

TENDER DOCUMENTS FOR HOUSE KEEPING SERVICES

Annexure-I

Terms & Conditions

General Rules and Directions for the Guidance of the Bidder (**Section I**),

1. Scope of Tender

The Commissioner, GST & CX Trichy, (hereinafter referred to as the Buyer), invites e tenders/Bids for "Providing Housekeeping services located at the 15 Premises of Trichirappalli GST & CX Commissionerate (P-1 to P-15) as detailed under Para No. 3 of the Tender Document (Annexure-I).

The tenderers must have their Head office or Branch office anywhere at Trichirappalli,Thanjavur,karur or Cuddalore.

2. Duration of the Contract:

The Contract period is from 01.04.2019 to 31.03.2020. Commencement of Contract period may be postponed by one month due to unavoidable administrative reasons. The contract is extendable at the same terms and conditions and at the same rate for an interim period if any from 1.4.2020 to the date prior to the date of awarding the next contract subject to providing of service to the satisfaction of buyer, at the sole discretion of the buyer.

All equipment and cleaning supplies will be provided by this Department.

3. DETAILS OF DIFFERENT WORK AREAS FOR HOUSE KEEPING SERVICES:

Premises No.	Name & Location of the premises	Total area (in Sq.Ft.)
P-1	Office of the Deputy / Assistant Commissioner of GST & Central Excise, Thanjavur. 374/2A, Ponnagar, Medical College Road, Thanjavur. (Divisional office and Thanjavur I & II Range)	20508
P-2	Office of the Deputy / Assistant Commissioner of GST & Central Excise Karur. No.15, Ground Floor to Fourth Floor, Gowripuram Extn. Area, Opp. to Water Tank, Anna Nagar Main Road, Karur - 639 001. (Divisional Office and 5 Range offices)	9084
P-3	O/o the Asst Commissioner of GST & C.Ex., Cuddalore . No.1, Vallalar Nagar, Manjakuppam, Cuddalore-607 001. (Divisional office and Cuddalore I & II Range)	9741
P-4	Office of the Superintendent of GST & Central Excise, Ariyamangalam Range, Plot No.2, 5/121, Prakash Nagar, Malaikovil, Thiruverumbur, Tiruchchirappalli - 13.	731

P-5	Office of the Superintendent of Central Excise, Thiruverambur Range, Civil Maintenance Building, Kailasapuram, Thiruverambur, Tiruchchirappalli – 14.	1184
P-6	Office of the Superintendent of GST & Central Excise, Viralimalai Range, 37/12, Konar Complex, Tiruchchirappalli Main Road, Viralimalai – 621 316.	2397
P-7	Office of the Superintendent of GST & Central Excise, Ariyalur I & II Range, No.5; Oppillatha Amman Koil Street, Ariyalur – 621 704.	1216
P-8	Office of the Superintendent of GST & Central Excise, Musiri Range, No.14, Gogulam colony, Chennai main Road, No.1, Tolget Tiruchchirappalli – 621 216.	1728
P-9	Office of the Superintendent of GST & Central Excise, Lalgudi Range, No.3/15 (Ground Floor), Paramasivapuram colony, 6 th Cross, Lalgudi – 621 601.	1238
P-10	Office of the Superintendent of GST & Central Excise, Perambalur Range, No.220-B, Plot No.82, Avvaiyar street,4 Road, Perambalur 621 220.	1771
P-11	Office of the Superintendent of GST & Central Excise, Kumbakonam Range, 14/A, Noor Nagar, Pidarikulam Road, Kumbakonam.	1416
P-12	Office of the Superintendent of GST & Central Excise, Pudukkottai I & II Range, Sri Visalatchi Illam, T.S.3028, Door No.33, East II Street, Pudukkottai – 622 001.	3672
P-13	Office of the Superintendent of GST & Central Excise, Thiruvarur Range, 12/1, Kumaran Koil Street, Thiruvarur.	2089
P-14	O/o Superintendent of GST & C.Ex., Neyveli I Range, F-1, No.1, Visitors Road, Block -2, Neyveli Towship, Neyveli- 607 801	1740
P-15	Office of the Superintendent of GST & Central Excise, Neyveli II Range, 81-A, Chidambaram Main Road, Vadalur – 607303	1297
P-16	Office of the Superintendent of GST & Central Excise, Mayiladuthurai Range, 30/6 C, 1 st Floor, Deen Plaza, SBI Road, Mayiladuthurai.	2334

