TENDER NOTICE NO. 01/DRI/AZL-RU/2021 dated 05.03.2021

NOTICE INVITING TENDERS FOR CLEANING & HOUSEKEEPING SERVICES

The Directorate of Revenue Intelligence, Aizawl Regional Unit, Dokunga Building, Bungkawn Vengthar, Near Veterinary Polyclinic Hospital, Aizawl, Mizoram-796001, invites e-bids from experienced and eligible bidders for providing cleaning and housekeeping services for its office premises, having total space of 4006.47 sqft, situated at Dokunga Building, Bungkawn Vengthar, Near Veterinary Polyclinic Hospital, Aizawl, Mizoram-796001 for a period of one year from the date of award of contract.

2. The Bid documents will be available on official website https://eprocure.gov.in/eprocure/app and departmental website www.cbic.gov.in from 06.03.2021 and the bid forms and other details can be downloaded from there.

3. **Bid Submission:** Bids shall be submitted online at CPPP website: https://eprocure.gov.in/eprocure/app. The same shall be submitted in two parts viz. Technical bid and Financial bid as per the attached format only. The offers submitted by Post/Courier/Telegram/Fax/email etc. i.e. offline bids shall not be entertained.

4. The critical dates for bid submission and processing are as under:

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Submission Process</th>
<th>Critical Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tender Publishing date and time</td>
<td>05.03.2021 at 05.00 pm</td>
</tr>
<tr>
<td>2</td>
<td>Bid Document download start date &amp; time</td>
<td>06.03.2021 at 10.00 am</td>
</tr>
<tr>
<td>3</td>
<td>Bid submission start date &amp; time</td>
<td>06.03.2021 at 10.30 am</td>
</tr>
<tr>
<td>4</td>
<td>Bid submission closing date &amp; time</td>
<td>22.03.2021 at 05.00 pm</td>
</tr>
<tr>
<td>5</td>
<td>Technical Bid opening date &amp; time</td>
<td>23.03.2021 at 11.30 am</td>
</tr>
<tr>
<td>6</td>
<td>Financial Bid opening date &amp; time (Only for those bidders who have qualified in Technical Bids)</td>
<td>Will be intimated online</td>
</tr>
</tbody>
</table>

5. The interested bidders may visit the work site to understand the nature of work/quantum of work in its true perspective to avoid any misunderstandings. The Bidders are also advised to visit CPPP website https://eprocure.gov.in/eprocure/app regularly till closing date of submission of bid for any corrigendum/addendum/amendment.

6. The carpet area for which the service of cleaning and housekeeping are required is 4006.47 sq. feet comprising of 01 cabin, pantry, reception area, common area, corridors, entrance, 5 gents & ladies' toilets etc.
7. The bidders who wish to participate in the bid process can inspect the premises of the Office of the Deputy Director, DRI Aizawl Regional Unit, Dokunga Building, Bungkawn Vengthar, Near Veterinary Polyclinic Hospital, Aizawl, Mizoram- 796001 during office hours between 08.03.2021 to 19.03.2021.

8. This office reserves the right to accept or reject any or all the bids at any stage and to annul the bidding process without assigning any reason whatsoever.

(Sree Hari Sankar P)
Deputy Director

ANNEXURES FORMING PART OF THIS BID

b. Annexure-II- Instructions to Bidders.
d. Annexure-IV – Working Terms & Conditions
e. Annexure-V – Submission of Bid.
f. Annexure-VI- Technical Bid.
g. Annexure-VII- Financial Bid.
# INFORMATION DATA SHEET

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Hирer</td>
<td>Govt. of India, Ministry of Finance, Department of Revenue, Directorate of Revenue Intelligence, Aizawl Regional Unit, Aizawl</td>
</tr>
<tr>
<td>Bid Inviting Authority</td>
<td>Deputy Director, Directorate of Revenue Intelligence, Aizawl Regional Unit, Aizawl</td>
</tr>
<tr>
<td>Bid Name</td>
<td>Online e-bids for providing cleaning and housekeeping services in the Office of the Additional Director General, Directorate of Revenue Intelligence, Aizawl Regional Unit, Aizawl located at Dokunga Building, Bungkawn Vengthar, Near Veterinary Polyclinic Hospital, Aizawl, Mizoram- 796001.</td>
</tr>
<tr>
<td>Bid No. and Date</td>
<td>01/DRI/AZL-RU/2021 dated 05.03.2021</td>
</tr>
<tr>
<td>Method of Selection</td>
<td>L-1 among qualified bidders.</td>
</tr>
<tr>
<td>Availability of Bid Documents</td>
<td>Can be downloaded from Central Public Procurement Portal at <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a></td>
</tr>
<tr>
<td>Date of inspection of the site</td>
<td>08.03.2021 to 19.03.2021</td>
</tr>
<tr>
<td>Currency</td>
<td>Bid to be quoted in INR only.</td>
</tr>
<tr>
<td>Name and Address for communication and seeking clarifications</td>
<td>Sree Hari Sankar P, Deputy Director, Office of the Deputy Director, Directorate of Revenue Intelligence, Aizawl Regional Unit, Aizawl located at Dokunga Building, Bungkawn Vengthar, Near Veterinary Polyclinic Hospital, Aizawl, Mizoram- 796001. (E-mail: <a href="mailto:dri.aizawl@gov.in">dri.aizawl@gov.in</a>)</td>
</tr>
</tbody>
</table>
INSTRUCTIONS TO BIDDERS

