



भारत सरकार/ GOVERNMENT OF INDIA
केन्द्रीय कर-आयुक्त का कार्यालय/ OFFICE OF THE COMMISSIONER OF CENTRAL TAX
जीएसटी आयुक्तालय राउरकेला/ GST & CENTRAL EXCISE COMMISSIONERATE,
ROURKELA

केके- 42, सिविल टाउनशिप, राउरकेला -769012/
KK-42, CIVIL TOWNSHIP, ROURKELA-769012

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TENDER FOR SWEEPING/CLEANING AND HOUSEKEEPING SERVICE

Dt.04.12.2017.

As per Chapter 9.6.2 of the Manual for Procurement of Consultancy & Other Services, 2017, the office of the Commissioner of Central Tax, GST & Central Excise, Rourkela Commissionerate, Rourkela invites sealed tenders under two part bid system from the eligible house-keeping service providers for providing sweeping/cleaning and miscellaneous housekeeping services on square feet basis for a total 6000 sqft area of the Commissionerate Headquarters Office functioning in the above said address.

2. The tender documents in this regard comprises of

SCOPE OF WORK AS ANNEXURE-A, THE TERMS AND CONDITIONS AS ANNEXURE B, TECHNICAL BID AS ANNEXURE-C AND FINANCIAL BID AS ANNEXURE-D, which is enclosed with this notice. The tenderer will ensure to submit the tender documents in the following manner –

SCOPE OF WORK AS ANNEXURE-A, THE TERMS AND CONDITIONS AS ANNEXURE-B, TECHNICAL BID AS ANNEXURE-C and eligibility conditions as per ANNEXURE-E.	IN A SEPARATE ENVELOPE DULY MARKED AS <u>“ENVELOPE CONTAINING ANNEXURE-A, ANNEXURE B AND ANNEXURE C AS TECHNICAL BID”</u> ELIGIBILITY CONDITIONS AS ANNEXURE-E.
FINANCIAL BID AS ANNEXURE- D	IN A SEPARATE ENVELOPE DULY MARKED AS <u>“ENVELOPE CONTAINING ANNEXURE D AS FINANCIAL BID”</u>

In case you fulfil all the terms and conditions, you may submit the above two envelopes in a third sealed cover mentioning on the top of cover **“TENDER FOR PROVIDING SWEEPING/CLEANING AND HOUSEKEEPING SERVICE”** to the office of the Commissioner of Central Tax, CGST & Central Excise Commissionerate, KK-42, Civil Township, Rourkela-769012 either by Registered Post/Speed Post or in person on or before **26.12.2017 upto 1730 hrs.** Bids beyond the specific date will not be accepted. The envelope containing ANNEXURE-A,B & C will be opened in the presence of the designated committee members on **27.12.2017 at 1600 hrs** in the chamber of the Joint Commissioner(P&V). If any of the bidders likes to participate in tender opening

process, they may be present at the venue at aforesaid time. The office reserves the right to reject any prospective application without assigning any reasons. If any information furnished by agency is found to be incorrect at a later stage, the agency shall be liable to be debarred from the tendering process. The details of the tender documents can be downloaded from the website: www.cbec.gov.in.

3. The service providers who do not fulfil “Technical Bid” requirements will not be considered. The financial bids of only those service providers fulfilling the technical bid terms and conditions will be opened. This office also reserves the right to accept or reject any or all the quotations without assigning any reasons whatsoever. This office would not be responsible for any delay or loss of tender documents sent through mail or otherwise.

4. The service provider company should be a reputed one, possessing the required trained manpower and should have been providing the house keeping services to the similar central /state government offices for the last 3 years. The **experience certificates** issued by such offices should invariably be submitted alongwith the tender documents. The service provider/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.

5. The period of contract shall initially be for a period of one year extendable each time at the discretion of the department for another six months.

6. The Commissioner of Central Tax, CGST & Central Excise Commissionerate, Rourkela , however, reserves the right to reject all/part or any of the quotations without assigning any reasons thereof. No correspondence in this regard will be entertained. The tender forms shall be rejected, if it is found not complete in any respect.

(Debjyoti Chakravarty)
Joint Commissioner(P&V)
Rourkela Commissionerate.

C.No.I(22)7/GL/RKL/2014/

Dt.

Copy to:

1. Notice Board of the Commissionerate Office, Rourkela.
2. The Superintendent(Systems) of Central Tax, CGST & Central Excise Commissionerate, Rourkela Commissionerate for uploading the tender documents in the departmental website.
3. Hindi version follows.

