

वस्तुसेवाकर  
आसूचना महानिदेशालय  
विशाखापत्तनम आंचलिकइकाई  
Tel: 0891-2535250 / 2733847  
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**DIRECTORATE GENERAL OF  
GOODS AND SERVICE TAX  
INTELLIGENCE**

**VISAKHAPATNAM ZONAL UNIT  
D.NO:1-13-3, H. No.: 22  
SBI COLONY,PEDA WALTAIR  
VISAKHAPATNAM-530017**

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**C. No. DGCEI/VRU/Admin/03/2017**

**Dt. 08.12.2017**

**TENDER NOTICE FOR HOUSEKEEPING SERVICES**

The office of the Directorate General of Goods and Services Tax Intelligence, Visakhapatnam Zonal Unit, Visakhapatnam ( DGGSTI, VZU) intends to avail the services of an agency for cleaning, sweeping and housekeeping of its office premises.

The office of the Directorate General of Goods and Services Tax Intelligence Visakhapatnam Zonal Unit invites sealed tenders under **two part-bid system** (one for Technical specification and one for Financial Bid) from reputed registered firms/companies engaged in providing housekeeping services on monthly payment basis for the premises of office of the Directorate General of Goods and Services Tax Intelligence unit situated at Visakhapatnam, i.e. in the above mentioned address for a period of one year from date of entering the agreement.

The interested agencies are required to submit the technical and financial bids separately. The bids in Sealed Cover-I containing “Technical Bid” and Sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover bearing the words **“Tender for Housekeeping Services”** and should reach Directorate General of Goods and Services Tax Intelligence, Visakhapatnam Zonal Unit, Door No. 1-13-3/ House No. 22, SBI Colony, Peda Waltair, Visakhapatnam-17, by **13.00 hrs on or before 28.12.2017**. The technical bids will be opened at **11.00 hrs on 29.12.2017** and the Financial bid will be opened at **12.00 Hrs on 29.12.2017**. If any of the bidders like to participate in tender opening process, they may be present at the venue at the aforesaid time.

A complete set of tender documents including all Annexures can be obtained free of cost from the Directorate General of Goods and Services Tax Intelligence, Visakhapatnam Zonal Unit at the above address on any working day between 10.00 hrs. to 17.00 hrs from 08.12.2017 onwards or can be downloaded from the web site **www.cbec.gov.in**.

1	Scope of work	Annexure I
2	General terms and conditions	Annexure II
3	Technical Bid	Annexure III
4	Financial Bid	Annexure IV

DGGSTI, VZU shall not be responsible for any postal delay, which may lead to non-receipt/non-delivery of bid documents. The DGGSTI, VZU, Visakhapatnam reserves the right to accept or reject any bid, and to annul this process and reject all bids at any time prior to award of the contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or of the grounds for the action. No correspondence in this regard will be entertained. The tender form shall be rejected, if it is found not complete in any respect

Sd/-  
(C. Satyanarayana)  
Assistant Director

Copy to: The Web master, CBEC, New Delhi

**SCOPE OF WORK**

The broad details of work covered under the scope is enumerated as follows:

a	<b>Details/Location of the Office:</b> Directorate General of Goods and Services Tax Intelligence, Visakhapatnam Zonal Unit, Door No. 1-13-3/ House No. 22, SBI Colony, Peda Waltair, Visakhapatnam-17. <b>Details of Office Building Require House Keeping:</b> <b>Floors:</b> Cellar Area (Ground Floor), First floor, Second floor, Third floor, No. of Toilets: 06
b	Proper and effective cleaning, sweeping and wet mopping of the entire office area including the parking area daily before 09.00 AM.
c.	Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine, fans 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.
d	Proper and effective cleaning of the toilets including WCs urinals, water tanks and washbasins, by using disinfecting materials like Phenyl, Harpic, Vim, Surf etc., twice a day or more often if needed. And also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets. The cost of cleaning material should not be included in outsourcing proposal and it would be provided by DGGSTI, VZU.
e	Ensure removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth out flow of waste water.
f.	Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit daily.
g	Maintenance and up keep of the entire office premises including the internal and external area of the building.
h.	Shifting of furniture, other equipments/stores and files, delivery of Dak, Bills, Cheques, letters and other documents to the concerned person/ authority as required by the Department.
i.	Miscellaneous services such as serving of drinking water / refreshment, etc., to the staff daily and also during meetings etc.
k.	The duty hours of housekeeping staff would be decided by the DGGSTI, VZU.
l.	Attending to electrical facilities in the office like swithing on/off water pump, changing of tubelights, bulbs and such other minor works whenever required.
m	Running of Photo Copier /Scanner, fax machine and making of sets of documents etc by deploying dedicated personals.
n	Any other work related to above scope of work or petty works assigned by DGGSTI, VZU Officers.
o	Washing of floors in the entire office area with detergent/vim/soap and water weekly.
p	Removal of cobwebs in the corridors, rooms, chambers and lavatories weekly. Removal of dust accumulated on the walls, window panes and ventilators in the toilets weekly
q	Personal Attendance at Joint Director/Assistant Director's Cabin.

