



OFFICE OF THE ASSISTANT COMMISSIONER OF CUSTOMS
CUSTOMS DIVISION:: SAVITHA EDIFICE; 3rd FLOOR,
D.NO.10-1-42/A, WALTAIR UPLANDS, VISAKHAPATNAM-530003.

सहायकआयुक्तसीमाशुल्कप्रभागकार्यालय: सविताभवन: 3 फर्श:
D.NO.10-1-42/A:वाल्टेयरउपजाने: विशाखापट्टनम-530003

Phone : 0891-2722230

C.No.I/22/02/2021-Admn (House-Keeping)

Date: 12.03.2021

**NOTICE INVITING E-TENDER FOR OUTSOURCING OF
HOUSE KEEPING SERVICES FROM 01.04.2021 TO 31.03.2022**

On-line tenders through CPP Portal (www.eprocure.gov.in/eprocure/app) are invited on single stage two bids system from reputed Housekeeping Service Providers for cleaning and Housekeeping Services in the O/o The Assistant Commissioner of Customs, Customs Division, Visakhapatnam (Annexure-II) on contract basis for the period from **01.04.2021 to 31.03.2022**.

1. Interested parties may also download the Tender Documents alongwith Terms and Conditions from the CBIC Website (www.cbic.gov.in) and from Customs Preventive Commissionerate), Vijayawada Website (<http://apcustoms.gov.in/index1.php>).

2. Preference will be accorded to those Service Providers, who have sufficient experience in providing manpower to various Government Departments, Public Sector Undertakings and Government Autonomous Organisations (preferable given to Service Providers located in Visakhapatnam).

3. The Bidder(s) shall quote rates for the Housekeeping services only on **“Rate per Square Feet per month basis”**. Deductions towards PF and ESI etc shall be factored in rates being quoted on per square feet per month basis and the same would **NOT** be payable over and above the rates thus quoted. The rate shall be inclusive of salary as per the Minimum Wages Act, 1948, all statutory deductions & levies towards PF, ESI etc and any statutory levies other than GST. 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 including discharging of GST liabilities.

4. **Bid Submission:** Bids shall be submitted online only through CPP Portal i.e. www.eprocure.gov.in/eprocure/app with all the requisite documents with digital signature. The bid documents duly signed may be scanned and uploaded on the CPP Portal. Bidders/Contractors are advised to follow the “Instructions for online Bid submission” provided in the Annexure-V for online submission of bids. **Bids submitted by Courier/Post/in-person shall not be accepted in this tender.**

5. The tender shall be submitted online in two parts viz (i) **Technical Bid** and (ii) **Financial/Price Bid**.

6. Bidders who have downloaded the tender documents from the CPP Portal shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, if the same is found tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned. All the pages of bid being submitted must be signed by bidder/authorized representative and upload the same on CPP Portal.

7. The Assistant Commissioner of Customs, Customs Division, Visakhapatnam reserves the right to reject all / part or any of the quotations without assigning any reason thereof. No correspondence in this regard will be entertained.

8. **Earnest Money Deposit.** EMD of **Rs.10,000/- (Rupees Ten Thousand only)** per application in the form of "Demand Draft" in favour of "**Pay and Accounts Officer, CBIC, Guntur**" shall be forwarded to O/o THE ASSISTANT COMMISSIONER OF CUSTOMS, CUSTOMS DIVISION, SAVITHA EDIFICE, 3RD FLOOR, D.NO.10-1-42/A, WALTAIR UPLANDS, VISAKHAPATNAM – 530003 after submitting the bids through CPP Portal. Technical bids/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 Annexures 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. Bid Security (Earnest Money) is exempted as applicable for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or registered with the Central Purchase Organisation or the concerned Ministry or Department.

9. **Performance Guarantee:** The Successful bidder has to submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee @ **10% of the total value of contract** within three days from the award of contract. It will remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.


10. For any query/ clarifications, Superintendent of Customs, Customs Division, Visakhapatnam may be contacted at the phone No. 0891-2722230 or through e-mail satyanarayrd.g219201@gov.in and cpdvisakhapatnam@gmail.com.

11. The hard copy of original instrument in respect of Earnest Money Deposit, original copy of undertaking/affidavits, certificates and other documents must be delivered to the tender inviting authority i.e O/o The Assistant Commissioner Of Customs, Customs Division, Savitha Edifice, 3rd Floor, D.No.10-1-42/A, Waltair Uplands, Visakhapatnam – 530003 after submission of bids through CPP Portal (www.eprocure.gov.in). Bids submitted in any other means i.e by Courier/Post/in-person shall not be accepted to participate in the tender process.

