**OFFICE OF THE PRINCIPAL COMMISSIONER CUSTOMS, CENTRAL EXCISE & SERVICE TAX**

**48, Administrative Area, Arera Hills, Hoshangabad Road. Bhopal - 462 O11**

**(M.P.)**

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F.No. I(22)16/Admn/Hqrs/2016/ Date: 17-03-2016

**TENDER NOTICE**

This office invites Sealed tenders from reputed registered firms for engaged in the business of housekeeping for the following works on contract basis for a period one year from the date of award of contract for housekeeping services such as cleaning, dusting, sweeping and miscellaneous work at Headquarter Offices, Commissioner (Apple) office, (Bhagya Bhawan), Guest House at NRI Colony, Bhopal and Division-I,( including Range-I, BHEL, Sehore) Division-II, (including range-Itarsi), Division Service Tax, Bhopal. The Tender should be submitted in sealed covers by name to Commissioner, Office of the Commissioner, Customs, Central Excise & Service Tax, 48, Administrative Area, Arera Hills, Bhopal -462 O1l (M.P.) on or before 24th March 2016 at 12.00 hrs & the same will be opened on 25.03.2016 at 15:00 hrs. in the presence of bidders, who wish to be present. Details regarding general terms and conditions, pre-qualification requirement for award of contract and proforma for quoting rates can be had from Administrative Officer (Hqrs.), Customs, Central Excise & Service Tax, Administration Branch, 48, Administrative Area, Arera Hills, Bhopal of this office hours on any working days. Details can also be accessed departmental web site [www.cbec.gov.in](http://www.cbec.gov.in).

The bidders need to quote for their rate only on per square feet per month basis.( total area will be 55000 sq.feet. & (details at Annexure-II)

Also the bidder is to assure a minimum number of experienced persons to be engaged in the housekeeping service to ensure the best quality services in the said premises.

The tender document can be obtained all working days during office hours from 15-03-16 to 24-03-16 till 12.00 hrs from the office of the Principal Commissioner, Central Excise, Bhopal on payment of Rs 500/- (Rupees Five Hundred only) (non-refundable) in cash or demand draft/pay order drawn in favour of "the PAO, Customs & Central Excise, Bhopal" payable at Bhopal towards the cost of one tender document. The cost of tender documents in this case shall be deposited in the form of demand draft/pay order and submitted in the envelope containing Earnest Money Deposit (HMD). The bidders are advised not to make any corrections, additions, alterations in the downloaded tender documents. In case, any corrections, additions, alterations are made in the downloaded tender documents, such tender shall not be considered.

The Earnest Money for an amount of Rs. 50000/- (Rs.- Fifty Thousand Only) shall be deposited in the form of demand draft/pay order drawn in favour of "Pay & Accounts Officer, Customs & Central Excise” payable at Bhopal. . .

While submitting quotations, bidders must submit the proformas duly filled in and signed for having accepted the general terms and conditions (Annexure-I), special terms and conditions (Annexure-II) and per-qualification (Annexure-III) (Technical bid-Annexure I to III) in one envelope and financial bid (Annexure-IV) in another envelope. Both the sealed envelopes be placed in separate sealed cover super scribing it "Quotations/rates for outsourcing of housekeeping services on per sq.ft. per month contract basis".

Contractors who do not fulfill the pre-qualification requirement will not be considered. Financial bids of only those contractors, Agencies who fulfill the terms and conditions will be opened separately.

The Commissioner, Customs, Central Excise & Service Tax, Bhopal reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

**( H.K. Sharma)**

**Addl. Commissioner (P&V)**

***Copy to :-***

1. The Dy. Commissioner (Systems) for uploading the Tender on the website i.e. www.cbec.gov.in & www. cexbhopal. gov.in.

2. The Superintendent (Computer), Central Excise Hqrs., Bhopal for pasting the notice on website: www.cbec.gov.in & www. cexbhopal. gov.in.

3. The Notice Board of Central Excise &. Customs, Bhopal Commissionerate

(G.S. RAJPUT)

Superintendent (Admn)

**Eligibility Criteria:-**

1. The bidder should be registered with ESI and EPF and have a valid certificate of ESI and EPF department.
2. They should have a valid PAN Number.
3. The service provider should have a work experience of minimum three years for housekeeping services preferably with the Government Department. The necessary experience certificate be attached with the tender documents.
4. It is obligatory for the contractor that workers are paid at least minimum wages according to minimum wages fixed by the Govt. of MP from time to time.
5. They should have no police case against them in any of the police station of India. Self undertaking be attached with the tender documents.

