



भारत सरकार/ **GOVERNMENT OF INDIA**

सीमा शुल्क(निवारक) आयुक्तालय, भुवनेश्वर, केंद्रीय राजस्व भवन, राजस्व विहार, भुवनेश्वर

**COMMISSIONERATE OF CUSTOMS (PREVENTIVE), BHUBANESWAR,
CENTRAL REVENUE BUILDING, RAJASWA VIHAR, BHUBANESWAR-751007**

Phone No.0674-2589002, Fax. No. 0674-2589003,email Id-cusbbsr1@gmail.com.

C.No.I(22) 4/GL/Housekeeping/Cus(P)/BBSR/2017

Dt. 05.02.2018

TENDER NOTICE FOR OUTSOURCING OF HOUSEKEEPING SERVICES ON CONTRACT BASIS, THROUGH CONTRACTOR/SERVICE PROVIDER.

The Office of the Commissioner of Customs (Preventive) Commissionerate, Bhubaneswar, including the Office of the Assistant Commissioner of Customs, BPI Airport, Bhubaneswar, intends to avail the services of an agency for cleaning, sweeping and housekeeping services etc. of its office premises.

Accordingly sealed tenders are invited from reputed experienced and financially sound agencies for outsourcing of cleaning, sweeping and housekeeping services etc. in office building at the locations given in the table below for one year from the date of contract. Interested agencies, who have experience in housekeeping services to a Government Office/PSU, etc. and are also willing to comply with the ' Terms and Conditions ' annexed to this Notice, may submit the Technical and Financial bid separately. The bids in sealed Cover-I containing "Technical Bid" and another sealed Cover-II containing "Financial Bid" should be further placed in a third sealed cover super-scribed –"Tender for outsourcing of cleaning, sweeping and housekeeping services etc. on contract basis. "and should reach in this office by- 28/02/2018 (by 5.00 P.M) addressed to :-**The Joint Commissioner (P & V), Commissionerate of Customs (Prev.), C.R.Building, Rajaswa Vihar, Bhubaneswar-751007.** The sealed quotation may be dropped in the drop box available in the A.O Chamber of Customs(Prev.), (1th Floor, Room No.123) of C.R.Building, Rajaswa Vihar, Bhubaneswar-751007.

The table showing the details of location and the carpet area in sq ft.(approx.)

Sl. No.	Name of the Building	Carpet Area (approx)
1.	Office of the Commissioner, Of Customs(Preventive), C.R.Building, Rajaswa Vihar, Bhubaneswar-751007	8000 sq ft., (Subject to deployment of minimum 7 Nos. of workers).
2.	Office of the Assistant Commissioner of Customs, Biju Pattnaik International Airport,(Terminal-2) Bhubaneswar.	1500 sq ft. (Subject to deployment of minimum 3 Nos. of workers).

Total Area: 9500 Sq.ft. approx. (Subject to deployment of minimum 10 Nos. of workers). At Airport Customs office the services may be required during night/odd hours also, as per the Customs Officers duty schedule/flight timings.

Contd....

Data Sheet

Item	Description
Name of the Hirer	Government of India, Ministry of Finance, Department of Revenue, Commissionerate of Customs(Preventive) Bhubaneswar
Tender inviting Authority	Joint Commissioner (P&V), Commissionerate of Customs(Preventive), Bhubaneswar.
Tender Name	Annual Contract for Housekeeping services for the Office Building Office of the Commissioner, Commissionerate of Customs(Preventive), Bhubaneswar, C.R.Building, Rajaswa Vihar, Bhubaneswar, including Airport Customs Offices at Terminal-2 of BPIA, Bhubaneswar.
Tender No. and Date	01 & 05/02/2018
Method of selection	L-1
Availability of Tender	www.cbec.gov.in
Date of Tender Notice	05/02/2018
Last date and time for bid/Proposal submission(on or before)	28/02/2018 , upto 05.00 P.M
Bid opening time, Date and Venue	11.00 A.M of 01/03/2018 , In the chamber of Joint Commissioner(P&V) Room No. 111,First floor of C.R. Building, Rajaswa Vihar, Bhubaneswar-751007.
Language of Bid Submission	Proposal to be submitted in English only
Currency	Bid may be quoted in INR only.
Name and Address for Communication and seeking clarification	1 st Floor,Administrative Officer, Customs(Preventive),Commissionerate C.R. Building ,Bhubaneswar.
Period of hiring	12 months

