



सीमा शुल्क (निवारक) के आयुक्त का कार्यालय

OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)

55-17-3 , सी -14 , 2 तल , औद्योगिक एस्टेट, ऑटो नगर , विजयवाड़ा - 520,007

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C.No.I/22/21/2018-Admn

Date: 28.08.2018

TENDER NOTICE

TENDER DOCUMENTS FOR OUTSOURCING OF HOUSEKEEPING SERVICES FOR THE PREMISES OF HQRS. OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE), VIJAYAWADA

Sealed Tenders are invited from the reputed House Keeping Agencies engaged in the business of housekeeping to provide housekeeping services for the Hqrs. Office, Customs Commissionerate (Preventive), Vijayawada. The nature of services to be provided and the terms & conditions are detailed in the Annexure and placed on the official web site www.cbec.gov.in; apcustoms.gov.in/ www.eprocure.gov.in

The quotations (in sealed cover) should reach this office on or before 16.00 hrs. on 17.09.2018. Technical Bids will be opened at 11.00 a.m on 18.09.2018 and Financial Bids of successful Technical Bidders will be opened on 18.09.2018 at 12.30 p.m.


(P.V.RAMANA MURTHY)
Assistant Commissioner

Copy for information to:

1. The Superintendent (Computers), Hqrs.Office, CCP, Vijayawada– for publishing in the Commissionerate official website and CBEC website and E-Procurement portal.
2. The Superintendent (PRO), Hqrs.Office, CCP, Vijayawada.
3. Notice Board .



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ANNEXURE

NOTICE INVITING QUOTATIONS FOR OUT SOURCING OF HOUSE-KEEPING SERVICES FOR THE PERIOD FROM 01.10.2018 To 30.09.2019

1. Sealed tenders are invited from reputed House Keeping Contractors for cleaning and housekeeping services of the office buildings including constructed area of Hqrs. Office, Commissioner of Customs (Preventive), Vijayawada on outsourcing basis during period from 01.10.2018 to 30.09.2019. The details of the office premises along with the location and the area are as follows:

Sl. No	NAME OF BUILDING/LOCATION	AREA (Approx)
1	OFFICE AREA: Office of the Commissioner of Customs (Preventive), occupying a part of the 2 nd & 3 rd floors including appurtenant corridors of 2 nd floors & 3 rd floors; and toilets at 2 nd & 3 rd floors.	Approx. 16,404 Sq.ft.

The bidders need to quote their rates only as per Sq. ft. per month basis for the area mentioned as above.

2. SCOPE OF WORK.

OFFICE AREA:

- Cleaning, sweeping and wet mopping of the entire area including the lobby, toilets/washroom etc. every working day
- Collection of all sweepings, garbage and waste material and their effective disposal.
- Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like Phenyl, Harpic, Vim, Surf etc. **thrice a day** and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls. Shifting of furniture, files and other office equipment, whenever required.
- Dusting and cleaning of all furniture like table, chairs, racks, Almirah, computer table/ chair and electronic gadgets like computer, telephone, fax machines, photo copier machines, sofa-sets, fans etc.
- Cleanings of pantry area, wiping and cleaning of wooden Formica and glass surfaces, window sills and frames and plant pots and removal of stagnant water.
- Miscellaneous services including serving of drinking water / refreshment, etc., during Conference / Meetings / Seminars and visit of Assesses in Headquarters office, running of Xerox machines, fax machine and making of course material etc and including those which may be required by this office by deploying dedicated personnel.
- Internal and external cleaning of window panes, doors and fans.
- Cleaning of venetian blinds, ceilings, walls, AC duct, grills and beams.
- Cleaning of entire floor space, glasses and pantry with detergents.
- Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
- General maintenance and up keep of the entire office premises.

- l) The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office, other rooms, toilets etc neat and tidy. Any breach of these conditions will result in the immediate termination of the contract.
- m) Any other miscellaneous work related to the above.

COMMON AREA :

- a) Sweeping the corridor daily
- b) Removing of Garbage daily.

3. JOBS TO BE CARRIED OUT WEEKLY.

- a) Cleaning of window panes with mild detergent such as Collin and any other cleaning operation assigned / required.
- b) Vacuum cleaning in the computer section, all computers in the office and the sofa-sets, twice a week.

4. CLEANING MATERIALS:

- a) The cleaning material will be provided by the Department in such quantity and of such quality as determined by the proper officer of the Department.

