



OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (AUDIT)  
Customs, Central Excise & Service Tax  
Chennai Zonal Unit : Chennai-600008

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C.NoI/22/02/2017

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08/02/2017

**NOTICE INVITING QUOTATIONS FOR HOUSEKEEPING SERVICES**

The Office of the Additional Director General (Audit), Customs, Central Excise & Service Tax, Chennai Zonal Unit, Chennai-8 invites sealed tenders in two separate covers (envelopes), one of Technical bid and the other of Financial Bid in prescribed proforma from reputed, registered firms / companies engaged in the business of housekeeping to provide housekeeping services viz., cleaning of rooms, corridors, toilets, glass doors, windows, curtains, computer peripherals, telephone instruments, compactors, open area etc. as specified in the scope of work at Annexure II on monthly basis for its Office located at 18-C, Rukmini Lakshmi pathy Road, Rani Meyyammai Hall (III Floor), Egmore, Chennai 600008 for a period of one year from 01.04.2017 to 31.03.2018.

2. Details regarding general terms and conditions and Scope of work are available in the Annexure I & II respectively which can also be accessed / downloaded on departmental web site [www.centralexcisechennai.gov.in](http://www.centralexcisechennai.gov.in) & [www.cbec.gov.in](http://www.cbec.gov.in).

3. The tender form, in the prescribed proforma enclosing all the Annexures, complete in all respects should be submitted to the Assistant Director, the Office of the Additional Director General (Audit), Customs, Central Excise & Service Tax, Chennai Zonal Unit, Chennai-8 **by 16.00 hours on 28<sup>th</sup> February, 2017**. While submitting quotations, the bidders must submit the Technical Bid (Annexure-III) in one envelope and Financial Bid (Annexure-IV) in another envelope. Both the sealed envelopes should be placed in another sealed cover super scribing it as **"Quotation/Rate for House Keeping Services."**

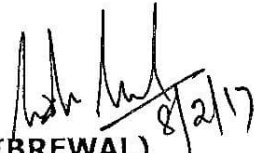
4. The tenderer shall sign and stamp each page of the tender document as a token of having read and understood the terms and conditions contained therein and submit the same along with the bid. The tenderer shall fill up the information in Annexures in clear and legible terms. Necessary documents of proof should be attached. **Prices wherever quoted should be written both in figures and words.**

5. The Service providers may inspect the aforesaid buildings on any working day, between 11 a.m. and 5 p.m with prior permission from the PRO of the O/o the Additional Director General (Audit), Customs, Central Excise & Service Tax, Chennai Zonal Unit, Chennai-8 before submitting their bids.

6. Service providers who do not fulfil pre-qualification requirements will not be considered. Financial bids of only those Service providers /Agencies will be opened who fulfil the terms and conditions as mentioned in Annexures. This office reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

7. Tenders will not be accepted after the time and date fixed for the receipt of tenders.

8. **The tenders will be opened at 11.00 hrs on the 2<sup>nd</sup> March, 2017 in the Office of the Additional Director General (Audit), Customs, Central Excise & Service Tax, Chennai Zonal Unit, Chennai-8 by the approved committee in the presence of tenderers who wish to be present.**

  
(G.D.TIBREWAL) 8/2/17  
Assistant Director

To

1. The Addl. Commissioner (Systems), Chennai-I C.Ex., Commissionerate with a request to display in <http://centralexcisechennai> website.
2. PRO, Chennai-I/II/III/IV/Service Tax/Audit-I & II, ADG (Audit) & LTU, Chennai for displaying in Notice Board of the Commissionerate.
3. CBEC Website, New Delhi.

## ANNEXURE-I

### TERMS AND CONDITIONS:

The Housekeeping agency shall be considered for award of contract only if it agrees to abide by the following terms & conditions:

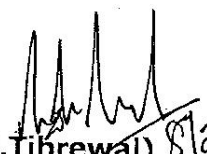
#### **1. ELIGIBILITY**

- i. The Housekeeping agency should be registered with Service Tax & should have paid Service Tax of at least Rs.10 Lakhs in the financial year 2015-2016. Documentary evidence in this regard shall be provided.
- ii. The Agency must have a minimum experience of three years in providing Housekeeping services to Government organizations, other large Public Sector offices or large corporate offices. Copies of Agreement / Work Order from clients shall be provided as documentary evidence. Certificate of appreciation from the present clients may be enclosed.
- iii. The agency must be registered under the Provident Fund Act, ESI Act, etc; Copy of the registration papers along with code numbers attached to the Agency/Company shall be provided.