ANNEXURE-A
SCOPE OF WORK

The service provider should ensure that adequate supervision is exercised on the day-today functioning of the deployed personnel. The service provider shall undertake all types of work, viz. cleaning, dusting, toilet cleaning etc. in general and the following works in particular –

1. Cleaning/sweeping of the aforesaid office premises of Rourkela Commissionerate (6000 sqft) located at Rourkela and includes
 - i. Cleaning of toilets with toilet cleaners and deodorants etc., wash basins and other fittings,
 - ii. Cleaning/sweeping and mopping of floor of the office premises with cloth soaked in water and disinfectant for all the rooms before 9.30 a.m on each working day.
 - iii. The persons employed should work on all days except Saturday and Sundays and National holidays.
 - iv. The personnel deployed should be well experienced and trained adequate and of sound health. They should be well behaved and well mannered.
 - v. Cleaning/sweeping and mopping of adjoining areas such as corridors, staircase and common area once with disinfectant and with plain water.
 - vi. Removing dust from floors, windows, doors, books, journals, furniture, fixtures, telephone, cupboard, air conditioners and other equipments, almirah, filing cabinets, window panes, collecting waste paper, unwanted material and its disposal at indicated locations.
 - vii. Housekeeping services such as movement of files/equipments/records within the office and periodical cleaning and dusting and maintenance of records in the record room.
2. Serving of water etc. to the staff working in the offices mentioned as Sl.No. 1.
3. Miscellaneous works within the office as and when entrusted.

DECLARATION BY THE TENDERER

This is certify that I/We before signing this ANNEXURE-A of the tender containing the “Scope Of Works” as per the tender have read and fully understood the same and undertake myself/ourselves to abide by them.

(Signature of the Tenderer with seal) _____

Name _____

Seal _____

Address _____

ANNEXURE –B
THE TERMS AND CONDITIONS

1. This contract shall be valid for one year w.e.f. **01.01.2018** to **31.12.2018** subject to further extension by six months i.e. up to **30.06.2019** on satisfactory performance.
2. The successful bidder shall submit a Bank guarantee of Rs. 25,000/- (Rupees Twenty Five Thousand) only as a security deposit towards performance of contract in the name of Joint Commissioner (P&V) of Central Tax, CGST, Central Excise & Service Tax, Rourkela Commissionerate, Rourkela, at the time of acceptance of contract.
3. In case the services of the contract workers are not found to be satisfactory by the Joint Commissioner (P&V) , of Central Tax, CGST, Central Excise & Service Tax, Rourkela Commissionerate, Rourkela, the contract shall be terminated and the Bank guarantee towards performance of contract of Rs. 25,000/- (Rupees Twenty Five Thousand) will be forfeited by giving a 15 days notice.
4. The Service provider is required to give one month prior notice in writing to this office before withdrawing such contract furnishing detailed reasons for such withdrawal.
5. In case the contract is terminated before completion of a month, the amount payable to service provider will be calculated on pro- rata basis.
6. The service provider shall ensure that the persons deployed by him always wear proper uniform with a badge showing the name of the firm, while on duty.
7. The service provider shall ensure the availability of the required number of contract workers from 09.00 hrs to 18.00 hrs on all working days Rourkela Commissionerate office only as well as Saturdays when specific weekly cleaning will be carried out as per the instructions issued periodically.
8. The Service provider shall ensure that the contract workers deployed by him adhere to the above mentioned timings of duty.
9. A record of the attendance will be kept by the Service provider which would be verified by the department. The month wise attendance details duly certified by the officer nominated by the department will be the basis for monthly bill raised by the Service provider. The monthly bill will be payable on rendering of satisfactory service during the previous month.
10. No payment will be made for the absentee worker's period of absence.