## TERMS AND CONDITIONS (ANNEXURE-II)

### TO BE READ WITH SCOPE OF WORK (ANNEXURE- I) & AREA OF OFFICE BUILDINGS REQUIRED TO BE CLEANED

1	Bidder/s providing similar service to other Government Departments or Government undertakings with at least 2 years experience, are eligible.
2	Bidder/s should pay minimum wages & allowances to his employees as prescribed by the Central Government including the enhancements in wages & allowances if any, during that period.
3	Bidder/s should not indulge in employing child labour.
4	Bidders who are having their office in Visakhapatnam will be given preference.
5	Housekeeping services as per scope of work (Annexure – I)
6	Period of the Contract would be for a period of one year from date of entering into agreement.
7.	The tenderers are asked to quote their rate only on per square foot per month basis and not based on the number of persons to be deployed or per person basis. Rates /quotations duly filled-in, will be received up to the date and time mentioned in the letter.
8.	The present requirement of manpower is for office area (Consisting of first floor second floor, third floor (room area) – <b>3789 sqft.</b> cellar for parking <b>1609 sqft</b> third floor covered area 565 sq.ft third floor open area- <b>473 sq ft.</b> ) and subject to deployment of sufficient man power.
9	Rates offered in the tender / quotation will not be enhanced during the period of contract.
10	Any liability such as GST, EPF, ESI etc shall be fulfilled/borne by the service provider and shall be deposited with respective authorities and consequential benefit shall be given to the employees under contract during the contract period.
11	The deduction towards Basic Wages, VDA, allowances, PF and ESI etc. should be factored in the rates being quoted on per square foot per month basis and the same would not be payable over and above the rates thus quoted and 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. Net amount payable every month to each personnel may also be indicated separately in a column
12	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 who may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government offices.
13	Rates/Quotations duly filed in, will be received up to the date and time mentioned in the letter.
14	The DGGSTI, Visakhapatnam Zonal Unit, reserves the right to postpone and/or extend the date of receipt/opening of Tenders or to withdraw the same, without assigning any reason thereof.
15.	The tenders are required to submit the complete Rates/quotations only after satisfying each and every condition laid down.
16.	Rates/quotations should be submitted and signed by the authorized representative of the contractor with its current business address.
17	All the rates must be written both in figures and in words. Correction, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated.
18	Rates/quotations should be submitted and signed by the firm with its current business address.

19	The Contractors should satisfy themselves before submission of the Rate/quotations to DGGSTI, Visakhapatnam Zonal Unit that they meet the qualifying criteria and capability as laid down.
20	The contractors must comply with Rates/Quotations, specification and all terms and conditions. No deviation in the Terms and Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam.
21	In case of any default by the contractor in any of the terms & conditions, Visakhapatnam Zonal Unit may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminates the contract, in whole or part, by giving 15 days ' notice in writing to the contractor.
22	The contractor shall take insurance cover protecting the agency 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 Directorate General, the same shall be reimbursed/indemnified by the contractor.
23	Contractor shall in no case lease/transfer/sublet/appoint care taker for services.
24	Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep the Visakhapatnam Zonal Unit, indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
25	Contractor shall be solely responsible for payment of wages/salaries other benefit and allowances to his personnel that might become applicable under any Act, or Order of the Govt. The Visakhapatnam Zonal Unit, Visakhapatnam, shall have no liability whatsoever in this regard and the Contractor shall indemnify this Visakhapatnam Zonal Unit, Visakhapatnam, against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
26	Within the premises of Directorate General, the contractor's personnel shall not do any private work other than their duties assigned by Visakhapatnam Zonal Unit.
27	Contractor shall be fully responsible for theft, burglary, fire or mischievous deeds, if any, by his staff. Any loss due to any of above reasons shall be compensated by him in full.
28	The contractor should furnish the full details regarding residential address, age, qualification, parentage etc along with Photographs & telephone number of all housekeeping personnel for records.
29	The Contractor will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc. or unnecessarily loitering in the premises without work.
30	The contractor shall employ those persons who are approved by the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam and shall not remove them without express approval of the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam.
31	The Contractor will be responsible for the good conduct and high degree of discipline of all workers deployed by it and will be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the Contractor or any of the worker/agents/any other deployed by the Contractor in the course of providing any services stated in this contract and will bear full responsibility and cost of the same.