4. Cleaning Schedule:

a). The contractor's cleaning schedule shall be planned to include Daily, Weekly and Monthly cleaning activity. The contractor shall periodically review and revise the cleaning schedule in consultation with the officer in charge of the concerned office and submit a copy of the same to the officer in charge.

b (i). The office Building at premises No.1 (P-1) above comprises of **Three Floors** (Ground floor plus first and second floor). The contractors shall deploy not less than **two housekeepers per floor**.

b (ii). The office Building at premises No.2 (P-2) above comprises of **Five Floors** (Ground floor plus first, second, third and fourth floor). The contractors shall deploy not less than **One housekeeper per floor**.

b (iii). The office Building at premises No.3 (P-3) above comprises of **Four Floors** (Ground floor plus first, second & third floor). The contractors shall deploy not less than two housekeepers for the ground floor and not less than **One housekeeper per floor for the first , second and third floor** .

b (iv). In respect of the office Buildings at premises No.4 to 16 (P-4 to P-16) the contractors shall deploy not less than **One housekeeper per premises**.

5. OFFICE SPACES and nature of work:

(i) All the office floor area including officers' chambers, staff rooms/halls, visitors' rooms, stores, record rooms, facilitation counter etc. shall be cleaned and mopped once daily and scrubbed and vacuum-cleaned once in a week. They shall do extra mopping at entrance of this Building on rainy days to avoid slippage.

(ii) Furniture like tables, chairs, visitors' chairs, computer tables, almirahs etc. and electronic gadgets like computers, telephones, fax machines, photocopier machines etc. installed in the above mentioned areas shall be made dust-free and dusting shall be done daily. The compactors, doors, windows, partition, Venetian blinds and curtains shall also be kept clean by wiping them once in a week.

(iii) All records are kept in the compactors, almirahs and racks. The dust getting accumulated over them shall be vacuum cleaned once in a fortnight, that too only on a working day in the presence of the official who is in possession of such records or such other designated official.

(iv) The lobbies at the building shall be spic-and-span and dry mopping of dust and dirt shall be done as and when stains or foot marks appear. All items of furniture installed at the lobbies viz. tables, chairs, glass doors partitions etc., shall be dusted at regular intervals on all working days.

(v) The electrical fittings like tube lights, fans, etc. shall be cleaned once in a week. Artificial plants, door mats and carpets shall be cleaned on a weekly basis.

(vi) All officers' chambers shall be sprayed with room fresheners and where automatic dispensers are installed, the contractor shall follow a schedule for timely replacement of empty refills and provide account for refills supplied by this office.

(vii) The contractor is also liable for cleaning and maintenance of any additional office area/toilets/common area added up during the contract period.

6. TOILETS and nature of work:

(i) The office building has common toilets and attached toilets. All the toilets shall be cleaned and made fit for use by 9.15 a.m. on working days. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned atleast four times daily. Toilet floors shall always be kept dry.

(ii) Toilet fresheners, naphthalene balls and urinal cubes shall be used in all toilets by the contractor. Where automatic dispensers (airfreshner / liquid soap) are installed, the contractor shall follow a schedule for timely replacement of empty refills and provide account for refills supplied by this office.

(iii) The electrical fittings like tube lights, fans, exhaust fans etc, shall be cleaned once in a week.

(iv) Any leakage in the toilets, faulty taps and valves shall be brought to the notice of the Public Relations Unit, immediately.

7. COMMON AREA and nature of work:

a. The corridor area, staircase and its railings, banisters and the lifts shall be cleaned and mopped twice a day. The corridors and staircases shall also be cleaned using a floor scrubber machine once in a week.

b. The electrical fittings like tube lights, fans, exhaust fans etc. in the corridor, staircases and lifts shall be cleaned once in a fortnight.

c. The doors, windows, glass, partitions, walls skirting, plants holders, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.

d. Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, or if anything is found or reported in these areas, the same shall be cleaned immediately.

e. All rubbish and waste items that gets accumulated at the Office space / toilets/ corridors and staircases and dustbins shall be relocated daily to the dumping points set up by the Department/ City Corporation/Municipality concerned and there shall be no left over at the end of the day. All waste for disposal shall be- segregated into organic and inorganic as per the norms set by the City Corporation. The containers/ carry bags for segregation and storage of waste and the like will be provided by the Buyer.

