



Office of the Additional Director General (Audit)
CGST, Customs and Central Excise, Audit Bhawan,
92, Avanthinagar, Basheerbagh, Hyderabad – 500 029.
PHONE: 23261564(ADG), 23261963(AD), 23261959(PBX), 23228848(FAX)
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C.No: I/22/2/2018-ADG(A)

Date: 05.06.18

NOTICE INVITING TENDERS FOR OUTSOURCING OF HOUSEKEEPING SERVICES

Sealed quotations are invited from registered firms / companies engaged in business of house keeping / Man Power Recruitment Services to provide housekeeping services for the Office of the Additional Director General (Audit), Central Tax and Customs, , Hyderabad, on contract basis. The nature of services to be provided and the conditions to be followed are placed in the official website www.cbec.gov.in.

THE LAST DATE FOR RECEIPT OF SEALED TENDER IS 22.06.2018 TILL 16.00 HRS. The sealed tenders should be dropped in the tender box available in the hall on the 2nd Floor of office premises at 92, Avanti Nagar , Basheer Bagh, Hyderabad, between 1100 hrs to 1700 hrs on all working days and between 1100 hrs to 1600hrs on the closing date i.e., 22.06.2018. The tenders will be opened on **25.06.2018 at 1500 hrs before the tender committee.**

(G. Man Mohan Reddy)
Assistant Director (Admn)



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NOTICE INVITING TENDERS FOR OUTSOURCING OF HOUSEKEEPING SERVICES

Sealed quotations are invited from registered firms/ companies engaged in the business of housekeeping to provide housekeeping services, with previous experience in this field for at least 3 years, for the office of the Additional Director General (Audit), Customs, Central Excise and GST, Hyderabad Zonal Unit on contract basis. The details of the area where service is required is given below:

S.No.	Name and Location of the office	(*) Approximate carpet area to be cleaned (in sq.ft.)	Remarks
1	Office of the Addl. Director General (Audit), 92, Avanti Nagar, Basheer Bagh, Hyderabad -29- Second Floor	2245	
2	-do- Third Floor	1955	
3	-do- First Floor	905	
Total area to be out sourced for house keeping services		5105	

(*) The above areas are specified basing on available information and the bidder should make sure of the area before the quotation is submitted. Once the bid is closed, the area mentioned is final. In case of any variations, he should inform and get clarification before filing the quotation/bid. Department shall not be responsible once the submission of bid is done.

I. SCOPE OF THE WORK

A: GENERAL SERVICES ON DAILY BASIS

1. (a) Cleaning, sweeping and wet mopping of floors/rooms, staircase twice a day.
(b) Sundry works.
2. Cleaning and maintaining the toilets.
3. Dusting and cleaning of all furniture like tables, chairs, racks, almirahs, sofa sets, fans and all other furniture items and other electronic equipment including Computers, Printers, Telephones etc.

4. Internal and external cleaning of window panes, doors and fans/ Corridors removing Cob Webs etc. and chemical wash of Tile area, Commodes and Ceramic and Glass areas as and when required.
5. Cleaning of Venetian/verticals blinds, ceilings, walls etc.
6. Maintenance of kitchen & dining hall including washing vessels & utensils.
7. Such other cleaning or other work that may be entrusted from time to time by the officers of this office.

II. SUPPLY OF CLEANING MATERIALS

The contractor shall specify the materials / consumables / equipments required for the housekeeping services like brooms, dusters, mop sticks, buckets, mugs, toilet cleaners, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth, water wipers, dustbins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner all other cleaning reagents etc. to execute the above jobs which will be supplied by this office (service receiver). As the inhaling of poisonous gases and pungent smelling liquids, may be hazardous, the service provider shall be responsible for such incidents and liable for legal action including for compensation if mishandled.

Since the housekeeping materials/consumables are supplied by the office, the rate quoted should not include the cost of the same.

III: OTHER TERMS AND CONDITIONS:

1. **The contractor should quote their rate only on per square foot per month basis and not based on the number of persons to be deployed or per person basis. The rate quoted should be exclusive of GST.**
2. The number of personnel deployed should not be less than **Three**.
3. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Housekeeping Agency at any time without giving any notice or reasons whatsoever.
4. The Housekeeping Agency should be registered with GST department and should be filing GST returns.
5. The Agency must have a minimum experience of three years in providing Housekeeping services to Government Organisations, Public Sector Offices or corporate office. Copies of Agreement/Work Order from clients shall be provided as documentary evidence. Certificate of appreciation from the present clients may be enclosed.
6. The Service Providers should be registered under the ESI & Provident Funds Acts and other relevant statutory enactments dealing with employment of labour. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by the Statutory Bodies. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to be initiated by statutory bodies.
7. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider 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 that may take place. In the event of any liability/claim falling on this office, the same shall be reimbursed/indemnified by the Service Provider.
8. The general working hours will be as stipulated.