11. The contract worker deployed for services should be able bodied, well behaved, of good moral character and free from any communicable disease and should not have been convicted for any offence. Employment of Child labour by the Service provider is prohibited.
12. It is categorically clarified that the engagement of service provider does not in any way confer any right to the service provider or persons that may be deployed by him in this office to claim any regular employment in this office or any government office.
13. The service provider should submit a satisfactory current working experience certificate from one (1) Central /State Govt. Departments or Central PSUs/ State PSUs and will form part of the Technical bid.
14. The service provider should have valid (as on date) GST Registration Certificate, EPF license, ESI license & PAN card. The self attested copies of the same are required to be produced in the bid document and will form part of the Technical bid.
15. The tenderer should quote his charge as per Contract Worker per day which includes (Separately indicated) (i) Minimum Wages as per Labour Commissionerate (Central) applicable norms (ii) EPF (iii) ESI (iv) Service Charges (v) any Central/State taxes of applicable including GST. It may be noted that TDS will be deducted @ 2% of the total payment.
16. The amount quoted as Contractor's service charges on per square feet basis in the financial bid will be the only criterion for evaluating the bids and it is clarified that the basic minimum wage, EPF, ESI are fixed and to be quoted. The tenderer has to quote the Rate per square feet as per the scope of work and the terms & conditions of the tender.
17. Notes pertaining to rounding of figures are to be strictly followed. Failure to do so will make the financial bids liable for rejection.
18. No escalation of service charge whatsoever would be allowed during the period of the contract. However, any increase in Basic minimum wage inclusive of variable DA as fixed by the Labour Commissioner (Central), Bhubaneswar and for corresponding increase in EPF and ESI will be payable by the department.
19. The cost of cleaning material should not be included in the rate for bidding and it would be provided by the Commissionerate Office.
20. The service provider shall be solely responsible for payment of PF and ESI and GST etc. On demand the service provider will be required to produce the necessary evidences in respect of discharge of above statutory liabilities.
21. Service provider shall be solely responsible for payment of wages/salaries other benefits and allowances to contract worker employed as applicable (for time to time in terms of the Minimum Wages Act prescribed under the Central Labour Commissioner as amended from time to time). This office shall have no liability whatsoever in this regard and the Service provider shall indemnify this office against any/all claims which may arise under the provisions of various Acts, Govt. orders etc. The services provider shall ensure compliance with all labour laws applicable. He shall pay at least the minimum wages to the contract workers deployed for services in this office in accordance with applicable rules and regulations issued by the Central Government. Any instance of violation of labour laws will render the contract void and would attract forfeiture of Bank guarantee furnished towards the performance of the contract.
22. Insurance cover protecting the agency against all claims applicable under Workmen's Compensation Act, 1948, shall be taken by the Service provider. The Service provider shall arrange necessary Insurance coverage for any persons deployed by him even for a short duration. This office

shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this office, the same shall be reimbursed/indemnified by the Service provider.

23. The service provider or authorized representative of the Service Provider will make himself available as and when required by the Department on any working day.

24. The service provider shall be directly responsible for any/ all disputes arising between him and his personnel and keep the office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

25. The service provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

26. Any mis-declaration / misstatement with respect to any of the conditions prescribed above would render the contract null and void and would result in forfeiture of Bank Guarantee furnished by the successful bidder besides other legal consequences.

27. The service provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

28. The transportation, food, medical and other statutory requirement under the various acts/Government regulations in respect of each person of the service provider will be the sole responsibility of the service provider.

29. The service provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the office.

30. Complying with the legal rules and regulations of the Central/State Government governing such housekeeping contracts would be the sole responsibility of the contractor. The agency shall comply with the statutory provisions of the labour laws like minimum wages, bonus etc.

31. The service provider shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month. Evidence for ESI/PF benefits given to the employees should be furnished.

32. Income Tax as applicable shall be deducted at source.

33. The service provider shall not sublet, transfer or assign this contract or any part thereof to a third party without the prior approval of the Joint Commissioner(P&V) of Central Tax, CGST & Central Excise, Rourkela Commissionerate.

34. The service provider shall exercise proper supervision of the work turned out by the deployed persons.

35. The service provider 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 on or before 5th of the following month, which should not be less than that fixed under provisions of Minimum Wages Act, 1948, as amended to be followed.

36. The service provider will be responsible for payment of salaries and other statutory payment to the workers on monthly basis as applicable to them under law. He should ensure that the same are paid on time every month without waiting for the payment of the bill by the department.

37. The Joint Commissioner (P&V), of Central Tax, CGST & Central Excise, Rourkela Commissionerate, Rourkela reserves the right to postpone and/or extend the date of receipt/opening of/Quotation or to withdraw the same, without assigning any reason thereof.

DECLARATION BY THE TENDERER

This is to certify that I/We before signing the ANNEXURE-B of the tender containing “THE TERMS AND CONDITIONS” as per the tender have read and fully understood the same and undertake myself/ ourselves to abide by them. Further, I/We hereby certify that the information furnished in the tender document is full 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 have any dealing with the Department in future.

(Signature of the Tenderer with seal) _____

Name _____

Seal _____

Address _____

ANNEXURE-C
TECHNICAL BID

Note :- Any violation of the terms and conditions in submitting the TECHNICAL BID will lead the rejection of the same.

1	Name & address of the Tenderer Organization/Agency with phone No., Email & name and Telephone No./ mobile No.	
2.	Name and complete address of one(1) Central/State Govt. Departments or Central PSUs /State PSUs along with certificate of satisfactory Service issued by the said department.	
3.	Attach self attested copies of Balance Sheet for the last 3 financial years (upto 31.3.2017) Service Tax Registration Certificate EPF license valid as on date ESI license valid as on date PAN card Should be submitted with technical bid.	

