NOTICE FOR PROCUREMENT OF HOUSEKEEPING SERVICE THROUGH E-PROCUREMENT (CENTRAL PUBLIC PROCUREMENT PORTAL)

The office of the Commissioner of GST & CE, Daman Commissionerate, invites online tender/bids from reputed service providers for providing Housekeeping services as mentioned in Annexure I in the office buildings of GST & CE, Daman Commissionerate situated at Vapi and Silvassa under two bid system as per details below:-

<table>
<thead>
<tr>
<th>Nature of work and location</th>
<th>Approx. Area for service in sq. ft.</th>
<th>Earnest Money Rs.</th>
<th>Tender for the period</th>
<th>Last date &amp; time of submission of bid</th>
<th>Date &amp; time of opening of bid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housekeeping services for the office of the Commissioner, GST &amp; CE, Daman Commissionerate and its jurisdictional Offices situated at Vapi &amp; Silvassa.</td>
<td>73612 Sq. Ft. (Carpet Area) + 42993 Sq. Ft. (Open Area)</td>
<td>Rs.10,000</td>
<td>01/04/2020 to 31/03/2021</td>
<td>19th March, 2020 (up to 10.00 AM)</td>
<td>26th March 2020 (11.00 AM)</td>
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</tbody>
</table>

- This tender is being processed through e-procurement system. The bids are invited in a two-bid system i.e. Technical (Annexure-II) and Financial (Annexure-III) from established service providers. The Service providers/firms fulfilling the requirements, as specified under the terms & conditions of this notice, shall be eligible to apply.

- The Tender enquiry documents will be available on official websites [http://eprocure.gov.in](http://eprocure.gov.in), [www.cbic.gov.in](http://www.cbic.gov.in), [http://www.damangst.gov.in](http://www.damangst.gov.in) from 06.03.2020. Any clarification and/or due date of extension or corrigendum/addendum shall be issued on e-tendering website only and shall not be issued in print media.

- The bidders are requested to quote rates only on **PER SQUARE FOOT PER MONTH** basis. This rate shall be inclusive of salary as per the Minimum Wages Act,1948 and all statutory deductions & Levies towards EPF, ESI, etc.

- It may be noted that, in case of non-uploading of copies of documents specified in the Technical Bid on the CPPP, such technical bid, shall be summarily rejected.

(V.V. Pandit)
Additional Commissioner (Adm.)
GST & CE,
Daman Commissionerate
<table>
<thead>
<tr>
<th>Published Date</th>
<th>6&lt;sup&gt;th&lt;/sup&gt; March, 2020 (11:00 A.M.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid Document Download Start Date</td>
<td>6&lt;sup&gt;th&lt;/sup&gt; March, 2020 (12:00 A.M.)</td>
</tr>
<tr>
<td>Bid Document Download End Date</td>
<td>9&lt;sup&gt;th&lt;/sup&gt; March, 2020 (up to 06:00 P.M.)</td>
</tr>
<tr>
<td>Clarification regarding the RFP (Request for proposal) Start Date &amp; Time (excluding holidays)</td>
<td>11&lt;sup&gt;th&lt;/sup&gt; March, 2020 (11:00 A.M to 6:00 P.M)</td>
</tr>
<tr>
<td>Clarification regarding the RFP (Request for proposal) End Date</td>
<td>12&lt;sup&gt;th&lt;/sup&gt; March, 2020 (up to 06:00 P.M)</td>
</tr>
<tr>
<td>Bid Submission Start Date</td>
<td>13&lt;sup&gt;th&lt;/sup&gt; March, 2020 (10:00 A.M.)</td>
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<tr>
<td>Bid Submission End Date</td>
<td>19&lt;sup&gt;th&lt;/sup&gt; March, 2020 (up to 10:00 A.M.)</td>
</tr>
<tr>
<td>Technical Bid Opening Date</td>
<td>26&lt;sup&gt;th&lt;/sup&gt; March, 2020 (11:00 A.M.)</td>
</tr>
<tr>
<td>Financial Bid Opening date (Those bidders who have qualified in the Technical Bids)</td>
<td>27&lt;sup&gt;th&lt;/sup&gt; March, 2020 (02:00 P.M.)</td>
</tr>
</tbody>
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(V.V. Pandit)

Additional Commissioner (Adm.),
GST & CE,
Daman Commissionerate
ANNEXURE-I

SCOPE OF WORK FOR HOUSEKEEPING / CLEANING SERVICES REQUIRED BY THE DEPARTMENT

The Service provider should ensure that adequate numbers of staff are provided for the work of housekeeping/cleaning work at all places situated at Vapi & Silvassa and also adequate supervision is provided on the day to day functioning of the deployed personnel at all places.