32	After the award of Contract, the Contractor shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.
33	Contractor shall ensure that the persons sent to DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam <u>wear neat and clean uniform every day while on duty</u> and free from any communicable diseases.
34	It is also clearly brought in the notice that the cost of cleaning material would not be included in outsourcing contract and it would be provided by the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam.
35.	<p>At the time of submission of bill for payment, the contractor should submit the proof for the previous payment made towards statutory liabilities like EPF, ESI etc. and also wages, in respect of all the engaged personnel.</p> <p>The contractor will submit the monthly bill for reimbursement in duplicate inclosing therein following certificates, which shall be got duly certified by the officer-in charge and the same shall be paid thereof after making recovery, if any.</p> <ol style="list-style-type: none"> <li>a) The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws and minimum wages act, to its personnel deputed under service contract and furnish necessary proof in this regard as and when required.</li> <li>b) Actual deployment of personnel &amp; their attendance.</li> <li>c) Proof of payments made to personnel deployed for previous month.</li> <li>d) Proof of challan/receipt issued by Regional Provident Fund Commissioner etc for the payment made towards applicable provident fund. ESI &amp; EDL for the previous month and proof of payment towards compliance of other statutory provision like Bonus for the previous month.</li> <li>e) The bidder shall pay the minimum wages as per the Memorandum No. 1/2(6)/2014-LS-II Dated 04.03.2014, issued by O/O The Chief Labour Commissioner (Central), the wages payable per day per person as per area category (including EPF, ESI etc at applicable rates).</li> <li>f) In addition, if there is any enhancement in wages or DA Emoluments etc. from time to time, the bidder shall pay the enhanced wages and DA emoluments etc. to the personnel. Therefore, the bidders would factor this enhancement also in their rate per sq. ft</li> <li>g) In any case, the bidder shall pay the prescribed wages to the personnel.</li> </ol>
36	The salaries to the personnel deployed should be paid not later than 5 <sup>th</sup> of the following month. The payment of salaries should not be linked to payment of monthly bill due to the service provider.
37	The Office shall release due amount after making recoveries, if any, through crossed a/c payee cheque or through online transfer. In case the Office receives any complaint regarding non-payment of wages to the personnel deployed, the amount payable to these personnel will be recovered from service provider bill and paid to such personnel.
38	All damages caused by the personnel to the property of the office shall be recovered from the Service Provider.
39	As proof of acceptance of the terms and conditions of this Tender Notice, each page of Tender Notice should be endorsed by the bidder and submitted along with the quotation
40	No other persons except contractor's authorized representative shall be allowed to enter in the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam.

41	The contractors are required to submit the complete Rates/quotations only after satisfying each and every condition laid down.
42	Rates/quotations should be submitted and signed by the authorized representative of the contractor with its current business address.
43	Notwithstanding anything contained herein, the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam, reserves the right to terminate the contract by giving 01(One) months notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.
44	<p><b>Penalties:-</b></p> <ul style="list-style-type: none"> <li>i. The Contractor will attract a penalty of Rs.150/-(Rs. One hundred and fifty only) per day, per person in case the persons fails to carry out the housekeeping services due to his absence or any other reason.</li> <li>ii. In the event of failure in maintaining the housekeeping services on any day upto the desired standard, in part or full the contractor is liable to be penalized @ Rs.150/-(Rupees One hundred and fifty only) per day shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam will be final and binding on the contractor and shall not be subject to dispute or arbitration.</li> <li>iii. The contractor shall ensure that peace and order is maintained in the premises.</li> <li>iv. The contractor would ensure that all his personnel would behave courteously and decently with employees of the DGGSTI, Visakhapatnam Zonal Unit, Visakhapatnam and also ensure good manners.</li> </ul>
45	<p><b>Earnest Money Deposit</b> of Rs. 5,000/- (Rupees Five thousand only)per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank in favour of "Principal Additional Director General, DGGSTI, VZU, Visakhapatnam" shall accompany the bid. Bids without EMD 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 incase the successful bidder withdraws or the details furnished in Annexure'III' &amp; 'IV'are found to be incorrect or false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.</p>
46	<p><b>Performance Guarantee:</b> The Successful bidder has to submit performance guarantee deposit of an amount equivalent to one month's payment in the form of Bank Guarantee from a Nationalized Bank drawn in favour of "Principal Additional Director General, DGGSTI, VZU, Visakhapatnam"before awarding contract and the same can be enforced by the department incase if service provider refuses to provide service for the department during contract period. Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract. The performance Guarantee shall be returned to the selected bidder without any interest on the successful completion of contract period.</p>

