भारत सरकारGOVERNMENT OF INDIA
वित्त मंत्रालय MINISTRY OF FINANCE
राजस्व *विभाग*DEPARTMENT OF REVENUE
सीमाशुल्क निवारकआयुक्तकाकार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS (PREV)
पाँचवी मंजिल, कैथॉलिक सेंटर, ब्रॉडवे,कोच्चिन - 682031
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C. No. VIII/16/10/2018/CCP (PRO) तारीख **Date: 09/04/2018**

NOTICE INVITING TENDER FOR PROVIDING HOUSE-KEEPING SERVICES

The Office of the Commissioner of Customs (Preventive), Catholic Centre, Broadway, Cochin- 31, invites competitive quotations from reputed Service Providers, 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 1.6.2018 to 31.5.2019.** The approximate area for which housekeeping service 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) and Kochi Customs Preventive Division, 3rd, 4th & 5th Floor, Catholic Centre, Broadway, Cochin- 31	20,000 (hired)

संविदा प्रस्तुत करने की अंतिम तारीख 02.05.2018 (दोपहर 1 बजे से पहले) है। संविदाएं 03.05.2018 को शाम 1500 बजे खोली जाएंगी।

Last date for submission of quotation is 02.05.2018 (Before 1 PM). The quotations shall be opened on 03.05.2018 at 1500 Hrs.

संविदाएं इसके साथ संलग्न निर्धारित प्रोफार्मा में अनुबंध । और अनुबंध ।। के साथ प्रस्तुत की जाएं।

The quotation may be submitted in the prescribed format attached, along with Annexure I and Annexure II. The tender Enquiry documents can be downloaded from the official website www.eprocure.gov.in (CPP Portal), www.cbec.gov.in and http://cenexcisekochi.gov.in/ from **11.04.2018** onwards. However, the online bids have to be submitted only on www.eprocure.gov.in

(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. by deploying at least 5 personnels, out of which Two should be male.

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/area prescribed for the same.

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 TECHINCAL 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. The same shall be uploaded along with the Technical Bid.

2. The Bidder must have ESI, EPF and GST Registration. Copies of Registration Certificates shall be shall be uploaded along with the Technical Bid.

3. The Bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of PAN shall be shall be uploaded along with the Technical Bid.

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, if applicable.

(2) 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 08.45 AM on all working days. The personnel will perform all the duties assigned to the Service Provider /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 Service Provider/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 the contract with the Service Provider/contractor liable for immediate termination without any prior notice and the same would be dealt with accordingly.

8. 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 or documents concerned 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, especially payment of minimum wages to the employees, as prescribed by the Central Govt.. 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 minimum 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/account transfer 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) Technical bid (2) Financial bid

2. The Technical Bid shall contain the details as prescribed in Annexure 1. ***There shall be no mention of any financial matters such as amount quoted per month etc. in the Technical bid. Upon observance of any such mention in the Technical bid, the tender will be summarily rejected.*** The technical bid should also contain a declaration uploaded by the service provider that he is agreeable to all the terms and conditions of this 'Notice Inviting Tender' and the service is being offered only after being satisfied with the said terms and conditions.

3. The Financial bid will be opened only if the Technical bid is found to be satisfactory.

4. **The bidders shall quote their rates as RATE PER SQ.FT PER MONTH (in both words and figures) excluding GST, but including PF and ESI etc. in the FINANCIAL Bid as prescribed in Annexure-II**

5. Bid Submission : Bid shall be submitted online only at CPPP website : http://eprocure.gov.in/eprocure/app. Service Providers have to follow "Instructions to Bidder for Online Bid Submission" provided in the "Annexure-I" for online submission of bids.

6. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

7. Bidder who has downloaded the tender from the Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered /modified in any manner, tender will be completely rejected and tenderer is liable to be banned.

8. Service providers are advised to visit the CPPP website http://eprocure.gov.in/eprocure/app regularly till closing date of submission of tender for any corrigendum/addendum/amendment.

9. The service provider shall enter into an agreement on the stamp paper with appropriate stamp duty, within 5 days from the date of communication of acceptance of his offer, by this office.

10. The agreement/contract so entered may be extended to a further period of one year if the Competent Authority is satisfied with the service provided, with the existing terms and conditions.

11. 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.

12. 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.

13. Incomplete bid document shall be rejected. The valid technical 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.

14. The contract will be in force for a period of 12 months from 1.6.2018 to 31.5.2019. 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

Only those service providers should apply who agree to unconditionally abide by the above terms and conditions. Conditional acceptance or proposing modification of any condition will invalidate the tender.

Hindi version follows.

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

1. Annexure -1 (duly filled in)

2. Self-attested copies of agreement/work order as detailed in Sl. 1 of the (1) CONDITIONS TO BE SATISFIED IN THE TECHINCAL BID.

3. Copy of PAN CARD, ESI, EPF and GST certificates.

4. Any other proof required in the tender document.

5. 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 GST. GST shall be reimbursed as per actuals. **The bidders shall also quote the number of persons to be deployed.**

Sd/-
अनीष पी. राजन
(ANEISH P. RAJAN)
संयुक्त आयुक्तज
Joint Commissioner.

ANNEXURE –I

TECHNICAL BID DOCUMENT

1. Name of the Party :

2. Address :

(With Tel. No. Fax and email id)

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 last ITR

7. Details of ESI & EPF Registration :

along with evidence

8. Details of GST 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 name, date and seal)

ANNEXURE II

FINANCIAL BID DOCUMENT

1. Name of the Party :

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

3. Name of the Office/Location :

for which quoted

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

4. Rupees in words :

5. No of persons to be deployed. :

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 person per month Quoted.	
1(a)	Basic Pay	
(b)	Variable DA	
(c)	Gross Daily Wages	
	Add: Statutory Contributions	
2(a)	EPF	
(b)	Pension Fund	
(c)	ESI	
3	Total per person per month.	
4	Proposed Manpower Deployment (Nos.)	
5	Contractor's Service Charges (Rs.)(Per month)	
6	Bonus to be paid to the employees from contractor’s Service Charge.	

(Signature of Authorized signatory with date and seal)