TERMS AND CONDITIONS:

- a) Bidder/s should have experience in housekeeping for **at least past three years**. Bidder/s providing similar service to other Government Departments will be given preference. Testimonials of good service and good behaviour of labour employed with past and current clients would also be preferred.
- b) Bidder/s shall be duly registered with ESIC, Provident Fund, GST and other relevant statutory authorities dealing with employment of labour. All existing statutory requirements of both the State as well as the Central Govt., shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice. CONTRACTORS not registered under the ESIC and Provident Funds Act and other relevant statutory enactments dealing with employment of labour need not apply.
- c) The bidder/s should have complied with various statutory provisions of GST, EPFO, ESIC and other applicable Acts in previous three years. The contractor shall comply with the provisions of the Bonus Act.
- d) Bidders should be paying minimum wages and allowances to his employees as prescribed by Govt. of Andhra Pradesh, Labour Department for unskilled workers.
- e) Employing local persons will be given preference.
- f) The person employed will be required to work on all days except Sunday and Holidays declared by the Government of India/Local State Authority. All persons employed are expected to be committed, courteous and to follow instructions given to them by this office.
- g) Contractor or its persons employed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.
- h) The duty hours of housekeeping staff would be decided by the Office of the Commissioner of Customs (Preventive), Vijayawada. This office reserves the right to call for the services of the housekeeping staff, if required, even on Sundays/Holidays also.
- i) Bidder should state the lump sum amount to be charged on monthly basis, as well as rate per Sq. Ft. per month and also state the number of laborers to be employed. **The number of laborers to be employed shall not be less than seven.**
- j) Bidder should comply with statutory requirements pertaining to child labour.

- k) Contractor shall be solely responsible for payment of wages/salaries with other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissionerate shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
- l) Period of the contract shall be during the period **01.10.2018 to 30.09.2019** and as per the requirement of this office as decided by the appropriate authority.
- m) Any statutory levy in respect of the services being provided found leviable at any time shall be borne by the contractor only even if not already included in the contract.
- n) Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- o) It is clarified in no ambiguous terms that the 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 the official premises for claiming any regular or part time employment in this office or any other Govt. Office. Any litigation on this account would render the contract liable for termination.
- p) The Contractor will provide his staff with the necessary uniform (for Gents- Shirt – Sky blue / trouser – navy blue; for Ladies- Salwaar Kameez/Saree in similar combination and Shoes). The cost will be borne by the service provider. Contractor is required to verify the antecedents of persons employed including past police records, before deploying the persons in this office.
- q) Photographs, full address and telephone number of all housekeeping personnel should be provided to the Competent authority of this department for records.**
- r) Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for all persons deployed by him for short duration. The Commissionerate shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Commissionerate, the same shall be indemnified by the Contractor on his cost.
- s) Contractor shall in no case lease/transfer/sublet or appoint care taker for services.
- t) No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate.
- u) The Customs Commissionerate (Preventive), Vijayawada (hereinafter referred to as the Commissionerate) reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
- v) The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.
- w) All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.
- x) Rates/Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address.
- y) The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissionerate.
- z) No other allowances of any kind including transport/food/clothing/washing/overtime etc will be paid by this office.
- aa) Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 1 (one) months' notice in writing without assigning any reason and the Contractor intends to terminate the contract with this Dept., has to give the termination notice within three months prior notice with proper reasons in writing.
- bb) The contractor will be responsible for the good conduct and high degree of discipline of all workers deployed and will be liable legally for any harm or loss arising to any person whomsoever, in whatever form, from misconduct or any act of negligence. Omission or commission, whether intentional or otherwise, of the contractor or any of the worker deployed by the contractor in the course of providing any services stated in this contract and will bear full responsibility and cost of the same behaviour.

- cc) After the award of contract, the contractor shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.
- dd) The department will not be a party to any dispute between Contractor and workers engaged by the Contractor. The issues/disputes relating to the contractor and their workers have to be redressed by the Contractor himself. The department will not be responsible for any dispute relating to their welfare, health and other facilities including their deployment and retrenchment etc., or any other issues either with any Government department or otherwise.

6. TERMS OF PAYMENT

- i) The tenders will quote their rate only on per square foot per month basis and not based on the number of persons to be deployed or per person basis. The deduction towards PF and ESI and the annual bonus paid to the employees of the contractor, if any, etc. should be inclusive in the rates quoted as per square feet per month and the same would not be payable over and above the rate thus quoted.
- ii) The contractor will submit the monthly bill for reimbursement in duplicate which shall be got certified by the officer-in charge as per his satisfaction regarding the provision of services. The contractor shall make regular and full payment of labour wages which should not be less than that fixed under Minimum Wages.
- iii) The Contractor is responsible for payment of salaries and other statutory payment to the workers on monthly basis as applicable to them under law. The contractor should ensure that the same are paid on time in every month without waiting for the payment of the bill by the Department.

After awarding a contract, the contractor should furnish performance security deposit amount of Rs. 25,000/- (Rupees Twenty five Thousand only) in favour of Hon'ble Commissioner of Customs (Preventive), Vijayawada on behalf of The President, Govt. of India in the form of Fixed Deposit Receipt or Bank Guarantee from a Commercial Bank.

7. PENALTY CLAUSE:

This office reserves the right to deduct the amount as determined by this office on reasoned and proportion basis, in case if any irregularity in provision of services or of any non-compliance of directions of this office effects the provision of services.