I. General Instructions:-

- I. All sealed quotations should be addressed to the Joint Commissioner(P & V), Customs (Preventive) Commissionerate, Bhubaneswar, in the above-mentioned format and should reach this office **by 28/02/2018 (05:00 P.M).** The sealed quotation can also be dropped in the drop box available in the A.O Chamber of Customs(Prev.), **(1th Floor, Room No.123) of C.R.Building.**
- II. The date of opening of the tenders received will be on 01/03/2018 at 11.00 A.M at Hdqrs Office, Customs(Preventive) Commissionerate, Bhubaneswar in 1st floor of Room No.111 of C.R. building in the chamber of Joint Commissioner.
- III. The Financial bids will be opened only in those cases where the Technical bids are found to be acceptable as per norms. Financial bids of non-qualifying technical bids will be rejected.
- IV. Service providers have to follow the "Terms and Conditions" provided in Annexure-I and scope of work as provided in Annexure-II, as well to abide by all rules and law.
- V. The Department shall reserve the right to terminate the contract anytime without showing any reason to the agency

II. Technical Bid:-

1. The Tenderers/Bidders are required to enclose photocopies of the following documents duly self attested along with Technical Bid and Financial bid failing which their bids shall be summarily rejected and will not be considered.

TECHNICAL BID

1	Name of the Organization/firm	
2	Name(s) of the proprietors/Director	
3	Registered address	
4	Adhaar No.	
5	Telephone No. Fax No.	
6	Whether firm is registered and license holder under Contract Labour(Regulation & Abolition) Act.(If not required please state reason)	
7	Registration No. of the firm ,if registered with the Central/State Labour Commissioner(with details)	
8	Permanent Account No. of the firm(PAN)	
9	Provident fund number allotted by Regional Provident Fund Office.	
10	ESI Regn. No.	
11	Copy of Income Tax return filed for the last three F.Y	
12	GST Registration No, if any.(If not required state reason)	
13	Total number of staff/workers employed by the firm.	
14	Previous proof of supply of services. (In other Govt. depts. /PSUs etc.)	
15	Tender/Bidder shall give a declaration that no police/criminal/any other offence cases pending against the agency.	
16	EMD of ₹ 10,000/- in the form of Demand Draft in favour of A.O. Customs, BBSR.	

DECLARATION

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

Signature of Authorized Signatory with Date-----

Name of the Firm-----

Seal-----

All Columns must be filled.

III. Financial Bid:-

FINANCIAL BID

Sl.No.	Description of Payment	Rate per Sq.ft/Month**	Total Rate(Rs.) per month** (Rate quoted per Sq.Ft. X 9500)
1.	Rate per square feet per month including all charges relating to EPF,ESI etc. relating to worker to be engaged(No. of workers to be provided is to be mentioned. However quotation is to be strictly per square feet per month) minimum 8 nos. of workers to be provided.		
2.	Taxes, if any		
3.	Any other statutory/other charges, if any		
4.	Service Charges, if any		
5.	Total (Per month)		
6	Grand Total (Per Year)		

** Amount quoted to be rounded up to next multiple of 25 Paisa basis.

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

Signature of Authorized Signatory with Date-----

Name of the Firm-----

Seal-----

All Columns must be filled.

Terms and Conditions:-

This is to specifically state that this tender is for Outsourcing of cleaning/ sweeping/ housekeeping, etc. of this office through contractor/service provider. This office vide this tender is neither offering nor providing any type of Job/employment to anybody. Neither this office is going to deal with any hired contract worker directly. The department is merely outsourcing its housekeeping services to a contract/service provider on per Sq. Ft. charges basis (with min. 10 number Of unskilled workers to be provided by the contractor to ensure work efficiency & quality). The department is in no way responsible for any claims of Govt job/employment to any body and any disputes/legal matters including their cost thereof shall be responsible of the concerned contractor/service provider only.

The department is no way responsible for any other claim/liability except the payment of monthly bills of the housekeeping activity as per the approved rates of tender/contract.