12. The last date for submission of e-tenders for housekeeping services is **25-03-2021** at **10.00** hrs. Technical Bids will be opened on **26-03-2021** at **10.00** hrs. Immediately thereafter Financial Bids will be opened for the Bids qualified in Technical evaluation.

13. The details of work specifications, terms & conditions are outlined in the Annexures to the e-tender as under:

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|-----|--|---|--------------|
| (a) | General Terms & Conditions | - | Annexure-I |
| (b) | Details of Office Premises alongwith location and Area | - | Annexure-II |
| (c) | Scope Work | - | Annexure-III |
| (d) | Technical Bid | - | Annexure-IV |
| (e) | Instructions for Online Bid Submission | - | Annexure-V |
| (f) | Tender Acceptance Letter | - | Annexure-VI |


 एम रविशंकर (M. Ravi Shankar)
 सहायक आयुक्ता Assistant Commissioner

GENERAL TERMS AND CONDITIONS

1. The bidders shall quote their rates for the Housekeeping Services on “**Rate per square feet per month basis**” which should include deductions towards PF and ESI etc and same would not be payable over and above the rates thus quoted. The Bidders/Service Providers shall indicate the number of persons for each location for proposed contract in the **Price Bid (BOQ Sheet)**.
2. Awarding of the contract is basing on the deployment of maximum number of housekeeping workers and least quoted rate per Sq Feet per month basis. Further, the tenderer should invariably follow minimum wage policy.
3. However, the Bidders/ Service providers shall ensure that a two number of persons at Divisional Office, Visakhapatnam for housekeeping and one person at CPU, Srikakulam for housekeeping should be engaged. Also, the financial bid will be evaluated considering the lowest bid of the total of two locations considering the above said conditions of supplying the man power.
4. Rates quoted should be inclusive of **all taxes/rates/duties/levies** and the rates shall not be increased/decreased in the event of any increase/decrease/imposition of new/existing taxes/duties/levies.
5. The Bidders/Service Providers should have its establishment/office in **Andhra Pradesh (located in Visakhapatnam) and submit proof of the same.**
6. The Bidders/Service Providers are required to submit the complete Rate/Quotations only after satisfying each and every condition laid down in the Tender Documents.
7. The rates shall be valid for a period of at least six calendar months from the date of opening the bid.
8. **The Service Providers must comply the Rates/Quotations, and conditions of contract. No deviation in terms and condition of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Department.**
9. Bidder/Service Providers should not indulge in employing Child Labour for Housekeeping Services. All conditions as laid down in relevant Labour Laws shall be followed scrupulously.
10. In case of any default by the Service Provider in any of the terms and conditions (whether General or Special), the Assistant Commissioner may, without prejudice to any other right/remedy, which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 days notice in writing to the Contractor.
11. 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. The Department shall not entertain any claim arising out or mishap, if any that may take place. In the event of any liability/claim falling on this Department, the same shall be reimbursed /indemnified by the Service Provider.
12. Service Provider shall in no case lease / transfer / sublet / appoint care taker for services.
13. No other person, except Service Provider’s authorized representative, shall be allowed to enter the Office premises.

14. Within the premises of the office premises, the personnel employed for housekeeping work shall not do any private work other than their normal duties.
15. Bidder /Service Provider shall provide uniformed personnel for Housekeeping Services who shall maintain decorum and hygiene.
16. Bidder/Service Provider shall be directly responsible for any/all disputes arising between him and his personnel and keep the Department indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
17. Bidder/Service Provider shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Government.
18. The Commissioner/Assistant Commissioner shall have no liability whatsoever in this regard and the Contractor shall indemnify this Department against any/all claims which may arise under the provisions of various Acts, Government. Orders etc.
19. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
20. It is made clear 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 this office for claiming any **“regular or part time employment in this Office or any other Govt. Office”**.
21. The Bidder/Service Provider shall ensure that a Two number of persons at Divisional Office, Visakhapatnam, one person at CPU, Srikakulam for housekeeping to be engaged should commensurate with the nature/type of work.
22. In case of shifting of any Office to a new location during this period and in case of increase/decrease of office space involved, an increase/decrease of manpower may be undertaken as per the rates quoted in the agreement.
23. **The bidder 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 therein and upload the same on CPP Portal.**
24. 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 of such action.
25. The tender forms shall be rejected if it is not complete in any aspect.
26. TDS on GST and Income Tax as applicable shall be deducted at source.
27. **TERMS OF PAYMENT**
 - (a) Bills chargeable shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment or any obligation under the contract, the Division reserves the right to deduct the payment due from the contractor from monthly bill(s). TDS on GST and Income Tax as applicable shall be deducted at source.
 - (b) The Service Provider shall make regular and full payment of labour charges/salaries/other payments by **5th of each month** as per the labour laws to its personnel deputed under service contact and furnish necessary proof without waiting for any payment from the Department.