1. Document Download:

Bid documents may be downloaded from Central Public Procurement Portal at https://eprocure.gov.in/eprocure/app. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll / register before participating through the website https://eprocure.gov.in/eprocure/app. The portal enrolment is free of cost. Bidders are advised to go through 'Instructions for online Bid Submission'.

2. Bid Submission:

Bids shall be submitted online only at CPPP website:

https://eprocure.gov.in/eprocure/app.

a. Bid documents may be scanned in 100 dpi with black and white option which helps in reducing size of the scanned document.

b. Bidders can access Bid documents on the website, fill the same with all relevant information and submit the completed Bid document into electronic Bid mode on the website: https://eprocure.gov.in/eprocure/app.

c. Bids and supporting documents shall be uploaded only through e-procurement portal. Hard copy of the Bid documents in any other mode shall not be accepted.

[Signature]
GENERAL TERMS AND CONDITIONS

1. The rates in respect of Housekeeping Services are to be quoted in Rupees (INR) for various items of cleaning and housekeeping job, inclusive of employer's contribution towards ESI & PF etc. All deduction towards PF, ESI and Bonus etc., have to be factored in rates being quoted, except GST. GST as applicable will be extra.

2. Eligibility criteria:
   i. The bidder should be registered with all relevant statutory authorities such as Goods & Services Tax (GST) department, Employee Provident Fund, Employee State Insurance Corporation (ESIC) authorities etc.
   ii. The bidder should have an experience of at least 03 years in the field of providing services of cleaning and housekeeping services to establishment of Central/State Government or Public Sector Organizations. Details of such past experience along with supporting documents should be submitted along with bid.
   iii. The bidder should have valid license under the Contract Labour (Regulation and Abolition) Act, 1970 for undertaking the assigned job.
   iv. The bidder not having head office at Guwahati should have a branch office at Guwahati.

3. Performance Guarantee: The Successful bidder shall submit one-month value of contract as performance guarantee in the form of Bank guarantee from a Nationalized Bank/Fixed Deposit of a schedule bank drawn in favor of “Pay and Accounts Officer, CBIC, Shillong” before awarding contract. It shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations. No interest will be payable on this amount at any point of time.

4. The method of selection would be L1, and in order to safeguard against failure by the successful bidder in providing the housekeeping services, the department may empanel other service provider who are prepared to provide services at the same terms and conditions as that of L1 bidder.

5. The agreement will be in force for a period of one year starting from the date mentioned in the Award of Contract (AOC). However, bid inviting authority reserves the right to terminate the agreement by giving one-month notice in case of any default or breach of any term or condition related to provision of contractual service, without assigning any reason whatsoever and without incurring any liability towards the contractor.

6. The agreement may be extended after the expiry under the same terms and conditions on mutually agreeable basis.

7. The successful bidder has to deploy adequate number of persons for Cleaning and Housekeeping services to be provided.

8. Bidder 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. Bidder shall be directly responsible for all disputes with his personnel in this regard.

9. The bidder should not have been blacklisted by any of the Government/other organisation.

10. The bidder shall comply with all the relevant statutory conditions and non-compliance of any relevant statutory provisions, has to be dealt with by the bidder alone and DRI, Aizawl will not be a party in such cases.

11. All existing statutory regulations of both the State as well as Central Govt., shall be adhered to
by the Bidder and all the records maintained thereof shall be available for scrutiny by DRI, Aizawl. Any non-compliance of statutory regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.

12. The bidder will provide his staff with the necessary uniform. The cost of uniform will be borne by the Bidder. Bidder shall ensure that the persons sent to DRI, Aizawl wear neat and clean uniform every day while on duty and are free from any communicable diseases. The persons deployed by the bidder should be medically fit, well behaved and should be well experienced and trained adequately to handle any type of cleaning/housekeeping work. The Bidder should not indulge in employing child labour for rendering contractual service.