A **Duty chart** with details of the daily cleaning work undertaken by all the housekeeping assistants deployed by the contractor shall be prepared by the contractor and maintained with the initials of the Supervisor in it as a mark of having completed of the cleaning operation. A column shall also be provided on the same for the designated Officer of this Building for making his initials and entering his remarks on the quality of work done.

8. Eligibility Criteria:

The tender/Bid is invited in TWO BID SYSTEM (Technical/Qualifying Bid & Financial Bid) and is open to all contractors who fulfill the following eligibility criteria:

9. Experience:

The Bidder should be in the Business of Providing Housekeeping services with Government/ Semi-Government/Public Sector/ National level educational institutes like IIT, IIM, NIT and Universities/Banks/Public Limited Companies.

10. Possession of valid PAN/ESI/EPF/GST:

The bidder should have a valid Income Tax Registration Number / PAN and other statutory requirements as per Rules in force.

The bidder should have been registered with the ESI and PF authorities.

The bidder should not have been black listed. [Declaration to this effect to be uploaded alongwith bid document.]

The bidder must be registered with the GST department (GST registration certificate to be uploaded along with bid document)

With regard to the various proof/supporting documents produced by the bidders for establishing that they meet the various eligibility conditions, it shall be the department's prerogative to decide whether the document produced is valid evidence or not and to call for additional proof, if required.

All the Documents in proof of meeting eligibility criteria uploaded with the tender are to be duly signed by the bidder

11. General Conditions:

The Technical Bid Uploaded will be evaluated based on the details uploaded under Technical Bid (TBMD & TBOD) in the prescribed formats to ascertain whether the bidders qualify. After evaluation of technical bid, all bidders will get information regarding their eligibility/qualification or otherwise from the website. Thereafter a system generated mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal. The Financial Bid of only those firms who technically qualified will be decrypted and opened online.

The Bids should be signed in all pages only by the duly authorized signatory (ies) of the entity. The person(s) authorized to sign the tender shall sign all the pages of the tender and other documents.

Bidder should upload all the details in the prescribed Proforma and as per the requirements set out in the tender documents. Bids and Tender documents should be complete in all respects and any incomplete Bids/tender will be rejected.

12. Cost of Tendering:

The bidders shall bear all costs associated with the preparation and submission of their tenders and the GST & CX Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process or the cancellation, if any, of tender by the Commissioner of GST & CX, Trichy Commissionerate.

13. Rejection of Tender Documents:

The bidder shall read and understand the contents of the tender documents, carefully. Failure to comply with the requirements of tender submission will render the tender liable for rejection. Tenders, which are not responsive to the requirements of the tender conditions, will be rejected.

14. Clarification on Tender document/premises inspection:

The bidder requiring any clarification regarding the tender documents and/ or interested to inspect the premises may contact the officer in charge during the office hours of the tender period.

15. Amendment to Tender Documents

The Commissioner, GST & CX Trichy can, for any reason, suo moto or in response to a clarification by a prospective bidder, modify the tender documents by issuing amendments (addenda/corrigenda etc.)

Any such amendments (addenda/corrigenda) thus issued will be hosted on the website **upto two days prior to the last date specified for submission** of the bids. All the bidders who have downloaded the Bid Document shall verify if any such amendments have been issued by this department, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder. No separate notice/intimation of amendments will be sent to the bidders.

16. Preparations and Submission of Tenders

Language of Tender:

The tender, and all correspondence and documents, related to the tender, exchanged between the bidder and the buyer shall be written in the English language only. If the bidder along with their offer furnish any printed literature written in any other language, such documents shall be supplemented with their English translation also. For the purpose of interpretation of the tender, the contents in the English translated version alone shall be taken into consideration.

Documents comprising the Tender:

The Bids/tender submitted by the Bidder shall comprise of all the documents referred in Annexure II A & II B of the tender documents.

Tender Prices:

The contract shall be for the whole Services. **Bidders shall quote the rate per square feet per month and not based on the rate per person per month. The bidder may prefer his quote in financial bid for any/all the premises; and the financial bid will be evaluated for each premises individually.** The rates shall be quoted in Indian Rupees only.