9. The personnel should be punctual and should complete the cleaning work of the entire office premises by 09.15 hrs daily.
10. **The work shall be done on all week days except Saturdays, Sundays and national holidays** and in case of emergency, the service shall be provided subject to negotiation.
11. The service provider should provide uniforms to the staff.
12. If any person is absent on any day, alternate arrangement should be made immediately.
13. The personnel deployed should be well experienced, trained adequately and of sound health. They should be in the regular establishment of the service providers and working on monthly wage basis. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed prominently. They should have knowledge of local language, Hindi and preferably English too. Photo, full address and telephone number of all personnel should be provided for record and also inform their credentials to Jurisdictional Police.
14. The personnel should report to the Superintendent (Admn) or any officer designated in this office for this purpose.
15. The Agency should be registered with Income Tax/GST department for PAN/GST and Registration Number should be indicated.
16. The service Provider should pay the workers a minimum wage as per the rates fixed under the Minimum Wages Act, 1948 and Contract Labour (R&A) Act, 1970 and as prescribed by the Office of the Chief Labour Commissioner (Central). Licence from Labour Department as per Section 12 of Contract Labour (R&A) Act, 1970 should be obtained for the contract work within 7 days of award of contract. Any breach of this condition will result in the immediate termination of the contract besides the legal action will be initiated against them.
17. The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them under Law. The Service provider should ensure that salaries are paid on **7th of each month** before the designated officer of the department.
18. The payment shall be made to the Service Provider on or before 7th of the following month. At the time of submission of bill for payment, wherever applicable the contractor should submit proof for the payment made up to the previous month towards statutory liabilities like EPF, ESI etc in respect of all the engaged personnel .
19. GST paid will be extra as applicable.
20. Payment to the Service Provider will be made online by the Pay and Accounts Officer electronically through ECS only on presentation of the bill and the Service Provider is required to submit details of Bank Account. Income-tax shall be deducted at source as per the rates notified by the Income-Tax Department.
21. ***The persons engaged by the Housekeeping Agency will be in the regular employment of the Housekeeping Agency only and not of this office.***
22. The Service Provider shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party including the statutory obligations. For the entire work out sources, the service provider will be the employer for the disputes between their employee with them.
23. All damages caused by the personnel to the property of the Department shall be recovered from the Service Provider.

24. The contract will be for a period of **one year**. This office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider.
25. No other person except Service Provider's authorized representative shall be allowed to enter the office.
26. Service Provider shall in no case lease/transfer/sublet/appoint care taker for services.
27. Department will not involve in any dispute between service provider and workers of the service provider.
28. List of minimum of two Government/Private clients with contact address & telephone numbers has to be supplied for verification of the credentials.

IV. MODE OF SUBMISSION OF BIDS:

1. The sealed tenders shall be addressed to :- The Additional Director General (Audit), CGST, Customs, and Central Excise, 92, Avanti Nagar, Basheerbagh, Hyderabad-500 029, Telangana.
2. The bidders are required to submit two bids, i.e. Technical and Financial bids in the prescribed formats i.e. Annexure-I and II in two separate envelopes, duly sealed. In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws, number of persons proposed to be deployed etc. In the Financial bid, the bidder will submit the quotation for his charges. It should be written boldly on top of the envelopes as **TECHNICAL BID and FINANCIAL BID respectively**. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR LIMITED TENDER FOR HOUSEKEEPING** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders, who are short listed on the basis of Technical bid, will be opened and the bid with lowest quotations among the opened bids will normally be approved.
3. This office reserves the right to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
4. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
5. All the rates must be written both in figures and 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.
6. Rates/Quotations should be submitted and signed by the firm with its current business address.
7. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.
8. 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 Service Provider in the rates/quotations and accepted by this office.
9. **THE LAST DATE FOR RECEIPT OF SEALED TENDER IS 22.06.2018 TILL 1600 HRS.** The sealed tenders should be dropped in the Tender Box available in the hall on the 2nd Floor of this office premises at 92, Avanti Nagar, Basheer Bagh, Hyderabad, between 1100 hrs to 1700 hrs on all working days and between 1100 hrs to 1600hrs on the closing date i.e., 22.06.2018.

10. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.
11. **The tenders will be opened on 25.06.2018 at 1500 hrs in the presence of the Tender Committee.**
12. This office reserves the right to postpone/and/or extend the date of receipt/opening of rates/quotations or to withdraw the same without assigning any reason thereof.
13. Agency should not have incurred loss in any two years during the last three years as on 31.03.2015. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract for a period of one year.
14. **Earnest Money Deposit** of Rs.20,000/-(Rupees Twenty thousand only) per application in the form of Demand Draft/ Banker's Cheque of Scheduled Bank in favour of "**Additional Director General (Audit), Central Excise, Hyderabad**", shall accompany the qualifying bid. **Qualifying bids without EMD will be rejected.** EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure-I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.
15. **Performance Guarantee:** The Successful bidder has to submit performance guarantee deposit by way of Fixed Deposit or Bank Guarantee Deposit from any Nationalized Bank drawn in favour of the Additional Director General (Audit), Customs, Central Excise and GST, Hyderabad of an amount equivalent to 5% of the value of contract before awarding contract. Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract. The Earnest Money Deposit will be refunded to the successful bidder on receipt of Performance Guarantee.
16. If the quality of Housekeeping is found to be not satisfactory, a penalty of Rs.0.20 per Sq.ft/per day for the affected area shall be imposed by this office. The decision of the designated officer of this office for this purpose shall be final and binding.
17. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Hyderabad jurisdiction only. This office is entitle to withhold payments due to the housekeeping agency in case of any dispute, till it is resolved.
18. The tender details are being uploaded on www.cbec.gov.in, where they can be downloaded or the same can be collected from this office.
19. For any clarification in the matter and/or for inspection of the premises, prior appointment may be made with Shrii G. Man Mohan Reddy, Assistant Director, Office of the Addl. Director General (Audit), Central Excise, 92, Avanti Nagar, Basheer Bagh, Hyderabad (Contact No. 040-23261959).


(G. Man Mohan Reddy)
Assistant Director (Admn)

Copy to :

CBEC website

CC Office, Hyderabad website

The Addl Commissioner, o/o ADG (Systems), Chennai – with a request to display in CC office, Hyd website

Notice Board of Hyderabad-I/II/III/IV/Customs/GST/Audit Commissionerates /ADG(A), Hyderabad