**ANNEXURE-I**

**GENERAL TERMS AND CONDITIONS**

1. Rates/Quotations duly filled in, will be received upto the date and time mentioned in the letter.
2. The Commissionerate of Customs, Central Excise & Service Tax, Bhopal (hereinafter referred to as the 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. .
3. The Contractors are required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexures enclosed.

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

1. Rates/Quotations should be submitted and signed by the firm with its current business address.
2. The rates shall be valid for a period of at least three calendar months from the.date of opening.
3. The Contractors should satisfy themselves before submission of the Rates/Quotations to the Commissionerate that they meet the qualifying criteria and capability as laid down in the Annexure.
4. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissionerate.
5. Notwithstanding anything contained herein, the Commissionerate 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. . '',
6. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall he 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.
7. Contractor shall in no case lease/transfer/sublet/appoint care taker for services. '
8. No other person except Contractor's authorised representative shall be allowed to enter the Commissionerate.
9. Within the premises of the Commissionerate, the Contractor's personnel shall not do any private work other than their normal duties.
10. Contractor shall be directly responsible for any/ all disputes arising between him and his workers and keep the Commissionerate indemnified against all actions, losses, damages, expenses and whatsoever arising thereof.
11. 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 have no 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.
12. Contractor shall be fully responsible for. theft, burglary, fire or any mischievous deeds by his staff.
13. All consumables and material used by the contractor shall be provided by this Commissionerate.
14. 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.
15. A performance guarantee in form of bank guarantee or FDR will be obtained from the successful bidder, which shall be for an amount of 5% of the Value of Contract.
16. The billing will be done on monthly basis and bills to be submitted in triplicate by the 5 of the succeeding month.
17. The Contractor should furnish the full details regarding residential address, age, qualification, parentage etc along with photographs and telephone number of all housekeeping personal for records.
18. The duty hours of housekeeping staff would be decided by the office of the Commissioner of Central Excise, Bhopal.
19. The contractor will ensure that no person deployed by it indulges in smoking, drinking alchol, consumption of any intoxicants, chewing pan tobacoo etc or unnecessarily loitering in the premises without work.
20. The contactor should be Bhopal based.

25. If any of the terms and conditions 1 to 24 above is not found fulfilled during the currency of contract, the Central Excise reserves the right to terminate the contract without assigning any reasons thereof. However, this contract can be terminated with a notice period of one month by the either side.

**CHECK LIST FOR THE TENDERER**

1. Have you read the tender document in full and understand?
2. Whether you have signed in all the pages of the tender?
3. Whether you have written the rates in figures and words in pen?
4. Whether the original full tender document is being submitted as offer?
5. Whether the EMD is enclosed as per the requirement?

(Signature of the tenderer with seal)

**ANNEXURE- II**

**SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING**

1. Scope of Work : Daily Services
2. The premises of the office of the Commissioner of Central Excise, Hqrs., Commissioner (Appeal) (Bhagya Bhawan) , Assistant Commissioner Central Excise, Div-I & II, Service Tax alongwith Range-Sehore, Itarsi, BHEL..

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Name of the Building/Location | Covered Area in (Sq.Feet) | Open Area in (Sq.feet) | Total Area (Sq.feet) | Work Area |
| 1. | Office of the Commissioner of Central Excise Hqrs., Bhopal (8998 s.f.) & NRI Guest House (1694 s.f.) | **10692** | **7665** | **18357** | “Providing housekeeping services such as cleaning, dusting, sweeping and cleaning of latrine-bathroom of office premises & misc. work.” |
| 2. | Office of the Commissioner Central Excise (Appeal) Bhagya Bhawan, Bhopal | **7719** | **-** | **7719** | **---do-----** |
| 3. | Office of the Assistant Commissioner Central Excise Div-I & II, S.Tax Paryavas Bhawan, Bhopal (23491 s.f.) alongwith Range-I (BHEL), Sehore & Itarsi. (2000+1653+1780 s.f.) | **28924** | **-** | **28924** | **---do-----** |
|  | **Grand Total** | **47335** | **7665** | **55000** |  |