Tender price covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of providing the Housekeeping services at the above premises of GST & CX, Trichy Commissionrate. This includes all the liabilities of the contractor such as statutory liabilities like Minimum Wages, ESI, PF contributions, Bonus service charges, all kinds of taxes etc. which should be clearly stated by the contractor.

The offers of those prospective bidders which do not meet the statutory requirements of Applicable Minimum Wages, ESI & PF, Bonus (as in Annexure II- B) in respect of manpower deployment proposed by them are liable to be rejected.

Minimum wages as fixed and revised from time to time by the Office of the Chief Labour Commissioner (Central) as applicable to "Housekeeping Assistants" **(employment of sweeping and cleaning)** should be paid by the contractor.

[Whenever Minimum wages is revised by the respective Labour authorities, it shall be the duty of the contractor to immediately pay such revised minimum wages to the contract personnel deployed and then claim reimbursement from The Commissioner of GST & CX, Trichy through the respective divisional Dy/Asst Commissioners by providing copies of such orders and proof of disbursement to the contract personnel deployed in the premises above of the the Commissionerate of GST & CX, Trichy.]

No escalation of service charges would be allowed during the pendency / currency of the contract.

17. Tender Validity:

Tenders shall remain valid for 120 days from the last date for submission of tender.

18. Tender Opening, Stages of Evaluation (Technical and Financial):

Technical bids will be opened online at the Office of THE COMMISSIONER OF GST & CX, TRICHY, NO.1, WILLIAMS ROAD: CANTONMENT TIRUCHIRAPPALLI -620 001. at 12:00 hours on 29.03.2019. Bidders may observe the tender opening online. In the event of the specified date of tender opening being declared as a holiday for the department, the tender shall be opened at the specified time on the next working day. For further details refer Annexure VIII

19. Influencing prohibited:

Any effort by a bidder to influence the buyer during the processing of tenders or award decision will result in the rejection of his / their bid offered.

The Commissioner of GST & CX reserves the right to accept any tender and to reject any or all tenders and to annul the tendering process, at any time prior to the award of contract, without thereby incurring any liability to the Affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the action.

20. Performance Guarantee:

On acceptance of tender, the successful bidder must provide Performance Guarantee in the form of Bank Guarantee from any of the Scheduled Banks in India, **equal to ONE month's value of the Contract** in favour of the respective Deputy/Assistant Commissioner of GST & Central

Excise, within 15 days from the date of Award of Contract. Performance guarantee should remain valid for a period of **Ninety days** beyond the date of completion of all contractual obligations of the contractor. The Bank Guarantee will be released only after the successful completion of the contract. The Bank Guarantee is liable to be invoked, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened/ breached, and/or towards any damage caused due to negligence of the contractor or his employees. This invocation of Bank Guarantee will be in addition to any action by the department that the contractor may invite upon himself due to any of the reasons specified above.

Where a person whose tender has been received on behalf of the Commissioner of GST & CX intimates that they are withdrawing their tender before the validity period or makes any modification in the terms and conditions of the tender which are not acceptable to the Commissioner of GST & CX (or) fail to furnish the performance guarantee within the prescribed time, the Commissioner of GST & CX shall without prejudice to any other right or remedy, be at liberty to black list the bidder.

21. Commencement of Work:

The period of contract is from 01.04.2019 to 31.03.2020. However, the work shall be deemed to have been commenced from the date on which the contractor takes over based on Instruction from the Commissioner of GST & C.Ex., Trichy or Dy./Asst. Commissioner of GST & CX. of the respective division.

22. Contract Agreement:

The bidder shall, if his tender is accepted, enter into and execute an agreement in the form prescribed when called upon to do so with such modifications as agreed upon prior to the date of acceptance of the tender and until the formal agreement is prepared and executed, this tender together with the written acceptance shall form a binding contract between the buyer and the contractor. All costs, charges and expenses including stamp duty in connection with the contract as well as preparation and completion of agreement shall be borne by the bidder.

Section – II

General description of Service and other conditions / Responsibilities of Contractor

1. General:

Shift, Fitness, Attendance, Amenities, Bio-data & Antecedents:

The Housekeeping Assistants should be deployed on all days between 08.00 a.m. and 04.30 p.m. [Monday to Saturday] except on Sundays and National Holidays. Atleast 25% of the Housekeeping Assistants should be available beyond 04:30 p.m. upto 06:30 p.m. The contractor shall so devise their deployment by giving them compensatory off on Saturdays. No such manpower

provided by the contractor shall be on "part time" basis. No overtime charges shall be paid separately.

