

ANNEXURE-A

Inviting Bids for Housekeeping Service

Office of Deputy Commissioner of Customs, Custom Division-Surat invites bids from reputed and experienced service providers for providing Housekeeping Services for the period of 01 (one) year i.e. from the date of entering the contract at the following premises:

Sr. No.	Name and Address of the premises at service to be provided	Carpet Area (Sq. feet)	Remarks
1.	Custom House Building, near SMC ward office, Althan, Surat. (Ground + Five storey Building)	10680	Looking to the specified area, to cater the requirement of proper housekeeping/ maintaining the hygienic environment & cleanliness of office, 05 nos. of workers are working

GENERAL TERMS AND CONDITIONS

1. The Company / Firm / Agency should have at least 3 years experience in providing manpower for the work to Central/State Government Departments/ Public Sector Undertakings (PSU).
2. The Registered Office or one of the Branch Office of the manpower Company / Firm / Agency should be located in Surat.
3. **Bids duly filled in, will be received up to the stipulated date and time.**
4. The service provider is required to submit the complete bids only after satisfying each and every condition laid down.
5. The bidder shall quote their rates on **“Rate per square feet per day (for 26 days)”** (in both words and figures) which should include deduction towards PF and ESI etc.
6. The contract will be awarded for one year from the date of entering the contract.
7. The rates will be valid for one year from the date of entering the contract.
8. **The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, notified by the Central Government from time to time.** Any breach of these conditions will be liable for termination of the contract and the same would be dealt accordingly.
9. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them.
10. The contractor should ensure that there is no scope for any grievance from the personnel for delayed payment of wages.
11. Any liability such as EPF, ESI etc. shall be borne by the service provider and shall be deposited by the service provider with respective authorities and

consequential benefit shall be given to the employees under contract during the contract period.

12. The contractor shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such persons or to third party. All damages caused by the housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.

13. The contractor shall be fully responsible for theft, burglary, fire or any mischievous deed by his staff. Any loss due to any of above reasons shall be compensated by him in full.

14. This office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided by the Contractor.

15. No other personnel except service providers authorized representatives shall be allowed to enter the office premises. The personnel of contractor should carry with themselves proper ID Card issued by the contractor/representative of the contractor.

16. The contractor shall maintain the entire premises in neat and tidy condition and to be kept hygienic at all times.

17. The contractor should attend any other work assigned by the administration/authority concerned.

18. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government offices.

19. The House keeping contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and/or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.

20. The contractor shall refill the sanitary cubes, cakes, odonil, air purifier, naphthalene balls, chemicals, disinfectants, detergents, liquid soap, acid etc. from time to time and as and when required.

21. The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.

22. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9:00 am daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.

23. The personnel will report to the officer-in-charge assigned by the department. If a particular worker is absent on any day, another person should be deployed in his place. For any absence and non-engagement, no wages shall be paid.

24.

(A) Additional Terms and Conditions

- (i) For the purpose of housekeeping the office shall be functional on 06 days in a week excluding Sundays and Closed Holidays.

- (ii) Sweeping, wet mopping of all the office area including the staircase is to be done on a daily basis.
- (iii) Furniture like tables, chairs, visitors chairs, sofas, almirahs and all electronic gadgets like computers, telephones, fax machines, photocopier machines etc. have to be maintained dust free and dusting has to be carried out on a daily basis.
- (iv) All the sweeping, garbage and waste should be collected and disposed of in the nearest garbage collection Centre.
- (v) The work of cleaning of the office should be completed before 9:00 AM daily.
- (vi) Saturday non-routine work like removal of cobwebs in corridors, rooms chambers, and lavatories must be carried out. Rigorous cleaning of window panes, ventilators etc. should be also done on Saturday.
- (vii) Shifting of furniture should also be carried out, if required.
- (viii) Cleaning of Mats, Carpets, artificial and natural plants hold be attended to on a daily basis.
- (ix) Due Care should be taken while cleaning electronic gadgets.
- (x) Thorough cleaning of toilets/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.
- (xi) Shifting of furniture and other items/stores from one place to another as required by the administration.