- i. The bidders are asked to quote their rate only per square foot per month basis and not based on number of persons to be deployed or per person basis. (However, minimum 10 nos. of workers to be provided, 7 for C.R.Building and 3 for Airport Customs Office).
- ii. The method of selection should be L-1 i.e. the bidder quoting the lowest basic rate per sq ft. (exclusive of GST) will be selected subject to fulfilment of other ' Terms and Conditions ' stated in this notice.
- iii. All charges/costs etc. towards EPF and ESI etc. be factored in the basic rates being quoted on per sq ft per month basis .No extra amount towards such heads would be payable over and above the rates thus quoted.
- iv. No escalation of price whatsoever would be allowed during the pendency /currency of the contract.
- v. Requisite articles for cleaning will be provided by the Department.
- vi. The Tenders shall be enclosed by Earnest Money Deposit of Rs.10,000/- from a Nationalised Bank/Scheduled Bank in the form of Account Payee Demand Draft/Fixed Deposit Receipts/Banker's Cheque or Bank Guarantee drawn in favour of "Administrative Officer, Customs(Preventive) Commissionerate, Bhubaneswar". Tender without EMD will not be processed further. The EMD of unsuccessful bidders will be returned as early as possible.
- vii.. On acceptance of bid, the service provider will have to submit Performance Guarantee of an amount equivalent to 5% of the value of the entire period of the contract in form of Bank guarantee from a nationalised Bank drawn in favour of "Administrative Officer, Customs(Preventive) Commissionerate, Bhubaneswar". The EMD will be returned to the successful bidder after producing a performance Bank Guarantee.
- viii. The Contractors should satisfy themselves before submission of the rate /quotations to the undersigned that they meet the qualifying criteria and capability as laid down in the annexure.

- x. All the rates may be given both in figures and words. In case any discrepancies between words and in figures the rates indicated in words shall prevail.
- xi. Rates and quotations should be submitted and signed by the firm with its current business address.
- xii. The rates shall be valid for a period of at least one year from the date of opening or till the stipulated period or the end of the contract, whichever is later.
- xiii. The Contractor must comply with the rates /quotations, specification and all terms and conditions of contract. No deviation in the terms of the contract shall be entertained unless specifically mentioned by the contractor in the rates/quotations and accepted by the undersigned.
- xiv. In case of any default by the contractor in any of the terms and conditions (whether General or Special), this office may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter terminate the contract, in whole or part, by giving 15 days 'notice in writing to the contractor. However, under any special circumstances, the contract can be cancelled/terminated with immediate effect also.
- xv. The contractor shall take insurance cover protecting the agency against all claims applicable under Workmen's Compensation act 1948. The Contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. This Office shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Office shall be reimbursed/indemnified by the contractor. The contractor is responsible for all statutory dues/liabilities etc. and department shall have no responsibility/ in this regard, whatsoever.
- xvi. No other persons except Contractor's authorised representatives shall be allowed to enter in the office premises.
- xvii. Within the Office premises the Contractor's personnel shall not do any private work other than their normal duties.
- xvii. Contractor shall be directly responsible for any /all dispute arising between him and his personnel and keep the office indemnified against all action losses damages expenses and claims whatsoever arising thereof.
- xviii. 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 Orders/ rules of the Government.
- xix. The bidder should pay to their personnel a minimum wages at the prevailing rate as fixed under MINIMUM WAGES ACT prescribed by the Chief Labour Commissioner (Central). Any breach of this condition will be liable for termination of the contract and the same would be dealt accordingly. Besides ESI and PF per head at the current rate should be paid by the bidder every month as per existing Rules.
- xx. The Contractor should submit the copies of paid vouchers for payment of wages to the persons deployed for this contract every month to this Office If any discrepancies found in the payment of wages to the persons deployed against the existing rules ,the contract is liable for immediate termination without any prior notice.
- xxi. GST as applicable rate along with monthly charges will be paid by the Office .Proof of payment of GST will be required to be submitted by the service provider.
- xxii. Contractor shall be fully responsible for theft , burglary, fire or any mischievousness by his staff.
- xxiii. The Commissioner, Customs (Preventive) Commissionerate, Bhubaneswar reserves full rights to accept or reject all or any of bid in part or full without assigning any reasons whatsoever.

xxiv. The Commissioner, Customs(Preventive) Commissionerate, Bhubaneswar takes no responsibility for delay, loss or non-receipt of tender documents sent by post.

xxv. Incomplete bid / bids received after the prescribed date and time shall be summarily rejected.

xxvi. The worker to be deployed will be in white Uniform/with Agency identity card/Mark Badge and name plate at all times.

