



OFFICE OF THE COMMISSIONER (A.R.)
CUSTOMS, EXCISE AND SERVICE TAX APPELLATE
TRIBUNAL REGIONAL BENCH AT HYDERABAD
1st Floor, HMWSSB BUILDING, REAR PORTION, KHAIRATABAD,
HYDERABAD –500 004

C.No: Hyd-IV/16/2/2017-Wages

दिनांक Date : 13-02-2018.

LIMITED TENDER ENQUIRY NO. 01/2018-19

The office of the Commissioner(AR), CESTAT, Hyderabad customs, excise and service tax appellate tribunal regional bench at hyderabad 1st floor, hmwssb building, rear portion, khairatabad, hyderabad – 500004, invites sealed tenders/quotations from reputed service providers, for providing the house keeping services and data entry operators, as mentioned in the Annexure enclosed, in the premises of the *Office of the Commissioner(AR), CESTAT, Hyderabad CUSTOMS, EXCISE AND SERVICE TAX APPELLATE TRIBUNAL REGIONAL BENCH AT HYDERABAD 1st Floor, HMWSSB BUILDING, REAR PORTION, KHAIRATABAD, HYDERABAD – 500004* and as mentioned in the **Terms and Conditions** annexed to this letter.

2. Service providers who have sufficient experience in providing such services to various Government Departments, Public Sector Undertakings and Government Autonomous Organisations alone may apply. The period of contract shall be for a period of one year. (from 1.04.2018 to 31.03.2019) extendable at the discretion of the Department.

3. The envelopes containing the quote/tender should be super-scribed as *Quotation for Housekeeping/Maintenance and Data entry operator* and addressed to **The Commissioner (A.R), Customs, Central Excise & Service Tax Appellate Tribunal, (CESTAT), Hyderabad Customs, Excise And Service Tax Appellate Tribunal Regional Bench At Hyderabad 1st Floor, Hmwssb Building, Rear Portion, Khairatabad, Hyderabad – 500004**. The completed sealed Tender should reach this office by 17.00 Hrs on **02.03.2018**. Bids beyond the specified date/time will not be accepted. The Quotations will be opened on 05.03.2017 at 15.30 Hrs in the presence of the designated committee. If any of the bidders like to participate in the tender opening process, they may present themselves at the venue at aforesaid time. This office reserves the right to reject any prospective application without assigning any reasons. If any information furnished by the agency is found to be incorrect at a later stage, the agency shall be liable to be debarred from providing the services and may face financial consequences. The bidder may inspect the premises on any working day during working hours, if needed.

Encl : as above

ADDITIONAL COMMISSIONER (AR)
CESTAT, Hyderabad

TERMS AND CONDITIONS

1. The scope of work for housekeeping and Data entry operator is enumerated below.
2. The office of the Commissioner (AR), Hyderabad Customs, Excise And Service Tax Appellate Tribunal Regional Bench At Hyderabad 1st Floor, HMWSSB Building, Rear Portion, Khairatabad, Hyderabad – 500 004, May at its discretion at any point time during the validity of the contract require the service provider to dismiss or remove from the site of work, any persons or persons, as employees by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
3. 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.
4. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote goodwill 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.
5. The service provider's persons shall not claim any benefit/compensation/absorption/regularization of services with office under the provisions of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertakings from the individual (whose services are hired from the 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" relationships against this office.
7. The Service Provider shall be solely responsible for all the claims of his employees and the said employees shall not make any claim whatsoever with or against the Department.
8. The Service Provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
9. The persons deployed should have knowledge of the local language and should not be changed without prior intimation to the designated officer of the department.
10. He will also provide separate uniforms at his cost for the housekeeping staff so as to distinctly identify his personnel in the office. The service provider's personnel should be in uniform at all times in the office and should possess identity card during office hours.
11. The transportation, food, wages medical and other statutory requirement under the various/Acts/Government Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
12. 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 Central Minimum Wages 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.
13. THE Service provider shall be responsible for maintaining records pertaining to payment of Wages Act and also for depositing the PF/ESI contributions with authorities concerned and providing proof to the Department.

14. The service provider shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month. Evidences for ESI/PF benefits given to the employees should be furnished.
15. Income tax as applicable shall be deducted at source.
16. 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(AR), CESTAT , Hyderabad.
17. The work performance should be satisfactory.
18. For any damage occurred while carrying out the work, the contractor shall bear responsibility to fulfil 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 person/manpower to undertake the housekeeping activities and ensure that the required work will be completed.
19. All cleaning materials like brooms, mops, phenol, room freshener, naphthalene balls, buckets, soaps, cleaning acid, cleaning cloth, Vim powder etc shall be provided to the contractor by the Department. Hence, the cost of those materials will not be inbuilt in the quotation.
20. The Commissioner (AR) may cancel the tender process at any time without assigning any reason.