All personnel should be sincere, physically fit, active and energetic and aged between 20-55 years. No Minor Should be engaged.

The Housekeeping Assistants should be provided with photo ID cards and sufficient sets of uniform by the contractor at his cost.

Attendance of personnel will be maintained by the PRO/proper officer of the respective office and copy of the same shall be provided along with the monthly bill to the office of the Dy./Asst Commissioner of GST & CX of the respective premises on the 1st working day of the following month.

On any given day, if any of contractor's personnel(s) deployed under the contract is (are) absent or fails to report in time, the contractor must provide a suitable substitute in time; for this purpose the contractor must monitor on a daily basis the sanction of leave to the staff deployed.

Food arrangements for the personnel will not be made by the buyer and hence shall have to be made by the service provider.

The service provider should furnish to the department, the bio-data with photograph of the personnel to be posted in the respective office premises before posting them and intimate the PRO/proper officer of the respective office of any changes thereof within 24-hours. The Dy./ Asst. Commissioner of GST & CX of the respective jurisdiction reserves the right to reject any person posted without assigning any reason.

The antecedents of staff deployed shall be got verified by the service provider from local police authority and the antecedence certificate shall be submitted to the PRO/proper officer of the respective office, within 15 days from the date of commencement of work.

2. Statutory / Labour Legislations / Labour welfare Obligations:

The Contractor shall be responsible for any accident, damage or injury caused to any of his employees or property or any person or property in course of the Service and death while on service and shall not hold The Commissioner of GST & CX responsible in respect of any claim made by any person for any reason whatsoever. The service provider shall be solely responsible for reporting to The Commissioner of GST & CX and concerned authorities immediately of any serious or fatal accident.

The Housekeeping Assistants provided shall be the employees of the Contractor and all statutory liabilities such as ESI, PF, Bonus, Workmen's Compensation Act, etc. will be paid/complied with by the contractor. The list of staff going to be deployed shall be made available to the respective Dy./Asst. Commissioner of GST & CX and if any change is required on part of the Department, fresh list of staff shall be made available by the agency after each and every change.

The Statutory compliances including those pertaining to Provident Fund Act, Employees State Insurance Act, and Minimum Wages Act (Contract Labour (Regulation & Abolition Act 1970), Payment of Bonus Act and all other labour and other legislations as applicable from time to time, with regard to the personnel engaged by the contractor (service provider) for service provided to the above premises of this Commissionerate are the responsibility of the contractor.

It will be the responsibility of the contractor to provide details of manpower deployed by him, in the above premises of this Commissionerate to the Labour department (Central). Within one month from the date of award of the contract, the successful bidder shall obtain a license under the Contract Labour (R&A) Act from the licensing authority.

The Commissioner of GST & CX / the respective Dy./Asst. Commissioner of GST & CX shall not bear any damage / claim of any nature of the Housekeeping Assistants in discharge of duties in the above premises. The Service Provider, also called as "Contractor", shall indemnify the above officers from any loss suffered by the office of the Commissioner of GST & CX in this regard.

The wages (per month) quoted by the bidder should not be less than Minimum Wages as applicable as on the date of Issue of this Tender. ESI, PF and Bonus should not be less than the statutory provisions / Act. If the amount/rates quoted are less than the prescribed minimum as stated above, then the bid will be disqualified and rejected.

If there is revision in the Minimum Wages prescribed by the Office of the Chief Labour Commissioner (Central) as applicable to "Housekeeping Assistants" (**employment of sweeping and cleaning**) under Minimum Wages Act, during the currency of the contract, then the revised minimum wages rates will be considered for reimbursement.

As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by the Regional Provident Fund Commissioner (RPFC for short) for each personnel, against which the PF subscription, deducted from the payment of the personnel engaged and equal amount of employer's (contractor's) contribution should be deposited with the respective PF authorities within 7 days of close of every month, giving particulars of the employees engaged for the above works, and the same is required to be submitted to The Deputy/Assistant Commissioner of GST & CX of the respective offices every month. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time The Deputy/Assistant Commissioner of GST & CX of the respective office is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement.