(c) The Service Provider will be required to furnish proof of payments made to the following authorities:-

(i) The Service Provider has to submit the **ESI ID and PF ID** of all the workers who have been engaged for housekeeping work for records/verification. The contribution towards ESI & PF should be paid within the district of Visakhapatnam.

(ii) Proof of challans/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for payment made towards applicable provident fund, ESI and EDLI for previous month and proof of payment towards compliance of other statutory provision and GST for the previous month.

(iii) The Commissionerate / Division shall release due amount to contractor after making recoveries, if any, through crossed account payee cheque/ECS in favor of contractor.

(iv) In case, the Department receives any complaint regarding non-payment of wages to personnel, the amount payable to these personnel will be recovered from Agency/Contractor's bill and paid to such personnel.

(v) In case of any complaint of non-fulfillment of any obligation under contract executed between the Service Provider and department, this office reserves the right to deduct the amount due to the contractor from monthly bills as well as termination of the contract, if deemed proper.

28. PENALTIES

(a) The contractor will attract a penalty of an amount of Rs.500/- (Rupees Five Hundred only) per day per person, in addition to deduction of the wages, in case a person fails to carry out the Housekeeping services due to his absence or any other reason, which shall be recovered from the bills or otherwise.

(b) The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/offers of this office.

(c) In the event of failure in maintaining the housekeeping services on any day upto desired standard, in part or full, the contractor is liable to penalty @ Rs.2,000/- (Rupees Two Thousand only) per day, which shall be recovered from the bills or otherwise.


We agree to the above terms and conditions:
Signature with Name of the Firm with Seal

DETAILS OF OFFICE PREMISES ALONGWITH LOCATION AND AREA

Sl. No	Name of the Office	Address	Area in Sq.ft (Approx)	Minimum No of persons per location	For the period
1	2	3	4	5	6
1	Customs Division, Visakhapatnam	3rd Floor, Savitha Edifice, D.No. 10-1-42/A, Waltair Uplands, Visakhapatnam-530003	2,437	2	01.04.2021 to 31.03.2022
2	Customs Preventive Unit, Srikakulam	Survey No. 29/15, Arasavilli Road, Khajipet Panchayat, Srikakulam	1,275	1	01.04.2021 to 31.03.2022

The corresponding areas of toilets/bathrooms, staircase, open spaces, hallway, corridors etc are to be automatically considered included. The bidders need to quote their rate **only on per square foot per month basis**.

The contractor has to indicate the number of persons proposed to be engaged for housekeeping services for each location on the price bid (BOQ Sheet).


 एम रविशंकर (M. Ravi Shankar)
 सहायक आयुक्ता Assistant Commissioner

SCOPE OF WORK

1. The prime object of Housekeeping Services is to maintain the entire premises in a tip top condition. **The cleaning material shall be provided by the department.** The office premises should be maintained in a hygienic condition.
2. The broad details of work covered under the scope of this tender notice are as under:
 - (a) Cleaning, sweeping and wet mopping of the entire area including the lobby, toilets, washroom, stair case, lift shafts etc.
 - (b) Collection of all sweepings, garbage and waste material and their effective disposal.
 - (c) Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like Phenyl, Harpic, Vim, Surf etc. twice a day and whenever required. Cleaning of all sanitary fittings, tiles, and mirrors in the toilet walls.
 - (d) Shifting of office furniture, records and other office equipment and their re-arrangement as and when required. Movement of files/records within the office premises.
 - (e) Dusting and cleaning of all furniture like Tables, Chairs, Racks, Almirahs, Computer Table/Chair and electronic gadgets like Computer, Telephone, Fax Machines, Photo Copier Machines, Sofa-Set, Fans etc.
 - (f) Cleaning of pantry area, wiping and cleaning of wooden Formica and glass surfaces, window sills and frames and plant pots and removal of stagnant water.
 - (g) Miscellaneous services including serving of drinking water/refreshment etc during Conferences/Meetings/Seminars and visits of Assesses in the offices.
 - (h) Internal and external cleaning of window panes, doors and fans. Cleaning of venetian blinds, ceilings, walls AC dust, grills and beams.
 - (i) Maintenance of outdoor garden/watering of indoor plants.
 - (j) Cleaning of entire floor space, glasses and pantry with detergents.
 - (k) Removal of blockages and clogging in the wash basin and other sanitary fittings by smooth outflow of waste water.
 - (l) General maintenance and upkeep of the entire office premises.