CONDITIONS TO BE FULFILLED FOR ELIGIBILITY :-

During the last two years, the firm/contractor should have fulfilled all the conditions stipulated below:

1. Housekeeping work including building maintenance;
2. The firm should have maintained a building with high class interiors of not less than 10,000 sq.ft area every day, complying with the above criterion during the last two years in Central Government/Central PSUs.
3. The firm should have the experience of cleaning building premises, cleaning of structural glazing Interior and Exterior surfaces, cleaning and maintaining toilets, furnished office spaces.
4. The annual turn over shall not be less than Rs. 20.00 lakhs for the past three years.
5. The statutory requirements, including the Minimum Wages Act, labour regulations prescribed by Central, State or local bodies should be complied with by the service provider.
6. The Tenderer will quote the rate both in figures as well as in words in the proforma for financial bid enclosed. If there is difference in rates mentioned in the words and figures, the rates quoted in words will prevail. If the rate quoted by any Tenderer is less than the minimum wages including statutory payment prescribed by Central Government, such tenders will be rejected outright.
7. In case of any variation /revision of taxes or change in rate of Variable Dearness Allowance communicated by the Office of the Chief Labour Commissioner, after agreement and during the operation of the agreement, this shall **revise the rate accordingly w.e.f the date of such revision.**
8. After awarding the contract, the Contractor has to produce copies of wage sheets, the details of paid receipt to the concerned organizations like EPF/ESI/Service Tax.
9. Half Yearly returns of ESI in Form No 6

10. Annual returns of EPF in Form No 6A.

11. The Contractor should remit EPF/ESI amount every month as per the rules in force and he has to submit a certificate showing EPF/ESI Account No, Name of the Employee, Wages Paid, Employers & Employees share and Total. It should be supported by copy of the receipted challans.

THE INTENDING FIRMS/CONTRACTORS SHOULD SUBMIT THE FOLLOWING DOCUMENTS ALONG WITH THE APPLICATION.

- (1) Certificate from the client for having satisfactorily completed the work as per the conditions stipulated above (Mention area of the building)
- (2) Profile of the company with the financial statement indicating the turn over for the last two years;
- (3) Infrastructures facilities and mechanical equipment available.
- (4) List of maintained companies with phone numbers and contract persons in the last two years with detail of work done explained by way of photographs and details attested by the concerned companies.
- (5) Copies of PAN Card, Service Tax registration, Certificate of Registration with the Labour Department, Registration with EPF/ESI departments.
- (6) Any other relevant information connected with such projects.
- (7) Income tax returns for the past three years.

For further details, you may contact the Superintendent of Central Excise(Admn), CESTAT, Hyderabad Customs, Excise And Service Tax Appellate Tribunal Regional Bench At Hyderabad 1st Floor, HMWSSB Building, Rear Portion, Khairatabad, Hyderabad – 500 004 on any of the working days.

ANNEXURE

**OFFICE OF THE COMMISSIONER (A.R)
CUSTOMS, CENTRAL EXCISE & SERVICE TAX APPELLATE TRIBUNAL
1st Floor, HMWSSB BUILDING, REAR PORTION, KHAIRATABAD, HYDERABAD – 500 004**

TERMS & CONDITIONS OF THE CLEANING HOUSE KEEPING/ MAINTENANCE AND DATA ENTRY OPERATOR RATE CONTRACT AGAINST OUR LIMITED TENDER ENQUIRY DATED.

1. PERSONNEL REQUIRED :

- (1.1) This tender is called for three housekeeping personals and two data entry operators in this office.
- (1.2) The personnel to be deployed should be well experienced and trained adequately to handle any type of cleaning/ housekeeping and other work entrusted to them by the Office of The Commissioner (A.R), CESTAT, Hyderabad.
- (1.3) The personnel to be deployed should have sound medical fitness, good physique, moral character and experience in Cleaning/Housekeeping line.
- (1.4) The personnel to be deployed should have knowledge of local language.
- (1.5) The personnel deployed should not be changed without prior notice to the undersigned.

2. NATURE OF THE WORK:

(2.1) Housekeeping :

Quotation for Housekeeping work includes maintenance i.e. cleaning of floor, toilets, Glass Doors, windows, light fixtures, office/modular furniture, office equipments like photocopiers, Computer Systems, Compactors, Storage racks, Printers, Telephone Instruments and other office accessories, maintenance of potted plants kept within/outside office etc, further taking out of files from racks according to daily cause list and rearranging them back and bundling of disposed files. for the Office of The Commissioner (A.R), Customs, Central Excise & Service Tax Appellate Tribunal, 1st Floor, HMWSSB Building, Rear Portion, Khairatabad, Hyderabad – 500 004

DUTIES OF CLEANING/HOUSEKEEPING PERSONNEL:

The scope of work of this cleaning Contract Service is detailed below which includes the following:

The Contractor shall undertake all types of work viz, cleaning, dusting, toilet cleaning and the following work in particular.