DECLARATION BY THE TENDERER

This is to certify that I/We before signing the ANNEXURE-C of the tender as “TECHNICAL BID” as per the tender have read and fully understood the same. Further, I/We hereby certify that the information furnished above ANNEXURE-C as TECHNICAL BID of the tender is complete and correct to the best of my/our knowledge.

(Signature of the Tenderer with seal) _____

Name _____

Seal _____

Address _____

N.B.: a) Self-attested copies of all the documents/certificates should be submitted alongwith the Technical Bid.

ANNEXURE-D.1
FINANCIAL BID

Note :- Any violation of the terms and conditions in submitting the FINANCIAL BID will lead the rejection of the same.

1. Name of the Firm/Company.
2. Address (with Telephone No. & Fax.No.)
3. Name & Address of the proprietor/partners/Directors (with Mobile No.):

1	Basic minimum wage inclusive of variable DA as fixed by the Labour Commissioner (Central), Bhubaneswar	Rs.
2	EPF	Rs.
3	ESI	Rs.
4	Wage rate per sq.ft. per day	Rs.
5	Taxes if any	Rs.
6	Contractor's Service charges per day per square feet (See note 1)	Rs.
7	Total amount per day per square feet (i.e. 4+5+6) (See Note 2)	Rs.

I/we hereby quote Rs. -----
----- (both in figure & words) as per Column 6 above as the Rate per day per square feet.

At the rate quoted above, we intend and are capable of providing the contract workers as per the scope of work and the terms and conditions of the tender.

Note :1

See condition no 17 and 18 of Annexure-B dealing with THE TERMS AND CONDITIONS of the tender.

Note :2

The amount quoted has to be rounded off in such manner that the part amount less than 50 paise has to be discarded whereas the amount of paise and amount exceeding 50 paise to be rounded off to Rs. 1)

DECLARATION BY THE TENDERER

This is to certify that I/We before signing the ANNEXURE-D of the tender as "TECHNICAL BID" as per the tender have read and fully understood the same. Further, I/We hereby certify that the information furnished above ANNEXURE-C as TECHNICAL BID of the tender as "FINANCIAL BID" of the tender is full and correct to the best of my/our knowledge.

(Signature of the Tenderer with seal) _____

Name _____

Seal _____

Address _____

- N.B.: a) Self-attested copies of all the documents should be submitted alongwith Financial Bid.**
b) The deduction towards EPF 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.

ANNEXURE –D-II

FINANCIAL BID DOCUMENT

1. Name of the party :-
2. Address with (Tel. No. Fax. No.) :-
3. Name and address of the proprietor
Partners/Directors (with mobile no.).

Sl. No.	Name of the office and address	Area (sqft)	Number of persons to be deployed	Monthly rate per sqft (Rs.)	Amount
1					
2					
3					
4					
Total monthly charges					
Service Tax					
Grand Total.					

(Rupees in Words.)

DECLARATION BY THE TENDERER

Certified that the information furnished above is true and correct to the best of my/our knowledge. I 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. The above rate is inclusive of service tax or any other tax payable to the Government.

Signature of the authorized signatory with
date.

ANNEXURE-E.

CONDITIONS TO BE FULFILLED FOR ELIGIBILITY

1. The bidder should be a registered and well established housekeeping agency and should have a sufficient experience in rendering such services to establishments of Central/State/Public Sector Organisations. A list indicating the departments where the bidder has contract for housekeeping services along with supporting documents should be submitted with the bid.
2. The persons deployed by the bidder should have sound medical fitness well behaved and should be well experienced and trained adequately to handle any type of cleaning/housekeeping and other works entrusted to them by the department.
3. The persons deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated officer of the department.
4. The bidders should have complied with various statutory provisions of GST, EPFO, ESIC and other applicable acts in previous three years and there should be no grievance of the workers against such non-payment.
5. The bidder should have a minimum turnover of Rs 1 crore during the previous 3 financial years (**upto 31.03.2017**). The copy of audited balance sheet for last 3 years, duly self attested, should be submitted along with technical bid.

DOCUMENTS TO BE SUBMITTED ALONGWITH THE BID

1. Profile of the company along with the financial statements indicating the turnover of the company.
2. List of Govt. Sector/Public Sector/Private Sector/organisation wherein the bidder has undertaken such housekeeping services during the previous two years.
3. Certificate from clients for having satisfactorily completed the work of housekeeping.
4. Copies of PAN Card, Service tax/GST registration, Certificate of registration with the labour department, registration with EPF/ESI departments.

6. Any other relevant information connected with such services.

(Debjyoti Chakravarty)
Joint Commissioner (P&V)
Rourkela Commissionerate.