8. MODE OF SUBMISSION OF BIDS:

The sealed tenders should be addressed to:- **"The Commissioner of Customs (Preventive), 55-17-3, C-14, 2nd Floor, Industrial Estate, Autonagar, Vijayawada-520007.**

The bidders are required to submit two bids, i.e., technical bid and financial bid in the prescribed proforma which may be obtained from the website or from this office. In the technical bid, the bidder will provide:-

- (i) Details of his PAN number, Applicable GST registration and details of ESIC, PF etc. (attach photo copy). Details about his experience in the field, and the other organizations for which he is providing such services along with testimonial.
- (ii) Details regarding compliance of statutory laws, number of persons proposed to be deployed, etc. In the financial bid he will submit the quotation for his charges.
- (iii) The Bidders shall submit the documentary evidence regarding statutory compliances viz. Service Tax/ GST Returns as applicable, Returns and payment of ESIC and E.P.F.O. for previous year along with Technical Bid.

It should be written boldly on top of both the envelopes as 'TECHNICAL BID' and 'FINANCIAL BID'. Both the envelopes should be submitted in a single sealed cover duly addressed and superimposed with words 'QUOTATIONS FOR HOUSEKEEPING SERVICES' on top. The service providers will be short listed on the basis of their technical competency, eligibility, past credentials, testimonials, references and suitability after opening of technical bids. Financial bids of only those bidders who are short-listed on the basis of Technical Bid will be opened. The decision will be governed by the rates per sq. ft. per month, number of persons to be deployed and the bid with lowest quotation among the opened bids will normally be approved. However, they should also mention in their financial bid the number of persons to be employed for this work and their monthly wages as given in the proforma enclosed. Bids will be submitted in the Administration section, Second Floor, Room No. 212, Customs Commissionerate (Preventive), Autonagar, Vijayawada.

This office reserves the right to reject/cancel any/all bids in part/full without assigning any reason for the same. The decision of this office in this regard will be final and will not be open to question by any person in any form in any forum.

9. **THE LAST DATE FOR SUBMISSION OF SEALED TENDER IS 17.09.2018 TILL 16.00 hrs.**

Bids received later than the stipulated date and time will not be considered under any circumstances. **The Technical bid will be opened on 18.09.2018 at 11.00 A.M.** by the Tender Evaluation Committee, whether the representative of the bidder(s) are present or not. **The Financial bids of successful technical bids will be opened on 18.09.2018 at 12.30 p.m** This office reserves the right to reject any tender, even the lowest one or all the Tenders , without assigning any reasons thereof.

The tender details are also available on www.cbec.gov.in ; apcustoms.gov.in ; www.eprocure.gov.in.

FOR ANY CLARIFICATION IN THE MATTER AND/OR FOR INSPECTION OF THE PREMISES, PRIOR APPOINTMENT MAY BE MADE WITH ADMINISTRATIVE OFFICER, CUSTOMS PREVENTIVE COMMISSIONERATE, 55-17-3, C-14, SECOND FLOOR, INDUSTRIAL ESTATE, AUTONAGAR, VIJAYAWADA-520007.

(P.V.RAMANA MURTHY)
Assistant Commissioner

Proforma for Technical Bid

The Agency/Firm must be enclose the following licenses and Documents (Xerox)

1. Firm Registration
2. PF Registration
3. ESI Registration
4. GST Registration.
5. PAN Card of the Firm
6. Labor License with Renewal for Minimum 20 members
7. Establishment Labor License
8. TDS Registration
9. Trading License Registration
10. Pest Control License Registration
11. Aadhar Cards Xerox of proprietor/partners.
12. Firm/Agency Current Account Bank Account Xerox.
13. Copies of Work orders awarded to the firm/agency during previous 3 years of the Cent Govt.
14. If Partnership firm partners PAN Cards
15. Previous Experience certificates in Central Government Departments for last 5 years
16. Agency should be done at least 25000 or above SFT as a single contract any one year of last 3 years,
17. Agency Turnover for Housekeeping should be 5 crore and above any one year of last 3 years
18. Latest EPF Challan copy and ECR List of Minimum 200 members
19. Latest ESI Challan copy.
20. Latest Service Tax Challan copy.
21. Last 3 years i.e., 2014-15, 2015-16, 2016-17 ESI Returns
22. Last 3 years i.e., 2014-15, 2015-16, 2016-17 Service Tax Returns
23. Last 3 years i.e., 2013-14, 2014-15, 2015-16 Income Tax Returns
24. Single Work contract should be done minimum 10 Lakhs and above of last 3 years and workers should be work above 150 members
25. ISO certificate may be extra credential.
26. For agency/firm which has done the govt. organizations will be extra credential.

Declaration

I/We hereby certify that the information furnished above is full and correct and best of my/our knowledge. I/We understand that in case any deviation is found in above statement at any stage, the company/firm will be blacklisted and will not deal with the department in future.

[Signature of Authorized Person]

Proforma for Financial Bid

1] Rate per Sq.ft. per month :-

(including all Taxes, statutory levies
& EPF/ESIC/ G.S.T etc breakup to be given)

2] No. of Labours proposed to be engaged :-

[Note :- Cost of cleaning material should not
be included in above rates, as the cleaning
Material will be provided by the Department .]

[Signature of Authorised Person]