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

xxvii. The tender/Bidder fulfilling the eligibility criterion, scope of work, terms & conditions shall enter into an agreement as per the enclosed draft.

xxviii. For further details, interested parties may contact the Administrative Officer, Customs (Preventive) Commissionerate, Central Revenue Building, Rajaswa Vihar, Bhubaneswar, PIN-751007, during office hours.

Scope and Schedule of work for Cleaning/Sweeping /Housekeeping services etc.

1. Scope of work

- i. The prime object of housekeeping service is to maintain the entire premises in a clean and tidy condition from the hygiene/swachhata point of view.
- ii. The broad details of work covered under the scope are enumerated as follows:
 - a. Cleaning, sweeping and wiping of entire area and other articles of decoration in the office .
 - b. Furniture like table, chairs, visitor’s chairs, sofas, almirahs, including photos, pictures, statues, ceiling, roof, floors, walls, corridors, files and all other items placed in office.etc. And all the electronic gadgets like computers, telephones, fax machines, photocopier machines etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire office should be cleaned daily.
 - c. Thorough cleaning of toilets/urinals has to be done using required disinfectant materials like phenyl twice a day and more often and by putting naphthalene balls in all the urinals and air purifiers in the toilets and also cleaning of all sanitary fittings, tiles and mirrors or the walls in the toilets.
 - d. Fetching of water etc. for Officers/Staffs.
 - e. Ensure removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of wastewater.
 - f. Shifting of furniture and other items/stores from one place to another as required by the administration.
 - g. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor works whenever required.
 - h. Care should be taken that the gadgets are not tampered/damaged with during the cleaning operation.
 - i. General upkeep/watering/care of flower pots and indoor plants etc. as well as cutting of grass and trimming of trees/plants etc. in the garden area etc.
 - j. Any other such work (unskilled nature) as assigned by the Officers.
- iii. Contract workers provided are to be available in office during working hours on all working days and shall not leave the office premises without permission of the caretaker. Contract workers are required to attend office and carry out jobs prescribed on holidays also whenever called for, by the caretaker.

1. JOBS TO BE CARRIED OUT DAILY

- i. Cleaning of toilets, windows, washbasins & other fittings, removing of all dust, unwanted materials, cleaning to be done with phenol twice a day.
- ii. Cleaning of corridors and common area once with phenol in morning and with plain water in the afternoon.
- iii. Removing dust from floors, windows, doors, journals, furniture, fixtures, telephone, cupboards, air conditioners,fans, almirahs, filing cabinets, glass panes. Collecting waste paper, unwanted materials and its disposal at indicated locations.
- iv. Cleaning of rooms by mopping floor with cloth soaked in water and phenol.
- v. Liquid soap, naphthalene ball and deodorant block etc. are to be placed in the toilets/ washrooms and replaced periodically.

- vi. General upkeep/watering/care of flower pots and indoor plants etc. as well as cutting of grass and trimming of trees/plants etc. in the garden area etc.
- vii. Any other such work (unskilled nature) as assigned by the Officers.

2. JOBS TO BE CARRIED OUT WEEKLY

- i. Washing of floors in the entire office area with detergent/vim/soap and water.
- ii. Removal of cobwebs in the corridors, rooms, chambers and lavatories.
- iii. Removal of dust accumulated on the walls, window panes and ventilators in the toilets.
- iv. Any other such work (unskilled nature) as assigned by the Officers.

Note: i) At Airport Customs office, the services may be required during night/odd hours also, as per the Customs officers duty schedule/flight timings .

ii) For all these activities/work, articles etc will be supplied by this Office.

3. MISCELLANEOUS CONDITIONS

- i. Sweeping/ cleaning of all parts as per specification vide the items of schedule shall be completed before in time every day.
- ii. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case particular work-person remains absent due to one reason or other, it would be the responsibility of the contractor to provide another work-person in his/her place.
- iii. The contractor shall on award of the contract furnish the list containing names and address of the workmen sent to Customs (Prev.), Bhubaneswar for housekeeping services.
- iv. The services provided by contractor shall be to the satisfaction of Customs (Prev.), Bhubaneswar.
- v. The contractor shall have no claim against Customs (Prev.), Bhubaneswar in respect of any work, which may be withdrawn.
- vi. The contractor shall maintain an Attendance Register of Personnel. The above register of personnel shall subject to check by the concerned officer of Customs (Prev.), Bhubaneswar. The personnel will render services on all working days and any other day as may be required, excluding 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 for this shall be made. The rate of items of scheduled work includes the cost of this provision as well.
- vii. The contractor shall comply with all the relevant statutory conditions and all the disputes arising out of non compliance of relevant statutory provisions, if any, has to be dealt with by the contractor alone and the department will not be a party in such cases.