The administrative issues like leave, weekly off, discipline etc. of the Housekeeping Assistants are the responsibility of the contractor.

3. Duties:

Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse of the areas of responsibility given to them by the department and shall not knowingly lend to any person or company any of the effects of the Commissioner of GST & CX, under his control.

The contractor shall do and perform all such services, acts, matters and things connected with the administration, supervision and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which The Commissioner of GST & CX may issue from time to time and which have been mutually agreed upon between the two parties.

Sub-contracting of the work of any sort will not be allowed.

All housekeeping assistants proposed to be deployed as indicated in Annexure-II B should be available at the assigned location(s) at all times in their duty hours. Responsibility for providing necessary relievers if necessary vests with the contractor.

The staff deployed by the contractor shall not accept any gratitude or reward in any shape.

4. PAYMENT:

Payment of bills will be made to the contractor on a monthly basis based on actual services rendered in the previous month. No Advance Payment will be made. The contractor has to submit invoices/bills on the 1st of the following month for the services rendered in the preceding month along with ESI/PF/ Tax challans, as applicable, pertaining to that month. The Dy/Asst. Commissioner of GST & CX of the respective premises would make the payment within 20 days of submission of bills with all the supporting documents and submission of necessary clarification, if there were any queries communicated by The Dy/Asst. Commissioner of GST & CX of the respective premises to the satisfaction of The Dy/Asst. Commissioner of GST & CX. No Interest is payable by The Dy/Asst. Commissioner of GST & CX in case of any unavoidable delay in settling the bills, though the department would endeavour to settle within 20 days. No other claim on whatever account shall be entertained by The Commissioner of GST & CX. TDS at the rates applicable shall be deducted U/S194 (c) of Income Tax Act 1961 on the whole amount.

The contractor may be asked by The Dy/Asst. Commissioner of GST & CX of the respective premises to submit the proof of remittance for his employee towards the payment of wages etc. as per statutory norms as applicable to the respective jurisdiction. If the contractor fails to submit the proof of remittance, the payment towards the service will be stopped until the contractor submits required documents.

5. Penalty:

In case any of contractor's personnel deployed under the contract is (are) absent or fails to report in time and contractor is unable to provide suitable substitute in time, a penalty equal to double the wages of number of housekeeping assistants absent on that particular day may be levied by The

Dy/Asst. Commissioner of GST & CX of the respective premises and the same shall be deducted from the contractor's bills.

In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill.

Further the concerned contractor's personnel shall be removed from the respective premises immediately.

In case the contractor fails to commence the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, The Dy/Asst. Commissioner of GST & CX reserves the right to impose the penalty as deem fit .

The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Officers / Staff etc. and should project an image of utmost discipline. The Dy/Asst. Commissioner of GST & CX shall have the right to have any housekeeping assistants removed in case of tenable complaints from Officer /Staff or as decided by representative of The Dy/Asst. Commissioner of GST & CX, if the person is not performing the job satisfactorily or is considered to be undesirable or for any other reason deemed fit by The Dy/Asst. Commissioner of GST & CX. The contractor shall have to arrange the suitable replacement in all such cases within 24 hours of intimation by this department, failing which it may be treated as absent and consequent penalty as specified elsewhere in the document or any other penalty as deemed fit and reasonable by The Dy/Asst. Commissioner of GST & CX, will be imposed.

That in the event of any loss, theft or robbery inside the respective premises or damage occasioned to the Department, as a result of any lapse on the part of the contractor or its personnel deployed in the above premises, which would be established after an enquiry conducted by The Commissioner of GST & CX, the said loss can be claimed from the contractor up to the value of the loss. The decision of The Commissioner of GST & CX will be final and binding on the contractor.

In case of breach of any terms and conditions attached to this contract, the Performance guarantee of the agency will be liable to be forfeited to the Commissioner of GST & CX besides annulment of the contract. If any of the above condition is violated, The Commissioner of GST & CX has the right to impose any penalty.

The contractor shall ensure that its personnel shall not at any time, without the consent of The Dy/Asst. Commissioner of GST & CX in writing, divulge or make known any matter or transaction undertaken or handled by the Department and shall not disclose to any third part any information about the affairs of the office of The Dy/Asst. Commissioner of GST & CX. This clause does not apply to the information, which becomes public knowledge.

Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines.

