interim bills will be entertained.
22. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement, extant arbitration/conciliation proceedings, failing which the dispute will be subject to Ernakulam jurisdiction.

III TENDER PROCESS.

1. Tenders are invited in two parts i.e. (1) Qualifying bid. (2) Financial bid
2. The tender form for Qualifying bid in proforma prescribed in Annexure 1 and the tender form for Financial bid in proforma prescribed in Annexure II, complete in all aspects, shall be submitted in two separate sealed covers addressed to the **Additinal Commissioner of Customs Preventive, Catholic Centre, Broadway, Cochin - 31 on or before 17.00 hrs. of 23.05.2016.** The sealed covers should be super scribed with "Qualifying Bid — Contract for providing House Keeping Services" and "Financial Bid- Contract for House, Keeping Services" respective
3. Qualifying bids will be opened on **25.05.2016 at 1000 hours** in the presence of bidders, if they are present, at the Office of the Commissioner of Customs Preventive, Catholic Centre, Broadway, Cochin- 31.
4. 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/loss. Department is not responsible for the delay on account of postal/courier services.

5. Each page of this tender document and all other enclosures appended to it shall be signed by the bidder by affixing their seal, as a token of having read and understood the terms and conditions contained therein and submit the same along with the Qualifying bid. The bidder would fill up the information in Annexure I and II enclosed at the end of this document in clear and legible terms. Wherever required the rate quoted shall be written in figures and words as well. Tender documents are not transferrable.

6. The bidders shall quote their rates as RATE PER SQ.FT PER MONTH (in both words and figures) excluding service tax, but including PF and ESI etc.

7. This office reserve the right to postpone/and/or extend the date of receipt/opening of bids or to withdraw the same without assigning any reason

8. 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 for such action.

9. Incomplete bid document shall be rejected. The valid qualifying bids shall be scrutinized by the Department to shortlist the eligible bidders. The financial bids of the eligible bidders will ONLY be opened for consideration. Late submission of tenders shall not be accepted. The shortlisted tender along with documents shall 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.

10. 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 from a Nationalized Bank/Fixed Deposit Receipt before awarding contract. The Performance Guarantee shall be released to the selected bidder within one month from the completion of the contract period.

11. The contract will be in force for a period of 12 months from 1.6.2016 to 31.5.2017. However, three months from the date of award of contract will be treated as probation period and if the performance of the contractor is not satisfactory during the period of probation, the services of the contractor will be terminated without further notice. This office reserves the right to extend the duration of the contract for further period subject to the satisfactory performance and on mutually agreed terms & conditions. The contract can be terminated by the contractor by giving full 3 months' notice. **Hindi Version Follows.**

IMPORTANT NOTE: Bidder should ensure that the following documents are part of the QUALIFYING BID:

1. Annexure -1 (duly filled in)
2. Copy of PAN CARD
3. Copy of Service Tax Registration Certificate.
4. Copy of Registration Certificate with EPF.
5. Copy of Registration Certificate with ESl.
6. Any other proof required in the tender document.
7. Tender Document (all pages signed with seal).

FINANCIAL BID: (a) Duly filled in Annexure II and its enclosure.

RATES AND PRICES: The bidders shall quote their rates for personnel to be employed as RATE PER SQ.FT PER MONTH (in both words and figures), excluding Service Tax. Service Tax shall be reimbursed as per actuals. The bidders shall also quote the number of persons to be deployed

Sd/09.05.2016.
(S. ANILKUMAR)
ADDITIONAL COMMISSIONER

Enclosure: (i) Annexure 1 (Qualifying Bid)
(ii) Annexure II (Financial Bid)

ANNEXURE –I

QUALIFYING BID DOCUMENT

1. Name of the Party :

2. Address :
(With Tel. No. and Fax No.)

3. Name and Address of the Proprietor/ :
Partner / Director (with mobile no).

4. Contact Person(s) (with mobile no) :

5. No. of years of experience in providing :
Housekeeping services (enclose proof
such as Performance Reports from clients)

6. Permanent Account Number (PAN) :
Enclose copies of TDS ITR

7. Details of ES1 & EPF Registration :
along with evidence

8. Details of Service Tax Registration :
along with evidence

DECLARATION

I/we hereby certify that the information furnished above is true and correct to the best of my / our knowledge and I/we have read and understood the terms & conditions contained in the Tender Document. 1/we 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 and seal)

ANNEXURE II

FINANCIAL BID DOCUMENT

1. Name of the Party :

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

3. Name of the Office/Location for which quoted :

Area	Monthly Rate per Sq. Feet (Rs.). **(Excluding Service Tax)**	Total Amount for the whole area (Rs.) **(Excluding Service Tax)**
20,000 Sq.Ft.		

Rupees in words :

DECLARATION

I/we hereby certify that the information furnished above is true and correct to the, best of my / our knowledge and I/we have read and understood the terms & conditions contained in the Tender Document. I/we 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 and seal)

FINANCIAL BID ENCLOSURE

	Break up of monthly rate of wage per Sq Ft. Quoted	
1(a)	Basic Pay	
(b)	Variable DA	
(c)	Gross Daily Wages	
	Add: Statutory Contributions	
2(a)	EPF (12%)	
(b)	Pension Fund (1.61%)	
(c)	ESI (4.75%)	
3	Total per person per day	
4	Proposed Manpower Deployment (Nos.)	
5	Contractor's Service Charges (Rs.)(Per month)	
6	Monthly Rate per Sq. Foot	

(Signature of Authorized signatory with date and seal)