

DIRECTORATE GENERAL OF GOODS AND SERVICES TAX INTELLIGENCE (Hqrs)
WEST BLOCK-VIII, WING NO:-6, 2ND FLOOR,
R.K. PURAM, NEW DELHI-110066
Ph No: 26194633, email: dgcei.admnnd@gmail.com

DGCEI F.No. D-428/CE/26/2017-GA

Dated: 21.12.2017

TENDER NOTICE No. 06/2017

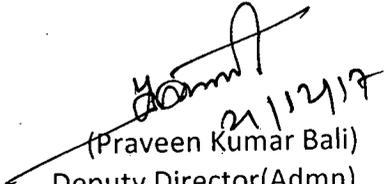
**TENDER NOTICE FOR INVITING RATES/ QUOTATION FOR PROCURING
HOUSEKEEPING SERVICES FOR OFFICE PREMISES of DGGSTI (Hqrs)**

The Directorate General of Goods and Services Tax Intelligence (Hqrs.), New Delhi (herein after referred to as this office/ DGGSTI) intends to avail the services of an agency for cleaning, sweeping and housekeeping of its office premises for the period of one year, i.e. from the date of agreement/ contract. The following documents, giving full details, are enclosed:

1	General terms and conditions	Annexure-I
2	Special terms and conditions for house keeping	Annexure-II
3	Pre-qualification requirements for award of Contract for house keeping	Annexure-III
4	Proforma for quoting rates	Annexure-IV
5	Critical Date Sheet	Annexure-V
6	Financial Bid Undertaking	Annexure-VI
7	Tender Acceptance Letter	Annexure-VII
8	Instructions for online bidders	Annexure-VIII

In case you are interested you may inspect the premises and submit the application in electronic format over Central Procurement Purchase Portal. The URL for same is <https://eprocure.gov.in/cppp>. The dates for applying for the tender and the closing dates can be checked from the Critical Date Sheet enclosed herewith as **Annexure V**. It may please be noted that Agencies which do not fulfill the pre-qualification requirement will not be considered. This Directorate General reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

Encls: As above


(Praveen Kumar Bali)
Deputy Director(Admn)
Tel No: 011-26174191

General Terms & Conditions:

1. The tenderers are asked to quote their rate only on **per square foot per month basis (minimum 08 persons)**. The rate quoted on the basis of per square foot per month would include the components of prevalent rate of minimum wages per person per month for unskilled worker as fixed by the Govt., deductions towards EPF, ESIC at the prevalent rate, administrative charges in Rupees and the taxes applicable in Rupees.
2. The deduction towards PF and ESI etc. 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 contractor would be liable to for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.**
3. The present office space of DGGSTI Hqrs is around 14,000 square feet (Fourteen Thousand Sq. Feet). It is likely to increase to 30,000 square feet as the office is due to hire additional space. The rates may be proportionately increased subject to negotiations or this office may go for fresh tender at a suitable time.
4. This office is only asking for quotation on the basis of space i.e. square feet required to be cleaned every day and it is not concerned with the actual number and identity of workers. So the liability relating to persons under various laws will fall completely and only on the Contractor and not on this office. This office only recognizes the Contractor for the work and will correspond only with him.
5. The contractors are required to submit the complete rates/ quotations only after satisfying each and every condition laid down in the Annexure enclosed.
6. All the rates must be written in figures as per the financial bid.
7. Rates/ quotations should be submitted and signed by the authorized representative firm with its current registered business address, telephone and email address.
8. The rates shall be valid for a period of at least one year from the date of opening or till the stipulated period of the end of the contract whichever is later.
9. Directorate General of GST Intelligence Hqrs (hereinafter referred to as DG GSTI, Hqrs) reserves the right to postpone and/ or extend the date of

receipt/ opening of rates/ quotations or to withdraw the same, without assigning any reason thereof.

10. In all correspondences/ letters/ quotations etc. full name & designation, residential address, mobile number, email & PAN No. of the authorized signatory of the firm should be mentioned.
11. The contractor must comply with the rates/ quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained.
12. In case of any default by the contractor in any of the terms and conditions (whether General or Special), this Directorate 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.
13. Contractor shall be directly responsible for any/ all disputes arising between him and his personnel and keep this Directorate- DGGSTI (Hqrs.), New Delhi-indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
14. Contractor shall be solely responsible for payment of wages/ salaries, other benefits and allowances to his personnel that might become applicable under Act or Order of Govt. This Directorate (Hqrs.), shall have no liability whatsoever in this regard and the Contractor shall indemnify this Directorate General against any/ all claims which may arise under the provisions of various Acts Govt.'s orders etc. The payment of wages/ salary to the staff deployed under service provider should be done during the 1st week of every month for the previous month.
15. The Contractor shall take insurance cover protecting this office against all claims applicable under the Workmen's Compensation Act, 1948. The contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. The Directorate General 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 office, the same shall be reimbursed/ indemnified by the contractor.**
16. Contractor shall in no case lease/ transfer/ sublet/ appoint care taker for services.
17. Notwithstanding anything contained herein, this office also reserves the right to terminate the contract, by giving 15 days notice in writing without assigning any reasons and without incurring any financial liability whatsoever to the contractor.