(n) The contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office and staff rooms, its towels, kitchen and utensils, other rooms, toilets etc neat and tidy. Any breach of these conditions will result in the immediate termination of the contract.

3. JOBS TO BE CARRIED OUT WEEKLY

(i) Washing of floors with surf/vim/soap and water or any other cleaning operation. Cleaning of window panes with mild detergent and any other cleaning operation assigned / required.

(ii) Vacuum cleaning in the computer section, all computers in the office and the sofa sets twice a week.

(iii) If the labour is required on Saturday/Sunday/Gazetted holiday, no extra charge/payment will be paid to the Service Provider.

4. OTHER CONDITIONS

(i) Sweeping, cleaning, dusting etc shall be completed before 9:30 Am every day.

(ii) The contractor shall, on award of the contract, furnish the list containing names and addresses of the workmen sent for housekeeping services for each location.

(iii) The contractor shall maintain an attendance register of personnel for each location and this register of personnel shall be subject to check by the concerned officer of the department.

(iv) The personnel will render services every day including Saturdays, Sundays if required, except on National Holidays.

(v) They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.

(vi) The timing for the workmen will be 8:30 AM to 4:30 PM every day with half an hour lunch break from 1215 hrs to 1245 hrs.

(v) The Service Provider has to provide two pairs of Uniform during the year and the cost of uniform shall be borne by the Service Provider and deploy uniformed personnel.

We agree to the above terms and conditions

Signature with date _____

Name of the Firm _____

Seal _____

TECHNICAL BID**Pre-qualification requirements for award of contract for Housekeeping**

1.	Name of the Organisation/Firm/Company	
2.	Status of ownership-proprietorship firm, partnership firm, Pvt Ltd Company	
3.	Registered Address (Attach Proof)	
4.	Telephone No.	
	Mobile No.	
	Fax No.	
5	Name of the Contact Person/Authorised Person with Mobile Number	
6.	Whether firm is registered as license holder under Contract Labour (Regulations and Abolition) Act	
7.	Permanent Account No. of the firm (PAN) (The evidence for filing of IT returns)	
8.	Copy of Income Tax clearance Certificate (ITCC) to be attached	
9.	Employees Provident Fund (EPF) Registration details with evidence	
10.	Details of GST Registration along with evidence	
11.	Contract Labour Act Licence No and date & its validity period along with evidence	
12.	ESI Registration No. alongwith evidence	
13.	Details of EMD	DD No. Date:
14.	Average Annual Turnovers (Last 3 years) alongwith copy of profit & loss, balance sheet, audit report and income tax returns of said three years to be enclosed	
15.	Total Staff/Workers of the firm	
16.	Has any your directors/partnership/entrepreneurs ever been convicted under law	
17.	Has your firm/company ever been black listed at any time in the past by any organisation	
18.	Experience: Names(s) of Public/Govt Organisation to whom similar services have been provided by the firm during last five years (Please attach the job order/service certificate from Govt Office/Public Sector)	

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. 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 qualify to have any dealing with the Department in future.

Note: Attach attested photo copies
Of all the above documents

Signature with date
Name of the Firm Seal

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

1. REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- (ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- (iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- (v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- (vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

2. SEARCHING FOR TENDER DOCUMENTS

- (i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- (ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- (iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3. PREPARATION OF BIDS

- (a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- (b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

(d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

4. SUBMISSION OF BIDS

(a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

(b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

(c) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

(d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

(e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

(f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

(g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(j) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

(k) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

5. ASSISTANCE TO BIDDERS

(i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

(ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,
 The Assistant Commissioner Of Customs
 Customs Division:: Savitha Edifice; 3rd Floor,
 D.No.10-1-42/A, Waltair Uplands, Visakhapatnam-530003.

Sir/Madam,

Sub: Acceptance of Terms & Conditions of Tender for **Outsourcing of Housekeeping Services for the period from 01.04.2021 to 31.03.2022**

Tender Reference No: **C.No. I/22/02/2021-Admn (House-Keeping) date- 10.03.2021**

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I/We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)