The service provider shall undertake all types of work viz., cleaning, dusting, toilet cleaning etc., general and the following works in particular :

(A) JOBS TO BE CARRIED OUT DAILY

1. General Office sweeping and mopping;
2. Dusting and cleaning of Office fixtures and furniture;
3. Sweeping/wet mopping of Office premises (Rooms) with necessary disinfectant materials having ISI mark.
4. Cleaning of Open Area in the Office Premises.
5. Dusting office chambers/Rooms/Partitions and almirahs;
6. Waste collection from various areas inside the office and disposal;
7. Dusting and washing of towels, napkins provided from office;
8. Filling up of wash liquid soap containers;
9. Cleaning of toilet with phenyl/lyzol, twice a day.
10. Stains, if any, on floors, sinks etc., shall be removed with chemicals;
11. Toilets should be cleaned as and when required (morning, afternoon and evening regularly);
12. Cleaning of vinyl surfaces, polishing of brassware articles, if any, in office premises;
13. Shifting of furniture/fixtures/Records/Waste if any as authorized by concerned authorities;
14. Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.
15. Any other work allied to the above may also be entrusted by the competent authorities from time to time;

(B) JOBS TO BE CARRIED OUT WEEKLY:

1. Washing of floors with surf/vim/soap and water or any other cleaning operation.
2. If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the contractor.
3. Cleaning of terrace of the building is to be done on a weekly basis.

(C) JOBS TO BE CARRIED OUT ON FORTNIGHTLY BASIS

1. Polishing of brass items with approved brass cleaning material.
2. Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
3. Dusting of false ceiling etc. with soft broom and cloth.
4. Washing and cleaning of driveways, parking areas and roads within the office premises.

5. Lift lobby and all toilets floors and other areas, as may be directed by Officer in Charge, shall be cleaned with floor scrubbing machine.

(D) JOBS TO BE CARRIED OUT ON MONTHLY BASIS

1. All floors in common area floors including staircase shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.

2. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of officer-in-Charge.

(E) WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening/ segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage.

(F) NUMBER OF STAFF TO BE ALLOCATED:

For general cleaning the tenderer must specify the number required based on the area to be cleaned, but with a minimum of 31 (Thirty One) persons employed on a full time basis.

(G) MISCELLANEOUS CONDITIONS:

1. Sweeping, cleaning dusting, etc. shall be completed before 9.00 AM every day.

2. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.

3. The contractor shall, on award of the contract furnish the list containing names and address of the workman sent to the Commissionerate for housekeeping services.

4. The services provided by the contractor shall be to the satisfaction of the Commissionerate.

5. The contract rates shall includes cost for all essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of the Commissionerate.

6. The contractor shall have no claim against the Commissionerate in respect of any work which may be withdrawn.

7. The Contractor shall maintain an Attendance Register of personnel. The above register of personnel shall be subject to check by the concerned officer of the Commissionerate. The personnel will render services every day including SATURDAYS except on NATIONAL HOLIDAYS (i.e. 26th Jan, 15th Aug., 2nd Oct., Holi, Diwali and Sundays and any other holidays/public holidays which are mandatory under labour laws). They will maintain cleanliness of toilets, lavatories, pantry, floors etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment of this shall be made. The rate of items of schedule of work include the cost of this provision as well.

(V.V. Pandit)
Additional Commissioner (Adm.)
GST & CE,
Daman Commissionerate
## ANNEXURE-II

**PROFORMA FOR SUBMISSION OF TECHNICAL BID FOR HOUSEKEEPING SERVICES FOR O/o. THE COMMISSIONER, GST & CE, DAMAN COMMISSIONERATE.**

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Name of the Housekeeping Services provider</td>
</tr>
<tr>
<td>2</td>
<td>Address of the Housekeeping Service Provider with Contact number</td>
</tr>
<tr>
<td>3</td>
<td>Name &amp; Address of the Proprietor/Partner/ Directors (with contact number)</td>
</tr>
<tr>
<td>4</td>
<td>No. of years of experience in providing Housekeeping Services (Enclose proof such as Performance reports from clients or TDS copies)</td>
</tr>
<tr>
<td>5</td>
<td>Average Turnover (last 3 years ended on 31.03.2019)</td>
</tr>
<tr>
<td>6</td>
<td>Permanent Account Number (PAN)</td>
</tr>
<tr>
<td>7</td>
<td>Details of ESI &amp; EPF Registration along with copy of registration certificate</td>
</tr>
<tr>
<td>8</td>
<td>Details of GST Registration No. along with copy of registration certificate and the copy of Service Tax return filed for the year 2016-17 along with the tax payment challan</td>
</tr>
<tr>
<td>9</td>
<td>Details of Earnest Deposit (EMD)</td>
</tr>
<tr>
<td>10</td>
<td>No. of persons proposed to be deployed for housekeeping services. (Minimum Persons deployed for Housekeeping should not be less than 31.)</td>
</tr>
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</table>

