

BID DOCUMENT

FOR

PROVIDING HOUSE KEEPING & CLEANING SERVICES

AT

OFFICE OF THE ASSISTANT COMMISSIONER,

CGST & C.EXCISE, NANDED DIVISION, AURANGABAD COMMISSIONERATE

F No II/Estt/39-11/2017-18

Dated: 11.12.2017



सत्यमेव जयते

माल एवं सेवाकर के उप/सहायक आयुक्त का कार्यालय,
OFFICE OF THE DEPUTY/ASSISTANT COMMISSIONER GOODS & SERVICE TAX
नांदेड मंडल, हिंगोली नाका, एयरपोर्ट रोड, नांदेड 431602
NANDED DIVISION, HINGOLI NAKA, AIRPORT ROAD, NANDED 431602

Phone No 02462 – 224337 email id gst.nandeddivision@gmail.com Fax No 02462 – 224337

INDEX

Section	Description	Page No
Section – I	Bid Reference	03
Section – II	Notice for inviting of Tender	04
Section III	Tender Notice	05
Section –IV	Conditions to be satisfied	05
Section – V	Terms & Condition s of the Tender	06-08
Section – VI	Scope of Housekeeping Services Required to be provided by the Contractor	09
Section –VII	Undertaking by the Bidder	10
Section – VII	Annexure I (Technical Bid Form)	11
Section – VIII	Annexure II (Financial Bid Form)	12
Section – IX	Annexure III (Form for personal Guarantee)	13
Section- X	Annexure IV (Areas covered by scope of work)	14



सत्यमेव जयते

माल एवं सेवाकर के उप/सहायक आयुक्त का कार्यालय,
OFFICE OF THE DEPUTY/ASSISTANT COMMISSIONER GOODS & SERVICE TAX
नांदेड मंडल, हिंगोली नाका, एयरपोर्ट रोड, नांदेड 431602

NANDED DIVISION, HINGOLI NAKA, AIRPORT ROAD, NANDED 431602

Phone No 02462 – 224337 email id gst.nandeddivision@gmail.com Fax No 02462 – 224337

SECTION - I

(Bid Reference)

DOMESTIC COMPETITIVE BIDDING

(Through Call of Tenders)

Name of the Work/ Description of Services	Providing Housekeeping & Cleaning services
Date of Issue	11.12.2017
Last Date & Time for Receipt of Bid	26.12.2017(up to 17.00 hours)
Date and Time of Opening of Bid	27.12.2017 at 11.00 pm
Officer to whom the tender documents is to be submitted.	Administrative Officer, CGST & Central Excise, Nanded Division, Ashwan Building, Hingoli Naka, Air port Road, Nanded 431 605.



सत्यमेव जयते

माल एवं सेवाकर के उप/सहायक आयुक्त का कार्यालय,
OFFICE OF THE DEPUTY/ASSISTANT COMMISSIONER GOODS & SERVICE TAX
नांदेड मंडल, हिंगोली नाका, एयरपोर्ट रोड, नांदेड 431602
NANDED DIVISION, HINGOLI NAKA, AIRPORT ROAD, NANDED 431602
Phone No 02462 – 224337 email id gst.nandeddivision@gmail.com Fax No 02462 – 224337

NOTICE FOR INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES

The Office of the Assistant Commissioner of Goods & Service Tax, Nanded invites sealed quotations from the registered labour Contractors engaged in the business of providing housekeeping services, for outsourcing services of housekeeping in various offices of Nanded Division and its Ranges located at Nanded, Latur, Hingoli for one year from the date of acceptance of Tender. Tender forms along with terms and condition can be downloaded from the websites www.centralexciseaurangabad.nic.in; cbec.gov.in; www.tenders.gov.in and the last date for receipt of filled in tender forms is 26.12.2017 up to 17.00Hrs. The all tender so received will be opened on 27.12.2017 at 11.00Hrs. in this office. The approximate area for which housekeeping is required is given as under:

Sr. No	Name of the Office	Address	Approximate Area* (in ft ²)
(A)	Office of the Assistant Commissioner, Goods & Service Tax, Nanded Dn. and Nanded Ranges (Urban/Rural).	Hingoli Naka, Airport Road, Nanded Division Nanded-431605.	Built up Area - <u>3738.99</u>
(B)	Office of the Superintendent, Latur Range (Urban/Rural) Office of the Superintendent,	Padile Complex, Ambejogai Road, Latur Range, Latur	Built up Area - <u>1002.56</u>
(C)	Hingoli Range	Plot No 394, Kothlaj Road, Tapadia Estate, NTC Hingoli Range, Hingoli	Built up Area - <u>1886.03</u>
			Total Area - 6627.58 Sq. Ft.