47	<p>Mode of Submission of Bids :</p> <p>The Sealed tenders should be addressed to :  <b>Directorate General of Goods and Services Tax Intelligence,  Visakhapatnam Zonal Unit, Visakhapatnam,</b> Door No. 1-13-3 /  House No. 22, SBI Colony, Peda Waltair, Visakhapatnam-17.</p> <p>The bidders are required to submit two bids i.e., Technical Bid and Financial bid. It should be written boldly on top of both the envelopes as TECHNICAL BID AND FINANCIAL BID. Both the envelopes should be submitted in a Single sealed cover duly addressed and superimposed with words “TENDER FOR HOUSEKEEPING SERVICES” on Top. Financial bids of only those bidders who are short listed on the basis of Technical Bid will be opened.</p>
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We agree to the above terms and conditions.

Signature with Date -----

Name of the Firm -----

Seal -----

**TENDER FOR HOUSEKEEPING SERVICES**  
**TECHNICAL BID (ANNEXURE III)**  
**(Tender File No. DGGSTI/VZU/Admn/03/2017)**  
(In separate sealed Cover-I super scribed as Technical Bid)

1.	Name & Address of the Tenderer Organization/Agency with phone number, fax, email and name and telephone/mobile number of contact person.				
2.	Name (s) of the Proprietors / Directors				
3	Experience in the work of providing Housekeeping Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 2 years along with a certificate from the agency where the job was carried out.	In following format			
4	Experience in the GOVT. PSU Sector, of work of providing housekeeping services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 2 years along with a certificate from the agency where the job was carried out.	In following format			
5	Name of Organization With complete address and telephone numbers to whom services provided	From	To	Contracted Amount (Rs per month)	Reason for Termination
6	a) Is the Establishment registered in the Government, please give details with document/evidence. GST Registration No. (Please attach Copy)				
7	Are you covered by the labour Legislations, such as, ESI, EPF, and Gratuity Act etc? The last 3 months payment copies towards ESI, EPF have to be enclosed for proof of payment.				
8	Are you governed by minimum wages rules of the Govt of India? If yes, please give details.				
9	PAN No. (Please attach copy)				
10	GST No. (Please attach copy)				
11	Trade License No. (Please attach copy)				
12	Labour License No.				
13	EMD details				
14	Are you willing to fulfil the scope of the work and all the terms & conditions laid down herewith. (Yes / No.)				

**DECLARATION**

I/We hereby certify that the information furnished above is full and correct and best of my/our knowledge. I/We understand the in case any



deviation is found in the above statement at any stage, the company/firm will be blacklisted and will not be engaged by the department in future.

Signature of Authorized Signatory with Date -----

Name of the Firm -----

Seal -----

All Columns must be filled.

**TENDER FOR HOUSEKEEPING SERVICES**

**FINANCIAL BID DOCUMENT(ANNEXURE IV)**  
**(Tender File No. DGGSTI/VZU/Admn/03/2017)**

S.No	Description of Payment	Rate per month	Total rate
1.	Rate per square foot per month (No. of workmen to be provided is to be mentioned. However quotation is to be strictly per square foot per month)		
2.	ESIC as per the rules, if any		
3.	EPF as per the rules, if any		
4.	Bonus as per the rules, if any		
5.	Leave Salary as per the rules, if any		
6.	Uniforms (per month)		
7.	Taxes, if any		
8.	Total		
	Administrative Charges		
	Grand Total (per month)		
	Grand Total (per year)		

**DECLARATION**

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

Signature of Authorized Signatory with Date -----

Name of the Firm -----

Seal -----

All Columns must be filled.