5. Termination:

The contract may be terminated with a 15 days' notice, before the expiry of contract period owing to deficiency in service or any other reason whatsoever. The contractor is to give 90 days' notice in case he wants to withdraw, failing which performance guarantee will be forfeited.

P. Kalai Azhagan
(P.KALAI AZHAGAN) 3/3/2019
ASST. COMMISSIONER (ADMN)
TRICHY COMMISSIONERATE

Annexure-II A
TECHNICAL BID (QUALIFYING BID DOCUMENT)

1	Name of the Registered Firm / Company	
2	Status of ownership Proprietary /Partnership / Company	O
3(a)	Address of the Firm / Company (with Tel. no./ Fax no. and E- mail) : HEAD OFFICE	M
3(b)	Address of the Firm /Company (with Tel. no./ Fax no. and E-mail) : BRANCH OFFICE	M
4	Name & Address of the Proprietor / Partners / Director with Land line/ mobile phone numbers	O
5	PAN No. of the firm as allocated by the Income Tax Department	M
6	Details of registration with E.S.I	M
7	Details of registration with Employee Provident Fund	M
8	GST Registration Number, if applicable	O
9	No. of years of experience in providing House keeping services (enclose not more than one prime proof only for 3 years with performance certificate)	O
10	List of present clients (not more than two prime clients) along with Job order certificate.	O
11	Tender acceptance letter (Annexure – V) in their official letter head.	M
12	Undertaking by the bidder (Annexure-IV) in their official letter head.	M
13	Break up details of wage payment in Annexure-II B in their official letter head.	M
14	Price/ Financial Bid Undertaking (Annexure - III) in their official letter head.	M
<p>Note: M = Document to be uploaded as Technical Bid Mandatory Documents pdf file (TBMD). O = Document to be uploaded as Technical Bid Other Documents pdf file (TBOD), while uploading your Tender. All the documents are to be furnished/ uploaded should be legibly scanned and duly signed by the bidder. Failure to produce any one of the mandatory items renders the bid liable for disqualification.</p>		

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge and I have read and understood the terms and conditions in the Tender Document. 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

Further I understand that if I withdraw or modify our above bid during the period of validity or if we are awarded the contract and we fail to sign the contract, or submit the performance security before the deadline defined in the tender document, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

ANNEXURE-II B (TECHNICAL BID)

TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS FOR VARIOUS PREMISES OF TRICHY GST COMMISSIONERATE AS DETAILED IN THE TENDER DOCUMENT (ANNEXURE-I).

1. Name of the Registered Firm/ Company :
2. Address (with Tel. No. & Fax No.) :
3. PAN No. :
4. Name & Address of the proprietor, Partners/ Directors (with Mobile Number) :
5. **MINIMUM WAGE DETAILS (HOUSEKEEPING ASSISTANTS)**

a) For THE LOCATIONS CLASSIFIED AS AREA "B" AS PER CLC NORMS

S.No	Particulars	Amount (Rs.)	Amount in words (Rupees)
1	Wages + VDA per head/day fixed by the Chief Labour Commissioner (Central) as applicable to "Housekeeping Assistants" (employment of sweeping and cleaning) as on date		
2	Wages for 26 days		
3	EPF and Pension Fund @ current rate of% of SNo.2 - per month/head		
4	ESI @ current rate of% of SNo.2 - per month /head		
5	Bonus @ 8.33 %		
6	Subtotal (2+3+4) per month		

b) For THE LOCATIONS CLASSIFIED AS AREA "C" AS PER CLC NORMS

S.No	Particulars	Amount (Rs.)	Amount in words (Rupees)
1	Wages + VDA per head/day fixed by the Chief Labour Commissioner (Central) as applicable to "Housekeeping Assistants" (employment of sweeping and cleaning) as on date		
2	Wages for 26 days		
3	EPF and Pension Fund @ current rate of% of SNo.2 - per month/head		
4	ESI @ current rate of% of SNo.2 - per month /head		
5	Bonus @ 8.33 %		
6	Subtotal (2+3+4) per month		

6. PROPOSED MANPOWER DEPLOYMENT:

(Refer Para 4 (b) of section-I Terms & Conditions in Annexure-I)

Date:

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/Authorised signatory of the owner)

ANNEXURE-III

PRICE/ FINANCIAL BID UNDERTAKING

1. I / We submit the Price Bid for Housekeeping Services in the BOQ _Housekeeping Dvn .xls as envisaged in the bid document.
2. I / We have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I / We offer to work at the rates as indicated in the price Bid, [BOQ_Housekeeping Dvn.xls]
4. I/We undertake that if I/We withdraw or modify our above bid during the period of validity or if we are awarded the contract and we fail to sign the contract, or submit the performance security before the deadline defined in the tender document, I/we will be blacklisted and will not have any dealing with the Department in future.