- 2. EARNEST MONEY DEPOSIT :** Earnest Money Deposit of Rs.20,000/(Rupees Twenty Thousand Only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of the "Pay and Accounts Officer, Central Excise, Chennai" should accompany the tender. Tenders received without Earnest Money Deposit will be rejected. EMD will be forfeited in case the eligible tenderer withdraws during the tender selection process.
3. The agreement will be in force for a period of one year from the date of award of contract.
4. Conditional tenders, late tenders, tenders incomplete or not meeting all the tender conditions specified herein will be rejected.
5. This office reserves the right to accept or reject any tender in part or full or without assigning any reasons thereof.
6. **Performance Guarantee:** The successful tenderer shall submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee Receipt @ 5% of the value of contract within three days from the day of obtaining the contract. It will remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.
7. The personnel to be deployed should be well experienced and trained adequately to handle any type of cleaning/ housekeeping and other work entrusted to them by this Office. The agency shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of this Office.
8. If the quality of Housekeeping is found to be not satisfactory, a penalty of Rs. 0.20 per Sq. ft/per day for the affected area shall be imposed by this Office. The decision of the designated officer of this office for this purpose shall be final and binding.

9. The personnel to be deployed should have sound health, good hygiene, be able bodied and have experience in cleaning / housekeeping. They shall ensure that they present themselves clean and tidy. The personnel to be deployed should have knowledge of local language and preferably English also.
10. The housekeeping personnel should be provided with uniforms & identity cards prominently displayed. If a particular worker is absent on any day, another person should be deployed in his place.
11. The entire premises should be kept clean & tidy by **9.00 AM** on all working days. The housekeeping personnel shall attend to work punctually at the prefixed / determined timings and shall be well-behaved and well-mannered. The personnel shall report to the Officer-in-charge assigned by this office. The personnel employed should work on all days except Sundays and National Holidays.
12. The housekeeping personnel shall be subject to the entry and exit procedures as may be determined by this office from time to time. Close liaison shall be maintained with the Officers concerned for smooth and efficient performance of duties by the housekeepers.
13. The Agency should be registered under the ESI & Provident Fund Acts and other relevant statutory enactments relating to the employment of labour.
14. The wages paid to the Housekeeping personnel should **strictly adhere** to the Minimum Wages Act, 1948, & Contract Labour (R & A) Act, 1970 and as prescribed by the O/o the Chief Labour Commissioner (Central). Licence from Labour Department as per section 12 of Contract Labour (R& A) Act, 1970 should be obtained for the contract work within 7 days of award of contract.
15. The agency 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 office.
16. Mode of payment will be monthly and payments to the Housekeeping Agency will be through Account Payee Cheques/ECS only. Tax shall be deducted at source as per the Income Tax Act from the monthly bills.
17. The agency 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 agency and recovered from its dues / bills.
18. In case the agency withdraws or the department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against performance guarantee provided by the successful bidder.
19. This office reserves the right to terminate the services of the Housekeeping agency at anytime without giving any notice whatsoever.

20. All existing statutory regulations of **both State & Central governments** shall be adhered to & complied with by the Housekeeping agency and all records maintained thereof should be available for scrutiny by this Office. The Housekeeping Agency shall strictly comply with the terms and conditions of the agreement which will be executed with the successful tenderer. Failure by the agency to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
21. **The bidders shall quote their rates for the service to be provided as "RATE PER sq.Foot PER MONTH" (in both words and figures). 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 for ensuring compliance with the relevant rules, and regulations as notified by the Government in this regard from time to time.
22. The cost of cleaning material **should not be included** in the rate for bidding and it would be provided by this office.
23. 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.
24. The agency should not have incurred loss in any two years during the last three years as on 31.03.16. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract for the period from 01.04.2017 to 31.03.18.
25. The agency must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
26. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Chennai jurisdiction only. The O/o the Additional Director General (Audit), Customs, Central Excise & Service Tax, Chennai Zonal Unit, Chennai-8 is entitled to withhold payments due to the Housekeeping Agency in case of any dispute, till it is resolved.