1. The prime object of housekeeping services is to maintain the entire premises in a neat and clean condition. The premise is to be maintained from hygienic point of view. The cleaning material shall be supplied by the department.
2. The board details of work covered under the scope is enumerated as follow: (except Sunday & National holiday)
3. proper and effective cleaning and sweeping and wet mopping of the entire office premises daily including removal of cob-webs from ceiling and walls.
4. Personal attendance at senior officer’s cabin.
5. Furniture like Tables, Chairs, visitor’s chairs, sofa, almirah etc. and all the electronic gadgets like Computers, telephones, fax machines, photo copier machine etc. have to be dust free and dust removal has to be done daily as well as doors, windows, glass etc. in the entire office should be cleaned daily.
6. Proper and effective cleaning and washing of toilets, urinal, washbasins, sinks, sanitary fitting and fixtures suing disinfecting material like Vim, Phenyl, Acid. Cleaning of all sanitary fittings tiles and mirrors in the toilets walls.
7. Dusting and proper cleaning with wet cloth of all items of furniture and their proper positioning in office premises daily.
8. Miscellaneous service such as serving of drinking water/refreshment in the office by deploying dedicated personnel.
9. Running of Xerox machine, fax machine and making of course material etc. by deploying dedicated personnel.
10. Collection of all sweeping, garage and wastes and transport/dispose of the same to the nearest pit.
11. Maintenance and up keep of the entire office premises.
12. Shifting of furniture, files, & other office equipment whenever required.
13. Dusting doors, windows, fans, notice boars, floor vases and art objects provided in all the places in the space ahead of the time of opening of the office.
14. Any other work related to above scope of work as may be ordered by senior officers.

**5. TERMS OF PAYMENT**

(i) The tenders will quote their rate only on per square feet per month basis and not based on the number of persons to be deployed or per person basis. The deduction towards PF and ESI etc. should be inclusive in the rates quoted as per square feet per month and same would not be payble over and above the rates thus quoted.

(ii) The cost of cleaning material should not be included in the rate quoted. The same will be provided by the office.

1. The contractor will submit the monthly bill for reimbursement in duplicate which shall be got duly certified by the officer-in-charge. The contractor shall make regular and full payment of labour wages which should not be less than that fixed under minimum wages.

In case the Joint Commissioner (P&V) receive any complaint regarding non- payment of wages to personnel the amount payable to these personnel will be recovered from vendor’s paid to such personnel.

**ANNEXURE -III**

The qualification requirements for award of contract for housekeeping

|  |  |  |
| --- | --- | --- |
| 1 | Name of the organization / Firm |  |
| 2 | Name(s) of the Proprietors/ Directors alongwith detail address with Mobile No.  address |  |
| 3 | Registered Address |  |
| 4 | Telephone No. Fax No. |  |
| 5 | Whether firm is registered & license holder under Contract Labor (Regulation & Abolition) Act |  |
| 06 | Registration No. of the Firm (Copy to be enclosed) |  |
| 7 | Permanent Account No. of the firm (PAN) |  |
| 8 | Copy of Income Tax clearance Certificate (ITCC) to be enclosed. |  |
| 9 | Provident fund number allotted by Regional Provident Fund Office. |  |
| 10 | ESI Registration No. |  |
| 11 | Service Tax Registration No. |  |
| 12 | Total staff /workers of the firm |  |
| 13 | Name(s) of Public Sector / Govt. Organization to whom similar services have been provided by the firm during last five years. (Please attach the job order/ service certificate from Govt. Office/ Public Sector) |  |

**Declaration**

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

(Signature of Authorized signatory with seal)

**ANNEXURE-IV**

PROFORMA FOR QUOTING RATES FOR TOTAL COVERED AREA 55000 Sq.ft.

|  |  |  |
| --- | --- | --- |
| Rate for housekeeping service per Sq.ft.(excluding Service Tax) indicate number of person proposed to be engaged by the bidder. | Other liabilities (if any) | Total rate per Sq. feet per month |

Signature with date………………………….

Name of firm…………………………………

Seal……………………………………………

Note: No extra payment will be made other than the above mentioned amount.