B. JOBS TO BE CARRIED OUT DAILY

- (i) **As a preventive measures, to curb the spread of COVID-19, cleaning of toilets, wash basins, urinals and floors should be cleaned thrice a day at different intervals.**
- (ii) Cleaning of windows and water coolers/Dispenser, removing of all dust, unwanted materials, cleaning to be done with phenyl/lyzol twice a day.
- (iii) Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.
- (iv) Removing dust from floors, windows, doors, books, journals, furniture like tables, chairs, Visitor's chairs, sofas, almirahs, etc., fixtures, telephone, cupboard, air conditioners and other equipments, all electronic gadgets like computers, telephones, fax machines, photocopier machines etc., filling cabinets, glass panes; collecting waste paper, unwanted material and its disposal at indicated locations.
- (v) Cleaning of rooms by mopping floor with cloth soaked in water and disinfectant of ISI mark.

C. JOBS TO BE CARRIED OUT WEEKLY

- (i) Washing of floors with cleaning material/ detergents /soap and water or any other cleaning operation.
- (ii) If the labour is required on Sunday/ Gazetted holiday, no extra charge will be paid to the Contractor on account of this.

D. MISCELLANEOUS CONDITIONS

- (i) 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.
- (ii) The contractor shall, on award of the contract furnish the list containing names and addresses of the workman sent to the Customs Division-Surat for housekeeping services.
- (iii) The services provided by the contractor shall be to the satisfaction of the Customs Division-Surat.
- (iv) The contract rates shall include 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 Customs Division-Surat.
- (v) The contractor shall have no claim against the Customs Division-Surat in respect of any work which may be withdrawn.
- (vi) The contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of the Customs Division-Surat.
- (vii) The personnel will render services every day including Saturdays except on Sunday and National holidays (i.e. 26th Jan, 15th Aug, 2nd Oct and any other holidays/public holidays which are mandatory under labour laws).
- (viii) 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 includes the cost of this provision as well.

25. All consumables and material required for the purpose such as broom, Soap, liquid soap, Sticks, cleaning material, phenyl, detergents, naphthalene balls, air purifiers etc. will be provided by this office.

26. ARBITRATION

- (i) In the event of any question, dispute/difference arising under this agreement or in connection with (Except as to matters the decision of which specially provided under this agreement) the same shall be referred to the sole arbitrator as approved by the Deputy Commissioner of Customs, Customs Division Surat.
- (ii) The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or unable to act for any reason, whatsoever, the Deputy Commissioner of Customs, Customs Division Surat shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from stage at which it was left by the predecessor.

(iii) The expression Deputy Commissioner of Customs, Customs Division-Surat shall mean and include an acting/ officiating Deputy Commissioner of Customs, Customs Division-Surat .

(iv) The arbitrator may from time to time, with the consent of all parties enlarge the time for making (a publishing) the award.

(v) The arbitrator may give interim awards and / or directions, as may be required.

27. The Deputy Commissioner of Customs, Customs Division Surat reserves the right to postpone/extend the date of receipt/opening of Technical/Financial bids or to withdraw the same without assigning any reasons thereof.

28. Mode of payment will be monthly and payment to the house keeping contractor will be through online or any other mean only. The contractor will have to pay the wages of the employees by 7th of following month invariably; irrespective of any reason.

29. Notwithstanding anything contained herein, the office of The Deputy Commissioner of Customs, Customs Division Surat reserves the rights to terminate the contract by giving 30 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the contractor.

30. TERMS OF PAYMENT

(i) The contractor will submit the monthly bill for reimbursement in duplicate enclosing therein following certificates/documents, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.

a. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws and **Minimum Wages Act, notified by the Central Government from time to time** to its personnel deputed under service contract and furnish necessary proof in this regard as and when required.

b. Actual deployment of personnel & their attendance.

c. Proof of payments made to personnel deployed for previous month.

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

(ii) Customs Division-Surat shall release due amount after making recoveries, if any, through online or crossed account payee cheque in favour of contractor/ agency.

(iii) In case, the Customs Division-Surat receives any complaint regarding non-payment of wages to the personnel deployed, the amount payable to these personnel will be recovered from bill and paid to such personnel. If this office receives repeated complaint regarding non-payment of wages to the personnel deployed, this office may start action including termination of the contract.