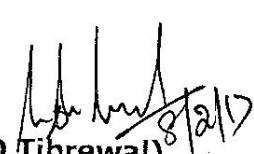
  
(G.D. Tibrewal) 8/2/17  
Assistant Director

## ANNEXURE-II

### SCOPE OF WORK

The approximate area for which housekeeping is required is 4800 Sq. Ft. in the 3<sup>rd</sup> Floor at the O/o the Additional Director General (Audit), Customs, Central Excise & Service Tax, Chennai Zonal Unit, 18-C, Rukmini Lakshmi pathy Road, Rani Meyyammai Hall ( III Floor), Egmore, Chennai – 600008. The work of housekeeping involves:

- A. Sweeping and wet mopping of office floor area including rooms, cabins, work stations, corridors, staircases and other common utility areas.
- B. Sweeping of open areas and parking area.
- C. Dusting and cleaning of office furniture like tables, chairs, cupboards etc., office equipments like photocopiers, computers, compactors, fax machines etc.
- D. Dusting of wooden panels in the premises.
- E. Keeping the toilets, wash basins etc clean & hygienic at all times.
- F. Cleaning of pantries, water dispensers, crockeries & cutleries etc. as required.
- g. Shifting of furniture & records & their re-arrangement as & when required. Movement of files/records within the office premises. Watering the plants in the premises. Arrangement, proper maintenance of flower pots and shifting of them whenever required.
- H. Maintenance of kitchen & dining hall including washing vessels & utensils.
- I. Dusting of ceiling, walls, partitions, glass doors, windows, grills etc.
- J. Cleaning of electrical fittings and fixtures.
- K. Care should be taken that the gadgets/equipments are not tampered with during the cleaning operation.
- L. Such other cleaning or other work that may be entrusted from time to time by the Officers concerned of this office.
- M. Cleaning of outside panels up to 12 feet from ground level.
- N. Weekly selective intensive cleaning on floor by floor basis using modern equipments.
- O. **The maximum number of persons admissible – 3 nos.**

  
(G.D. Tibrewal)  
Assistant Director

## ANNEXURE-III

### TECHNICAL BID

TENDER FORM FOR HOUSE KEEPING AT the OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (AUDIT), CUSTOMS, CENTRAL EXCISE & SERVICE TAX, CHENNAI ZONAL UNIT, CHENNAI-8.

1. Name of the Registered Firm / Company :
2. Address of the company  
(with Tel No., Fax & E-mail) :
3. Status of Ownership  
(Proprietary / Partnership / Company -  
attach proof) :
4. Name & Address of the Partners/Directors  
(with Mobile No.) :
5. Contact Person(s) (with mobile number) :
6. Date of establishment of the firm / company :
7. List of clientele along with certificate of  
appreciation from at least two important  
clients :
8. Permanent Account Number (PAN). :
9. Service Tax Registration No. :
10. Amount of Service Tax paid during the last  
financial year (Attach proof) :
11. No. of persons employed :
12. Annual Turnover for last three years.  
(Attach Balance sheets for the last three Financial years  
i.e.2013-14, 2014-15 & 2015-16) :
13. Details of Registration with PF authorities  
and ESI authorities (attach proof) :
14. Details of EMD :
15. Man power required to complete the work daily. :
16. Solvency Certificate issued by the Bankers :

### DECLARATION

I/we hereby certify that the information furnished above 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, the company/firm will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date and Seal)

## ANNEXURE-IV

### FINANCIAL BID DOCUMENT

1. Name of the Party :
2. Address (with Tel No., Fax & E-mail) :
3. Name & Address of the Proprietor/  
Partner/Directors. (With Mobile Number) :

S.No	Name of the office & Address	Area (Sq.ft)	Number of persons to be deployed	Monthly Per Sq.Ft. Rate (in Rupees)	Amount
Total Monthly Charges :					
Service Tax :					
Grand Total :					

(Rupees in Words)

### DECLARATION

I/We hereby certify 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.

(Signature of Authorized Signatory with date and Seal)