Yours faithfully

Signature of Authorized Representative

ANNEXURE-IV
UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s

..... has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I Son/Daughter/Wife of Shri..... Proprietor/Partner/Director/Authorized signatory of M/s am competent to sign this declaration and execute this tender document.

3. I have carefully read and understood all the term and conditions of the tender and undertake to abide by them.

4. The information / documents furnished along with the above application are true and correct to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;

5. I understand that in case any deviation is found in the above statement at any stage, my concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date:

Signature of the authorized

Signatory of the firm/

Place:

Company/Organization

Office Stamp/Seal:

Annexure-V

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

To,

Date:

The Commissioner of GST & Central Excise
No.1, Williams Road, Cantonment,
Tiruchirappali. 620001

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 too 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. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-VI

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 Enrollment**" 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 / 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 DSC's 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) 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 coloured (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.
- 4) 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.
- 5) 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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid
- 8) Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) 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.

Annexure- VII

SCOPE OF WORK

1. The scope of work for housekeeping of office buildings is as under:-

- (i) Cleaning, sweeping and wet mopping of the entire area including the lobby, Stair-cases, corridors, passages etc.
- (ii) Collection of all sweeping garbage and waste materials and their effective disposal.
- (iii) Cleaning of toilets, urinals, W/C along with attached water tanks and washbasins, using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and as further required.
- (iv) Shifting of furniture, files and other office equipments whenever required.
- (v) Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer tables/chairs and electronic gadgets like computers, telephones, fax machines, photo copier machines, sofa sets, fans etc.
- (vi) Cleaning and wiping of wooden Formica, glass surfaces, window sills, frames, plant pots and removal of stagnant water. Filling of water in coolers/watering indoor plants in the office.
- (vii) Services such as serving of drinking water/ refreshments etc. during Conferences/ meetings, Seminars and visit of assesses to headquarters. Cleaning of open area within the office campus and in front of the main gate.
- (viii) Cleaning the area within the lift
- (ix) Maintaining the name boards (Brass and plastic) of all the officers/sections, notice boards and all such other display boards that require regular cleaning and polishing.
- (x) Annexure I (Section I) point 4 to 7 may also be referred.

2. Miscellaneous Conditions:

1. Sweeping, cleaning, dusting etc. shall be completed before 9:00 a.m. everyday.
2. The Contractor shall on award of the contract, furnish the list containing name and addresses of the workmen sent to this office for performing Housekeeping services.
3. The Contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of this office.
4. The personnel will render services everyday including Saturday except on National Holiday. In case of emergencies, very rarely, work may be required on Sundays also.
5. They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.

All Materials, consumables required for housekeeping and maintenance of toilet/ bathroom shall be provided by the department.

Annexure- VIII

BID OPENING & EVALUATION

- 1) A substantially responsive bid is one which confirms to all the terms and conditions of the bid document without material deviation.
- 2) The Tender Processing Committee appointed by the TIA shall open the e-bids as per the time schedule mentioned in the NIT.
- 3) The Technical bid will be evaluated first to determine the qualification of the bid. The bidders who have produced the mandatory documents alone will be considered for Financial Bid.
- 4) The Financial Bid not in conformity with the Statutory payment norms as detailed in the terms and conditions will be treated as defective bid and thereby treated as disqualified.
- 5) The bidder may prefer his quote in financial bid for any/all the premises; and the financial bid will be evaluated for each premises individually.
- 6) L-1 among the substantially responsive bids shall be decided based on the quote in online BoQ Sheet.
- 7) If more than one bidder have quoted the identical L-1 rate, the L-1 bidder will be decided based on other aspects viz., quality of experience (experience with Govt. Offices/PSU/Such other organisation) and the present client status by the TIA. However, the discretion of the TIA to decide the successful bidder among the L-1 bidders will prevail. The decision of the TIA is final.

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