31. PENALTIES

1. Contractor will attract a penalty of an amount equal to one day's payment of one 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 house keeping services on any day up to 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 Customs Division-Surat will be final and binding on the contractor and shall not be subject to dispute or arbitration.
3. Contractor would ensure that all its personnel deployed with the Customs Division-Surat behave courteously and decently with the employees/officers of the Commissionerate.

32. CHARGES AND PAYMENTS

Bills chargeable to the Customs Division-Surat shall be paid after every month of services rendered, if found in order on the basis of availability of grant. In case of any complaint of non-fulfilment of any obligation under the contract, the Customs Division-Surat reserves the right to deduct the amount, due from the contractor from monthly bill(s).

ANNEXURE-II

TECHNICAL BID

Pre-qualification requirements for award of contract for Housekeeping

01. Name of the organization / Firm:
02. Name(s) of the Proprietors/Directors:
03. Registered Address:
04. Branch at Surat (Address):
With Telephone No..... Fax No.....
05. Whether firm is registered & license holder under Contract Labour (Regulation & Abolition) Act (attach relevant documents) :
06. Registration No. of the Firm (Copy to be enclosed):
07. Permanent Account No. of the firm (PAN) (Copy to be enclosed):
08. Provident fund number allotted by Regional Provident Fund Office. (Copy to be enclosed):
09. ESI Registration No. (Copy to be enclosed) :
- (A). License from the labour department:
10. Valid ISO Certificate No. & Date: (Copy to be enclosed)
11. Central GST Registration No. (Copy to be enclosed):
12. Total staff/workers of the firm:
13. Name(s) of Central Government/State Government/Public Sector Undertakings to whom similar Services have been provided by the firm during last three years. (Attach relevant documents as proof of experience):
14. An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central/State/UT Government institution and there has been no litigation with any government department.
15. If the applicant firm has been terminated or blacklisted by any organization in last 5 years, full details of such termination of service or blacklisting:

Declaration

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

(Signature of Authorized person with seal)

ANNEXURE – III
(FINANCIAL BID)

To,
The Deputy Commissioner of Customs
Customs Division Surat,
Custom House, Althan, Near SMC Ward Office,
Surat-395017
Sir,

Having examined the bidding documents and having submitted the technical bid for the same we, the undersigned, hereby submit the Financial Bid for supply of services as per the invitation for this and in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The price quoted by us for the following area (Per square feet per month for 26 days) for of unskilled persons is as under: -

Sr. No.	Services to be provided at	Carpet Area (sq. ft)	Rate per square ft. per month (Excluding GST) Rs.	Total Amount (per month for 26 days) Rs.
1	Custom House Building, near SMC ward office, Althan, Surat (Ground+ Five Storey Building)	10680		

Note:

- (i) No extra Payment will be made other than the above-mentioned amounts.
 - (ii) Minimum wages to be paid based on the latest orders issued by the Chief Labour Commissioner (C), New Delhi as per Minimum Wages Act, prescribed by Central Government.
 - (iii) Bidders must quote their rare taking into account wage components such as Basic, EPF, PF, ESI etc.
2. We do hereby undertake that, in the event of acceptance of our bid, the supply of services shall be made as stipulated in the tender document and that we shall perform all the incidental services.
 3. We agree to provide service for one year or such extended period from date of signing agreement.
 4. We have carefully read and understood the terms and conditions of bid document and its implications.
 5. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor/constituted attorney of sole proprietor.

OR

A partnership firm and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

OR

A Company and the person signing the bid document is the constituted attorney. (Note:-Delete whatever is not applicable. All corrections/deletions should invariable be duly attested by the person authorized to sign the bid document.)

Yours faithfully,
Signature and Name of the bidder with seal

ANNEXURE - IV**TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To,
The Deputy Commissioner of Customs
Customs Division Surat,
Custom House,
Althan, Near SMC Ward Office,
Surat-395017

Subject: Acceptance of Terms & Conditions of Tender.
Tender Reference No:

Name of Tender / Work: -

Dear Sir,

1. 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 annexures, schedulers, etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department / organization to have also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt., Department/ Public sector undertaking.
5. I /We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/ untrue or found violated, then your department/organization 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)