**Note:** Any bid with less than 31 persons will not be considered.

The EMD of respective amount as indicated against the tender is to be submitted by bidder only in the form of Demand Draft (DD)/Banker's cheque drawn in favour of Pay and Account officer, CBIC, Vapi and will have to upload scanned self-certified copies of requisite EMD documents on the website along with tender offer.

**Date:**

**Signature of the Authorized person**

**Station:**

**Name:**

**Designation:**
1. The Office of the Commissioner of CGST & CE, Daman Commissionerate, may at its discretion at any point of time during the validity of the contract require the Service Provider to dismiss or remove from the site of work, any person or persons, deployed by the Service Provider, who may be incompetent or for his/her/their misconduct and the Service Provider shall forthwith comply with such requirements.

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

3. The Service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote good-will and enhance the image of the Department. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.

4. The Service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative; organizational matters as all are of confidential/secret nature. In case the Department comes to know about any such act done by the Service Provider's Personnel, the office reserves the right to cancel the contract and in that case the Security Deposit will be liable to be forfeited.

5. The Service provider's persons shall not claim any benefit/compensation/absorption/regularization of services with the office, under the provision of industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the individuals (whose services are hired from Service Providers) persons to this effect will be required to be submitted by the service provider to this office.

6. The persons deployed by the service provider shall not have any claim to any 'Master & Servant' relationship against this office.

7. The Service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, Pan, smoking, gutka, loitering without work.

8. He shall also provide separate uniforms for the housekeeping staff and office assistants so as to distinctly identify his personnel in the office at his cost. The service provider's personnel should be in proper uniform at all times and should possess identity card during the office hours.

9. The transportation, food, medical and other statutory requirements under the various Acts/Government's Rules and Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.

10. The Service Provider shall comply with the statutory provisions of the labour laws like minimum wages, bonus etc. and shall pay the personnel deployed, the minimum wages as per the relevant Act. Complying with the legal rules and regulations of the Central/state Govt. governing such housekeeping contracts would be the sole responsibility of the contractor.

11. The Service providers shall furnish the bill (in duplicate) towards his services in the first week of the following month. Evidences for ESI/PF benefits given to employees should also be furnished.

12. As per section 51 of CGST act "a department or establishment of the Central Government or State Government to deduct tax at the rate of one percent from the payment made or credited to the supplier of taxable goods or services or both, where the total value of such supply, under a contract, exceeds two lakh and fifty thousand rupees.

 Provided that no deduction shall be made if the location of the supplier and the place of supply is in a State or Union Territory which is different from the State or as the case may be, Union Territory of registration of the recipient."
13. The Service provider shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of the Commissioner of CGST & CE, Daman Commissionerate.

14. The work performance should be satisfactory.

15. The Service Provider shall exercise proper supervision of the work turned out by the deployed persons by providing the services of a Supervisor who will be stationed in the premises throughout the day.

16. For any damage occurred while carrying out the work, the contractor shall bear responsibility to fulfill it. Violation of the terms and condition of the contract will be viewed seriously and legal action will be initiated against the contractor. In case of any absence of Contractor’s personnel, he should deploy other persons/ manpower to undertake the housekeeping activities and ensure that the required work will be completed.

17. Rates/Quotations duly filled in, will be received up to the date and time mentioned in the letter.

18. The Commissioner of CGST & CE, Daman Commissionerate, reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same without assigning any reason thereof.

19. The Contractors are required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the annexures enclosed.

20. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initializing, dating and rewriting. In case of discrepancy between words and figures the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.

21. Rates/Quotations should be submitted and signed by the firm with its current business address.

22. The Contractors should satisfy themselves before submission of the Rates/Quotation to the Commissionerate that they meet the qualifying criteria and capability as laid down in the Annexure.

23. Notwithstanding anything contained herein, the Commissioner reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.

24. Insurance cover protecting the agency against all claims applicable under the Workmen’s Compensation Act 1948, shall be taken by the contractor. The Contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. The Commissionerate shall not entertain any claim arising out or mishap, if any, that may take place. In the event of any liability / claim falling on this Commissionerate, the same shall be reimbursed / indemnified by the contractor.