* Area is subject to variation up to 10%

For more details, please contact : The Administrative Officer, Goods & Service Tax,
Nanded Division

F No II/Estt/39-11/2017-18

Dated:- 11.12.2017

(Dhirajkumar)
Assistant Commissioner
Goods & Service Tax
Nanded Division

(A) TENDER PROCESS:

- (1) Tender is invited in two parts i.e. (1) Technical Bid (2) Financial Bid.
The tender form for Technical bid in Proforma prescribed in Annexure - I and the tender form for the financial bid in Proforma prescribed in Annexure-II complete in all respects shall be submitted in two separate sealed covers in respect of each office separately addressed to the Assistant Commissioner O/o Assistant Commissioner of Goods & Service Tax, Hingoli Naka, Airport Road, Nanded. The Sealed covers indicating respective Sr. No. should be superscribed with 'Technical Bid — Contract for the providing Housekeeping services" (Sr. No. _____), and "Financial Bid — Contract for Providing Housekeeping services (Sr. No. _____)" respectively. Both the envelopes should be submitted in single sealed cover duly addressed & superscribed with Quotations for Limited Tender for Housekeeping on top. Incomplete bid documents shall be rejected. The valid Technical bids shall be scrutinized by the Department to short list the eligible bidders. The financial bids of only those service providers, will be opened, who fulfill the Technical Bids and have agreed for terms of contract. Late submission of tenders shall not be accepted.
- (2) If the tenders are sent by post/ courier, it should be ensured that cover should be intact at the time of reaching destination without any damage or loss. Department is not responsible for the delay on account of postal/ courier services.

(B) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

- 1) The bidder must have ESI Registration, EPF Registration. The bidder must also have Goods & Service Tax Registration.
- 2) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- 3) The tenderer should not have incurred loss in any two years during the last three years as on 31.03.2017.

(C) TERMS & CONDITIONS OF CONTRACT :

- (1) Earnest Money Deposit of 30,000/- (Rupees Thirty thousand only) per application in respect of Sr. No 1 in the form of Demand Draft / Banker's cheque of scheduled Bank drawn in favour of "The Assistant Commissioner Central Excise & Customs, Nanded" shall accompany the qualifying bid. 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 without interest. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure — I & II 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 below.
- (2) This office 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.
- (3) The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
- (4) Performance Guarantee: The successful bidder has to submit 5% of the contract value as performance guarantee deposit in the form of Bank Guarantee from Nationalized Bank drawn in favour of "O/o The Assistant Commissioner, Goods & Service Tax, Nanded Division" before awarding contract.
- (5) The tenderer 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 herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. Wherever required the price quoted shall be written in figures and words as well. If there is any difference between the two said rates, the rates quoted in words will prevail. Rates quoted should be inclusive of all taxes, and including Provident Fund and contribution towards Employees State Insurance. Annexure shall also have to be signed and stamped by the bidder or its authorized signatory.
- (6) The tender must indicate rates per Sq.ft. per month for open area, covered area and average rate separately. It is clarified that the tender would be decided on the basis average rate quoted in the tender. The deduction towards PF and ESI etc. be factored in the rates quoted on per square feet per month basis and the same would not be payable over the rates thus quoted. The Contractor would be liable for ensuring compliance with the relevant rules and regulation as notified by the Government in this regard from time to time.
- (7) The tender forms shall be rejected if is not complete in any aspect.
- (8) The tender documents are not transferable.
- (9) The short listed tender along with the documents will be submitted to the '**competent authority**' and upon approval by the '**competent authority**' the successful bidders will be intimated about the award of contract to them.
- (10) The persons employed should work on all days except Sundays and National holidays.
The working hours will be from 08.30 a.m. to 4.30 p.m. daily.
A skeleton staff would be required beyond 4.30 pm on all working days to cater for emergency services.
The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. Photo full address and telephone number of all housekeeping personnel should be provided for records.
If a particular worker is absent on any day another person should be deployed in his/her place.

The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.30 am daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.