DAILY WORK :

- (a) Dusting of cleaning of tables, chairs, trays, telephones, filing cabinets, cub-boards, paper racks, tables, fans, photocopier machines, printers, computer systems etc.
- (b) Wet mopping of corridors and rooms.
- (c) Dusting of cleaning of office furniture including work stations;
- (d) Dusting of wooden panels in the premises, including stairs and railings
- (e) Cleaning of toilets with toilet cleaners and deodorants etc.
- (f) All toilets in the premises and other areas should be cleaned minimum twice a day.
- (g) Collecting waste papers and other waste from various places and deporting it to dumping areas.
- (h) Shifting of furniture and records and its rearrangement as and when required.
- (i) Serving of tea/coffee as and when required.
- (j) Maintaining of the plotted plants within/outside the office.

- (k) Such other cleaning or up keeping work as may be entrusted by the competent authority.
- (l) Taking out of files from racks according to daily cause list and rearranging them back and bundling of disposed files.

EMERGENCY WORK:

- (a) Cleaning and removing of Blockage work at pipes in toilets and building premises.

WEEKEND WORK:

- (a) Dusting of ceilings, walls, light shades, frames, fans etc.
- (b) Cleaning internally, externally glasses of all windows once in a week
- (c) Cleaning of all the furniture and office equipments in the office
- (d) Brushing and washing of floors, stairs with necessary detergents. Cleaning with chemicals etc. if required.
- (e) Removing stains from walls/floors.
- (f) Removing cobwebs once in a week.

(2.2) Data Entry Operator:

Duties and Responsibilities

1. The personnel should be responsible for regularly uploading, both manually and on computer, of new case files that have been received from CESTAT Hyderabad registry.
2. The personnel should be responsible for regularly updating, both offline and online, the status of cases taken up in a day by all A.Rs at CESTAT Hyderabad.
3. It would be the duty of the personnel to scan, edit and store the Final records of the all the cases pertaining to CESTAT Hyderabad bench.
4. The personnel should assist in enhancement and development of CESTAT Hyderabad's website and from time to time look after its performance.
5. He/She shall assist AR in day to day administrative work like preparation of reports and other miscellaneous works.
6. The personnel should look after Receipts and Dispatch of correspondence and shall address them to respective A.R
7. The personnel shall play the role of a telephone operator and shall respond to calls and Fax (Both inward and outward).
8. Along with the above stated job functions the personnel is expected to carry out any other office administrative work such as; keeping record of telephone and other amenity bills and expenditures, maintenance of file records etc.

Qualification and Skills

In view of the above stated duties and responsibilities stated above, it is required that a suitable person with the suitable qualification and basic knowledge of computers and other electronic devices such as Photocopier, Fax Machine etc. Also the candidate shall be well versed with computer tools such as MS-Office, use of Internet explorer and E-mail.

GFR Rules, 2005 178 to 185, prescribe the procedure to be followed for outsourcing the services, in the interest of economy and efficiency. As per GFR Rule 168, if the estimated cost of the work or service is upto Rupees twenty-five lakhs, preparation of a long list of potential consultants may be done on the basis of formal or informal enquiries from other Ministries or Departments or Organisations involved in similar activities, Chambers of Commerce & Industry, Association of consultancy firms etc.

As the cost of hiring data a entry operator and office assistant would be less than Rupees twenty five lakhs, it is proposed to hire a person through a manpower consultancy. In this regard it is proposed to get quotations from three manpower suppliers.

3. **INSPECTION:** The Contractor should see that the staff deployed properly clean all the floors engaged for the purpose by 08:30 AM. The Contractor should exercise check at regular intervals on personnel and ensure prompt service.
4. **PAYMENT OF BILL:** The Contractor shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month.
5. **REPORTING OF CLEANING/HOUSEKEEPING PERSONNEL:** The personnel deployed by the contractor shall report to the Officer designated by the Commissioner(A.R.), in charge of housekeeping work and shall follow the instructions in respect of allocation of work on a day to day basis.
6. **MISCELLANEOUS:** Complying with the legal rules and regulations of the State Governments and Central Government governing the work contract would be the sole responsibility of the contractor.

The Contractor shall ensure that the required work would be completed even in the absence of the person(s) he deploys for the same.

ADDITIONAL COMMISSIONER (AR)
CESTAT, Hyderabad

TECHNICAL BID (QUALIFYING BID DOCUMENT)

- 1 Name, Address & Telephone No. of :
agency / firm (with telephone nos
are to be provided)
- 2 Name of owner of agency / firm Address :
(With Tel. No. & FAX No)
- 3 Service Tax Registration No. (enclosed :
copy)
- 4 Details of of people and their qualifications:
 - 1) Housekeeping personnel
 - 2) Data Entry Operator
- 5 List of the Government Organization, where :
Housekeeping services have been provided
- 76 Permanent Account Number (PAN) :

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

FINANCIAL BID DOCUMENT

1. Name of the party

2. Address
(with Tele.No. & Fax No.)

Name & Address of the Proprietor/ Partners/Directors
(With Mobile Numbers)

3. Number of people and salary :

Add: any other charges if required

Sub Total:

Add: Service Tax

Grand Total:

(Rupees in words only)

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

Signature of Authorized Signatory with date