4. TERMS OF PAYMENT

- i. The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates 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.

- ii. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per labour laws to his/her personnel deputed under services contract and furnish necessary proof whenever required.
- iii. Payments will be based on the actual deployment of personnel & their attendance (in contractor's records).
- iv. Any complaint regarding non-payment of wages to your personnel may result in termination of the contract.

5. PENALTIES

- i. The contractor will attract a penalty of Rs. 500/- (Rs. Five hundred only) per day, per person in case the persons fails to carry out the housekeeping services due to his absence or any other reason.
- ii. In the event of failure to maintain the housekeeping services on any day up to the desired standard, in part or full the contractor is liable to be penalized @ Rs. 1000/- (Rupees One thousand only) per day which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Customs (Prev.), Bhubaneswar will be final and binding on the contractor and shall not be subject to dispute or arbitration.
- iii. The contractor shall ensure that peace and order is maintained in the premises.
- iv. The contractor would ensure that all his personnel would behave courteously and decently with employees of the Customs (Prev.), Bhubaneswar and visitors to the office and also ensure good manners.

6. CHARGES AND PAYMENTS

Bills chargeable to the Customs (Prev.), Bhubaneswar shall be paid after every month of services rendered if found in order. In case of any complaint of non-fulfilment or any obligation under the contract, the Customs (Prev.), Bhubaneswar reserves the right to deduct the penalties/payments from the contractor from monthly bill(s).

We agree to the above terms and conditions.

Signature with Date

Name of the Firm

Housekeeping work has to be carried out under the overall supervision of an officer designated by the Joint Commissioner, Customs (Preventive) Commissionerate, Bhubaneswar.

- i. The works shall be executed at the premises of the Office of the Commissioner, Customs (Preventive) Commissionerate, and specified area of BPIA on every Monday to Saturday, from 09:30 hrs to 18:00 hrs (working days) under the overall supervision of an officer designated by the Customs (P) Commissionerate, Bhubaneswar or on any other days, as needed.

- iii. The unskilled workers should be of good health, sound mind, obedient, honest, and sincere and should not have any bad records and free from any addiction. The contractor should ensure that all workers are good character and proper police verification of antecedents should be ensured by the contractor.
- iv. Normal working hours would be for 6 days a week from 0930 hours to 1800hours.
- v. She/he should report to the undersigned or HQ-Pool daily and as when required.
- vi. The Department will not bear any cost of personal accident/claim for any office facility in respect of the hired unskilled workers from your agency.
- vii. The unskilled workers and/or agency shall have no right to claim for engagement/employment with the Department under any circumstances.
- viii. The bill will be accepted for payment only after successful completion of the monthly target to be fixed by the designated officer and on the basis of the certificate of acceptance, accuracy and completeness from him.
- ix. The awarded work shall have to be completed to the satisfaction of the concerned officer, every month from the date of issuance of the work order. The successful bidder shall enter into an agreement with this office.

(VISHNU KUMAR)
JOINT COMMISSIONER (P & V)
CUSTOMS (PREVENTIVE)
COMMISSIONERATE
BHUBANESWAR.

F. No. I(22)4/GL/House Keeping/Cus(P/2017

Date: 05. 02.2018

Copy to-

- 1) Notice Board of the Commissionerate.
- 2) The Joint Commissioner, Office of the Customs (P) Commissionerate, Bhubaneswar Zone for information.
- 3) The Administrative Officer, Customs (P) Commissionerate Bhubaneswar, for uploading the e-tender in web-page.
- 4) The Assistant Commissioner Paradeep/Dhamra/Jajpur/Gopalpur/BPIA, to give wide publication, including placing the same on their Office Notice Board positively.
- 5) Hindi Officer, Hindi Cell, for providing of Hindi translation for uploading the Hindi version, in due course.
- 6) Web master, CBEC for uploading on CBEC website.