18. The contractor **will periodically change** the workers in coordination with Administrative Officer (Admn.) of this office to ensure compliance of all DOPT/ Ministry norms in this regard.
19. No other persons except contractor's authorized representatives shall be allowed to enter the premises.
20. Within the premises of Directorate General, the contractor's personnel shall not do any private work other than their normal duties.
21. During the contract period, quarterly meeting of Deputy Director (Admn.) and Administrative Officer (Admn.) with the service provider would be conducted to review the services being provided.
22. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
23. Contractor shall ensure that the persons sent to this Directorate wear neat and clean uniform every day while on duty and free from any communicable diseases.
24. The cost of cleaning material would not be included in outsourcing contract and it would be provided by this Directorate.
25. The successful bidder shall have to submit **a performance security of Rs 75,000/- (Rs Seventy Five Thousand Only)** addressed to the DDO, Directorate General of GST Intelligence in the form of a demand draft. The same shall be returned after the completion of tender contract interest free.
26. In case of any dispute arising between the contract awardee (L1) and this Directorate for any matter that is covered in the contract or outside the terms of the contract; the decision of the Additional Director General, Administration, DG GSTI, Hqrs shall be final and binding on every party.
27. The search for tender document and tender application for this tender for Directorate General of GST Intelligence shall be done by the name of Directorate General of Central Excise Intelligence (Hqrs), DGCEI on the CPP portal.

1. SCOPE OF WORK

- i. The prime object of housekeeping services is to maintain the entire premises in a tiptop condition. The premises is to be maintained from hygiene point of view.
- ii. The board details of work covered under the scope is enumerated as follows:
 - a. Cleaning, sweeping and wiping of floors.
 - b. Thorough cleaning of toilets/ urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.
 - c. Shifting of furniture and other items/ stores from one place to another as required by the administration.
 - d. Any other petty work assigned by the officers.
 - e. Fulfilling compliances/ objectives of this office under Swacchta Action Plan of the Government.

2. JOBS TO BE CARRIED OUT DAILY

- i. Cleaning of toilets, windows, washbasins & other fittings and water coolers, removing of all dust, unwanted materials, cleaning to be done with phenol twice a day.
- ii. Cleaning of corridors, staircase and common area one with phenol in morning and with plain water in the afternoon.
- iii. Removing dust from floors, windows, doors, journals, furniture, fixtures, telephone, ashtrays, cupboards, air conditioner, almirahs, filing cabinets, glass panes. Collecting waste papers, unwanted materials and its disposal at indicated locations.
- iv. Cleaning of rooms by moping floor with cloth soaked in water and phenol of ISI mark.
- v. Providing toilets with liquid soap, naphthalene balls and deodorant blocks etc. Liquid soap is to be kept in press and pour type steel or plastic containers.

3. JOBS TO BE CARRIED OUT WEEKLY

Washing of floors with detergent/ vim/ soap and water.

4. MISCELLANEOUS CONDITIONS

- i. Sweeping, cleaning of all parts as per specifications vide the items of schedule shall be completed before 9.30 a.m. every day.
- ii. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.
- iii. The contractor shall on award of the contract furnish the list containing names and addresses of the workmen sent to this Directorate for housekeeping services.
- iv. The services provided by contractor shall be to the satisfaction of this Directorate.
- v. The contract rates shall include the cost for all essential and contingent works, which although not specifically mentioned in this contract, are necessary for completion of the work to the satisfaction of this Directorate.
- vi. **The Contractor shall have no claim against this Directorate in respect of any work, which may be withdrawn.**
- vii. The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall subject to check by the concerned officers. The personnel will render services on all working days and any other day as may be required, excluding holidays/ public holidays which are mandatory under labour laws. They will maintain cleanliness of toilets, lavatories, pantry, floor, etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment for this shall be made. The rate of items of scheduled work includes the cost of the provisions as well.

5. TERMS OF PAYMENT

- i. The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
- ii. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws to its personnel deputed under service contract and furnish necessary proof whenever required.
- iii. Actual deployment of personnel.
- iv. **Any complaint regarding non-payment of wages to your personnel may result in termination of the contract.**

6. PENALTIES

- i. The contactor will attract a penalty of Rs.150/-(Rs. One hundred and fifty only) per day, per person in case the person fails to carry out the housekeeping services due to his absence or any other reason.
- ii. In the event of failure in maintaining the housekeeping services on any day upto the desired standard, in part of full the contractor is liable be penalized @ Rs. 150/- (Rs. One hundred and fifty only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of ADG (Admn), DGGSTI Hqrs will be final and binding on the contractor and shall not be subject to dispute or arbitration.
- iii. The contractor shall ensure that peace and order is maintained in the premises.
- iv. The contractor would ensure that all his personnel would behave courteously and decently with employees of the DGGSTI and also ensure good manners.