25. No other person except Contractor’s authorized representative shall be allowed to enter the Commissionerate.

26. Within the premises of the Commissionerate, the Contractor’s personnel shall not do any private work other than their normal duties.

27. Contractor shall be directly responsible for any/all dispute arising between him and his personnel and keep the Commissionerate indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
28. Contractor shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissionerate shall not have liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.

29. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

30. 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 that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.

**TERMS OF PAYMENT:-**

1. **The contractor will quote their rate only on per square foot per month basis and not based on the number of persons to be deployed or per persons basis. Rate quoted on per square foot basis, duly indicating No. of persons proposed to be engaged for housekeeping and cleaning services.**

2. The Commissionerate shall release due amount after making recoveries, if any, through crossed account payee cheque in favour of contractor.

3. The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificate as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.

4. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws to its personnel deputed under service contract and furnish necessary proof whenever required.

5. Actual deployment of personnel & their attendance.

6. Proof of payment made to your personnel for previous months.

7. Proof of challan/receipt issued by Regional Provident Fund Commissioner (RPFC etc. for the payment made towards applicable provident fund. ESI & EDLI for the previous month and proof of payment towards compliance of other statutory provision like Bonus for the previous month.

8. The contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor and amount deducted from salary/wages of deployed personnel towards their contribution to provident fund.

**PENALTIES:-**

1. Contractor will attract a penalty of Rs. 108/- (Rupees One hundred and eight only) per day, per person, in case the person fails to carry out the house keeping services due to his absence or any other reason.

2. 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 penalty @ Rs. 250 (Rupees 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 Commissioner will be final and binding on the contractor and shall not be subject to dispute or arbitration.

3. Contractor shall ensure that peace and order is maintained in the premises.

4. Contractor would ensure that all its personnel would behave courteously and decently with employees of the Commissionerate and also ensure goods manners.
Bills chargeable to the Commissionerate shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment or any obligation under the contract, the Commissionerate reserves the right to deduct the payments due from the contractor from monthly bill(s).

EMD:-

The EMD shall be forfeited:

a) If the bidder withdraws his bid during the period of bid validity.

b) The tenderer will be disqualified and EMD in case of any reference as ‘defaulter’ by any enforcement authorities.

(V.V. Pandit)
Additional Commissioner (Adm.)
GST & CE,
Daman Commissionerate
CONDITIONS TO BE FULFILLED FOR ELIGIBILITY

1. The bidder should have registered under Shops and Establishment Act.

2. The bidder should have on the rolls on the date of bid not less than 100 (One Hundred) Persons/ man power working in their firm/Company and should provide supporting documents for the same.

3. The bidder should be well established housekeeping agency and should have a minimum 03 years experience in rendering such services to establishments of Central/State/Public Sector Organizations.

4. The bidder should provide a list indicating the department where the bidder has contract for housekeeping services along with supporting documents should be submitted with the bid.

5. The bidder should have a minimum turnover of Rs.1 Crore (Rupees One Crore only) during the previous 3(three) financial years.

6. The persons deployed by the bidder should possess sound medical fitness, well behaved and should be well experienced and trained adequately to handle any type of cleaning/housekeeping and other works entrusted to them by the department.

7. The persons deployed should have knowledge of the local language and once deployed should not be changed by the service provider without prior intimation to the designated officer of the department.

(From 01 to 05 above necessary supporting documents should be provided)

[V.V. Pandit]
Additional Commissioner (Adm.)
GST & CE,
Daman Commissionerate
1. Profile of the company along with financial statements indicating the turnover of the company.

2. List of Govt. Sector/Public Sector/Private Sector/organization wherein the bidder has undertaken such housekeeping services during the previous three years.

3. Certificate from clients for having satisfactorily completed the work of housekeeping.

4. Copies of Police Clearance, Pan Card, GST Registration, Certificate of registration with the labour department, registration under Shops and Establishment Act, registration with EPF/ESI departments.

5. Earnest Money Deposit of Rs.10,000/- in the form of a Demand Draft drawn in favour of "Pay and Accounts Officer, CBIC, Vapi" should accompany the bid. The EMD shall be returned to all unsuccessful bidders and that in respect of the successful bidder shall be returned on furnishing of a Performance Guarantee deposit equivalent to contract rates for one month.

6. Any other relevant information connected with such services.

(V.V. Pandit)
Additional Commissioner (Adm.)
GST & CE,
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