<p align="center">उप आयुक्त कार्यालय सीमा शुल्क मण्डल, सूरत सीमा शुल्क भवन अलथान एसएमसी वार्ड कार्यालय के बगल मे सूरत -395017 दूरभाष स. :0261-2991900 ई- मेल: cusesttasurat@gmail.com</p>	<p align="center">OFFICE OF THE DEPUTY COMMISSIONER OF CUSTOMS, CUSTOMS DIVISION, SURAT CUSTOM HOUSE, ALTHAN, NEAR SMC WARD OFFICE, SURAT-395017 PHONE No.: 0261-2991900 Email Id: cusesttasurat@gmail.com</p>
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Surat, dated 09/01/2022

E-TENDER NOTICE

Subject: Notice for Inviting of Tender for Outsourcing of Housekeeping and cleaning services in the Custom House Building, Near SMC ward office, Althan, Surat

E-tenders (in prescribed format) are invited under two bid system (both Technical and Financial) from reputed and experienced service providers having valid ISO certification for providing housekeeping, cleaning, sweeping services, etc., on contract basis for the office building viz., Custom Division Surat at Custom House Building, near SMC ward office, Althan, Surat.

1. The contract shall be awarded for a period of one year i.e., from the date of signing the agreement. The total carpet area for housekeeping is as under:

Sr. No.	Name and Address of the premises	Carpet Area (Sq. feet)	Remarks
1.	Custom House Building, near SMC ward office, Althan, Surat. (Ground + Five storey Building)	10680	Looking to the specified area, to cater the requirement of proper housekeeping/ maintaining the hygienic environment & cleanliness of office, 05 nos. of workers are working

2. The complete tender document containing general terms & conditions, pre-qualification requirements etc. are available on <http://eprocure.gov.in/procure/app> can be downloaded free of cost.
- 3.

Tender Critical Date Sheet

Tender Publishing Date & Time	10.01.2022 14:00 HRS
Bid Submission Start Date & Time	10.01.2022 14:00 HRS
Bid Submission End Date & Time	20.01.2022 14:00 HRS
Bid Opening Date & Time	21.01.2022 14:00 HRS

4. Interested bidders/Service Providers/ reputed firms providing such services may submit their bids in the prescribed format with all the necessary documents online with digital signature at <http://eprocure.gov.in/procure/app> on or before bid submission closing date & time. Offers beyond the specified date/ time shall not be entertained.
5. Not more than one tender shall be submitted by one bidder having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e., when one or more partner(s)/ director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
6. Bidder who has downloaded the Tender from the Central Public Procurement Portal CPPP website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and tender is liable to be banned.
7. Bidders are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
8. Technical Bids will be opened as per date/ time as mentioned in the Tender Critical Date Sheet. In the event of any of the above-mentioned date being subsequently declared as a holiday/closed day for the office, the tenders will be opened on the next working day at the scheduled time.
9. **Submission of Tender:-**
 - a. The tender shall be submitted online in two parts, viz., technical bid and financial bid.
 - b. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. Content and Signature should be in the same page. Signature in one page and content in other page will not be considered as the content signed.
 - c. The offers submitted by Fax/email/post/courier shall not be considered. No correspondence will be entertained in this matter.
10. The contract would preferably be awarded to the agency which has quoted the lowest rates while meeting all the terms and conditions given in the tender. However, to safeguard against failure by this agency to provide the services as per terms and conditions of the tender, the Authority reserves the right, to empanel other tenderer who are prepared to provide the services on the terms and conditions given in the tender.

Prasad Varwantkar

DEPTUY COMMISSIONER-CUSTOMS-DIV-

SURAT

Division-Surat-Customs-Commissionerate-Ahmedabad

Copy to :

1. The Superintendent (System), Customs Ahmedabad to upload on the Ahmedabad Commissionerate website <http://ahmedabadcustoms.gov.in> & www.cbic.gov.in
2. Notice Board of the Principal Commissioner of Customs, Custom House, Navrangpura, Near All India Radio, Ahmedabad, Gujarat – 380009
3. Notice Board of the Deputy Commissioner of Customs, Custom Division Surat

Following Annexures Form part of this Tender:

- i. General Terms and Conditions (Annexure – I)
- ii. Proforma for Technical Bid (Annexure – II)
- iii. Proforma for Financial Bid (Annexure – III)
- iv. Tender Acceptance Letter (Annexure – IV)