7. CHARGES AND PAYMENTS

Bills chargeable to the Directorate General shall be paid after every month of services rendered if found in order. In case of any complaint of non-fulfilment or any obligation under the contract, the Directorate General reserves the right to deduct the payments due from the contractor from monthly bill(s).

Annexure III Technical Bid

(Kindly share the requested documents over the CPPP electronic portal as scanned copies)

1	Earnest Money Deposit of Rs 30,000/- (Rs Thirty Thousand Only) in the form of Demand Draft addressed to the DDO, DG GSTI. The same shall be returned without interest.	
2	Name of the firm/company and its registered address with pin code	
3	Name of the Proprietors/ Directors, their mobile numbers and residential address	
4	Telephone Number	
5	PAN of the firm (enclose copy)	
6	Copy of Income Tax Return	
7	Whether firm is registered and holds license under Contract Labour (Regulation and Abolition) Act 1970 (enclose copy)	
8	Provident Fund Number allotted by the Regional Provident Fund Office (enclose copy)	
9	ESI Registration Number (enclose copy)	
10	Total unskilled workers of the Firm registered in the Provident Fund Office (enclose the copy of the electronic challan cum return issued by Provident Fund Organization for the month of October 2017)	
11	GSTIN	
12	Name of atleast one Government Office/ Department where similar services are provided in the last three years. Kindly enclose the experience certificate.	
13	Whether the firm / owner has faced any FIR, Criminal Cases, searches and raids by any government agency, tax evasion notices, legal disputes etc with Government authorities in the last 5 years. If yes please give details.	

- Presently the number of contractual workers engaged in this office is 8 (eight). The present office area is around 14,000 square feet.

Annexure IV Financial Bid

The bidder shall quote the rates on the basis of rates per square foot per month upto four decimal digits in column 3 in Indian Rupees in the box given below. The rates quoted shall include minimum wages, deductions towards ESIC, EPF, administrative charges in Rupees and applicable taxes.

Column 1	Column 2	Column 3
	Rate per square feet per month in Rupees upto four decimal digits.	

Note:

1. The present area of the office is 14,000 square feet and the presently deployed contractual workers are 8 in number.
2. In case there is a tie in the total rates arrived at by multiplying (Rate per square feet per month) with 14,000 square feet column above, the bidder who shall have higher number of total unskilled workers registered in the Provident Fund Office (as declared in the copy of the electronic challan cum return issued by Provident Fund Organization for the month of October 2017 in the technical bid)shall be given preference.

Annexure V

Document Download:

Tender documents may be downloaded from Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enrol /register before participating through the website <https://eprocure.gov.in/eprocure/app>.

CRITICAL DATE SHEET

Published Date	22.12.2017
Bid Document Download / Sale Start Date	22.12.2017
Bid Submission Start Date	22.12.2017
Bid Document Download / Sale End Date	22.01.2018
Bid Submission End Date	22.01.2018
Bid Opening Date	24.01.2018

Bid Submission:

Bids shall be submitted online only at CPPP website:

<https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Annexure VI

FINANCIAL BID

PRICE BID

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of BOQ_XXXX .xls

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,

Dear Sir/Madam,

I submit the Price Bid for _____ and related activities as envisaged in the Bid document.

- 2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
- 3. I offer to work at the rates as indicated in the price Bid, Annexure IV inclusive of all applicable taxes.
- 4. I/We undertake that I /We have carefully studied all terms and conditions of the tender and shall abide by them. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.

Yours Faithfully,

Signature of authorized
Representative

Annexure VII

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

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 to 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. In case any provisions of this tender are found violated, then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure VIII

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>.

REGISTRATION

- 1) 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 Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) 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.
- 4) 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 / TCS / nCode / eMudhra etc.), with their profile.
- 5) 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 DSCs to others which may lead to misuse.
- 6) 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.

SEARCHING FOR TENDER DOCUMENTS

- 1) 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.

- 2) 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.
- 3) 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.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) 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.
- 3) 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.
- 4) 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.

SUBMISSION OF BIDS

1. 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.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4. 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.
5. 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 sky bluecoloured (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.
6. 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.
7. 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.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (ie 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.
10. 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.

ASSISTANCE TO BIDDERS

- 1) 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.

- 2) 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. The contact number for the helpdesk is 1800 30702232. Bidder can also get help at +91-7878007972 & +91-7878007973.