- (11) The personnel will report to the Officer-in-charge assigned by the Department.
The contractor should deploy one full time Supervisor with mobile phone who shall report to the Caretaker daily at Nanded. The Supervisor shall also visit all the offices to supervise cleaning activities at Nanded.
- (12) 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. This Office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided for outsourcing by the contractor. In the event of any liability / claim falling on this Office, the same shall be reimbursed / indemnified by the Service provider.
- (13) The service provider should pay the personnel a minimum wage at the prevailing rate fix by the State/Central government under Minimum Wages Act. Any breach of this condition will result in the immediate termination of the contract besides the legal action to be initiated.
- (14) The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping agency will be in the employment of the Housekeeping Agency only and not of this Department.
- (15) Mode of payment will be monthly and payments to the Housekeeping Contractor will be through Account Payee Cheques only on presentation of the Bill. Tax shall be deducted at source/collected at source as per the prevailing Income Tax Act/GST Act or any other act from the monthly bills.
- (16) The contractor shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.
- (17) No other person except Service provider's authorized representative shall be allowed to enter the Office premises.
- (18) All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.
- (19) The contract will be in force for a period of one year from the date of award of contract. The Assistant Commissioner of Goods & Service Tax, Nanded reserves the right to terminate the contract at any time with minimum 15 days notice to the contractor. This office reserves the right to extend the duration of the contract for a further period of 12 months subject to satisfactory performance and on mutually agreed terms and conditions.
- (20) All the Housekeeping materials / consumables, such as Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets, Mugs, Toilet Cleaner, Floor cleaner, Toilet freshener, urinal cakes, cleaning powder, phenyl, Hand wash liquid, toilet cleaning brush, cleaning / dusting cloth, Water Wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, glass cleaner, cleaning machinery etc., as required to execute the above jobs will be supplied by the Department.
- (21) Rate and Prices:
The bidders shall quote their rates as "Rate per square foot per month" (in both words and figures) which should include deduction towards PF, ESI & other govt. taxes etc and the same would not be payable over and above the rates thus quoted.

(22) Terms of Payment:

The Contractor will submit the monthly bill for reimbursement in duplicate in favour of the Contractee every following month latest by 05th of every month. The payment is subject to TDS/TCS applicable as per existing laws.

The Contractor should also enclose certificate to the effect that he has actually paid wages to the personnel and has also complied with the provisions of the Employees Provident Fund and Miscellaneous Provisions Act and Employees State Insurance Act. Proof of challan/receipt issued by the Regional Provident Fund Commissioner (RPFC) etc. for the payment made towards applicable Provident Fund etc. should be submitted periodically.

The Contractee shall release the due amount after making recovery if any through crossed account payee cheque in favour of The Contractor.

The Bill chargeable to the Contractee shall be paid after every month of services rendered, if found in order. In case of non-fulfillment of any obligation under the contract, the Contractee reserves the right to deduct the payments due from The Contractor from monthly bill(s) submitted by The Contractor.

In the event of failure in maintaining the housekeeping services on any day up to the desired standard, in part or full, The Contractor is liable to penalties @ Rs. 250/- (Rs. Two hundred fifty only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Contractee will be final and binding on The Contractor and shall not be subject to dispute or arbitration.

(D) SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR

A. General Service on daily basis :

1. Cleaning, Sweeping and wet mopping of the entire area daily, Furniture like tables, chairs, visitors' chairs, sofas, almirahs, etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
2. Deep cleaning of the toilets including WCs, Urinals and wash basins with water and by using disinfecting materials like phenyl, harpic, vim, surf etc., twice a day and more often ,if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
3. Collect all the sweepings, garbage and wastes and transport/ dispose of the same to the nearest pit.
4. Maintenance and upkeep of the entire office premises including open space, garages and parking space.
5. Shifting of furniture and other equipment and files whenever as required by the administration.
6. Artificial plants, door mats and carpets are to be cleaned daily. Natural Plants are to be watered daily.
7. Care should be taken that the gadgets are not tampered with during the cleaning operation.
8. Miscellaneous services such as serving of drinking water/refreshment, etc. during conference /meeting / seminars
9. The contractor shall arrange to carry out works, keeping following in mind.
10. The area should become dust free, clean and spotless giving a good look.
11. No bad odors should emanate from any part of the area.
12. The process should not spoil the natural shine and look of the furniture and the material.
13. The furniture etc should be re-arranged in the same order as before cleaning.
14. The activities of the contractor should not cause any disturbance to the office activities.
15. The garbage should be neatly picked and properly disposed.

B. Weekly Services (Saturdays) :

1. Internal and external cleaning of window panes, doors and fans/corridors removing Cob Webs etc. and chemical wash of Tile area, Commodes and Ceramic and Glass areas.
2. Removal of dust accumulated on the walls, windows planes and ventilators in the toilets.
3. Thorough washing, rubbing and cleaning of corridors.

It is made clear that the engagement of the Contractor does not in any way confer any right to The Contractor or the personnel that may be deployed by The Contractor in the office of the Contractee for claiming any regular or part time employment in this office or any other Govt. office.

We agree to the above terms & conditions.

Name & Signature with date:-

Name of the Firm :-

Seal :-

UNDERTAKING

I/We have read and understood all the terms and conditions in all sections of the bid document. I/we hereby quote for supply of the house keeping services specified in the bid documents as set forth in the terms and conditions of the contract which will be binding upon me/us in the event of the acceptance of my/our tender.

I/We herewith enclose deposit for a sum of Rs. 30,000/- as earnest money and should I/we fail to execute an agreement embodying the said conditions and deposit Performance Guarantee in the Performa given in this bid document within 10 days of the acceptance of my/our tender, I/we hereby agree that the above sum of earnest money shall be forfeited by the Service receiver.

Read and accepted.

Signature and stamp of the Bidder
or Authorized signatory

Date:

Place:

IN WITNESS THEREOF the parties have here-into set their hands on the dates indicated below:-

(1) (In the case of a Proprietorship Concern or Partnership Firm)

**Signed By The Above Named /Proprietorship /Firm Of _____ Through
_____/Proprietor/partner of the firm.**

Signature
(Name & Address)

(2) (In the case of a company)

**The seal of the _____ Company, Limited, was affixed by the virtue of the
resolution of the Board No. _____ Dated _____ the _____ Day
of _____ 20__.**

Secretary's Signature _____
Date _____

(in either case) in the presence of

1. Signature: _____

Address: _____

Description: _____

(On behalf of the Service provider)

2. Signature: _____

Address: _____

Description: _____

(On behalf of the Service provider)

Signed by _____

Signature by _____

(On behalf of Assistant Commissioner, CGST &

Central Excise, Nanded)

(The Service receiver)

Pre-qualification requirements for award of contract for Housekeeping**Technical Bid**

1	Name of the Organization/Firm	
2	Name(s) of the Proprietors/Directors	
3	Registered Address	
4	Telephone No/Mobile No.	
	Fax No	
5	Whether the firm is registered and license holder under Contract Labour (Regulations and Abolition) Act	
6	Registration No. of the Firm(Copy to be enclosed)	
7	Permanent Account No. of the firm (PAN)	
8	Copy of Income Tax clearance Certificate (ITCC) to be attached	
9	Provident fund number allotted by Regional Provident Fund Office.	
10	ESI Registration No.	
11	Goods & Service Tax Registration No.	
12	Details of EMD	
13	Total Staff/workers of the firm	
14	Name(s) of Public Sector/Govt. Organization to whom similar services have been provided by the firm during last three years.	

Note : Attested copies of all relevant document to be attached

Date :-

Signature with date
Name of the Firm
Seal

FINANCIAL BID

PROFORMA FOR QUOTING RATES

(To be submitted in a separate sealed envelope superscribing “FINANCIAL BID”)

1. Name of the Organization/Firm :
2. Address :
(With Tel No., Fax No.)
3. Name & Address of the :
Proprietor/ Partners/ Directors
(with Mobile Nos.)
4. Number of Personnel to be engaged :
On Monthly basis

Sr No	Name of the Office	Monthly rate per square foot	Area	Total amount (Per month)	Remarks

Total Monthly charges for Housekeeping Services :

Add : GST @ :

Grant Total :

(Rupees _____ . only)

Signature with date
Name of the Firm
Seal

FORM FOR PERFORMANCE GUARANTEE

To
The President of India

WHEREAS

(Name and address of the Service provider) (Hereinafter called "the Service provider") has undertaken, in pursuance of contract no. Dated to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the Service provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Service provider such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service provider, up to a total of

..... (amount of the guarantee in words and figures), and we

undertake to pay you, upon your first written demand declaring the Service provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until theday of....., 20.....

.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch (Bank's common seal)

(Areas covered by scope of work)

The work of housekeeping services in the campus of the Nanded Division located at Nanded & its Range offices located at Latur & Hingoli includes the followings areas:

- * Administrative building including office /officers cabins / Computer room / Waiting Room / Conference Room,
 - * Passage / Stair Case / Balcony Area
 - * Any other building / area specified by the orders of the authority of Nanded Division, Aurangabad Commissionerate.
-