13. The bidder shall engage adequate number of staff so as to attend to the work as detailed herein on a non-interruptive basis to the satisfaction of the hirer.

14. The bidder, on award of the contract, shall furnish the list containing names, photographs, addresses and police NOC of the workmen sent to the Directorate for the Cleaning and Housekeeping services.

15. The bidder shall arrange necessary insurance cover for all persons deployed by him even for short duration. DRI, Aizawl shall not entertain any claim arising out of mishap, if any that may take place. The Bidder shall indemnify/re-imburse any liability/claim falling on DRI, Aizawl, in this regard.

16. The bidder shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

17. The engagement of the bidder does not in any way confer any right to the bidder 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.

18. The cleaning material, consumables, appliances, tools and tackles would be provided by DRI, Aizawl.

19. Any dispute arising out of this agreement shall be resolved by taking recourse to mutual settlement / conciliation, failing which the disputes lie within the jurisdiction of Aizawl courts.

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WORKING TERMS & CONDITION

1. **SCOPE OF WORK**
   
   i. The prime object of Cleaning and Housekeeping service is to maintain the entire office premises in a clean, aesthetic and hygienic condition from the point of view of providing support and proper working condition to all the officers working in the office of the Deputy Director, DRI, Alzawil, including attending to the entry of the visitors and safekeeping of the office premises.
   
   ii. The broad scope of work is as below:
       
       a. Cleaning, sweeping and wiping of entire floor area of the office premises.
       b. Daily dusting/cleaning of furniture, glass partitions, cubicles and other office equipments.
       c. Daily dusting/cleaning of all office equipments.
       d. Watering of plants and flower pots.
       e. Thorough cleaning of toilets/urinals using required disinfectant materials, including putting naphthalene balls in all the urinals and air fresheners in the toilets.
       f. Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
       g. Shifting and moving of records, furniture and other items/stores whenever required or as directed.
       h. Attending to electrical facilities in the office like changing of tube lights, bulbs, batteries and such other minor works whenever required or as directed.
       i. Serving of drinking water, tea-coffee, refreshments to the officers, staff and visitors.
       j. Attending to the entry of the visitors, maintenance of reception register and safekeeping of the office premises.
       k. Any other petty work assigned by the officers.

2. **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 once morning and once with plain water in the afternoon.
   
   iii. Cleaning and removing dust from floors, windows, doors, journals, furniture, fixtures, utensils, telephone, cupboards, air conditioners, almirahs, filing cabinets, glass panes, curtains & cloth items. Collecting waste paper, unwanted materials and its disposal at indicated locations.
   
   iv. Cleaning, sweeping and wiping of all cabins and cubicles.
   
   v. Mopping all floor area with cloth soaked in water and phenol.
   
   vi. The bidder shall refill the sanitary cubes, cakes, odonil, air freshener/purifier, naphthalene balls, chemicals, disinfectants, detergents, liquid soap, acid etc.
   
   vii. Attending to the entry of the visitors, maintenance of reception register and safekeeping of the office premises.
   
   viii. Miscellaneous services such as serving of drinking water/refreshments etc. to the officers, staff and visitors during conferences, meetings, seminars etc.
3. **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, glass panes and ventilators in the toilets.
   
   iv. Vacuum cleaning in the Electric Room, computer section, Server Section, all computers in the office and the sofa sets.

4. **MISCELLANEOUS CONDITIONS**
   
   i. Sweeping cleaning of all parts as per specification shall be completed before 9.30 a.m. everyday.
   
   ii. Manpower required for execution of the entire work (including transportation) shall be arranged by the bidder. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the bidder to provide another workman in his place.
   
   iii. All the personnel deployed for the assigned jobs will report to the authorized Officer of the DRI, Aizawl.
   
   iv. The contract rates shall include the cost for all essential and contingent works, which although not specifically mentioned in this contract, are to be provided to the satisfaction of DRI, Aizawl.
   
   v. The bidder shall maintain a register for routine work, which shall be subject to check by the authorized officer of DRI, Aizawl.
   
   vi. The bidder will provide services on all working days and also on any other day as may be required.
   
   vii. It will be obligatory on the part of the bidder for the safe up keeping and proper handling of the office equipment. If any damage is caused to the office equipment on account of negligence of the person deployed, the bidder will be liable for the loss/damages so caused without prejudice to any other action under law.

5. **TERMS OF PAYMENT**
   
   i. The bidder will submit the monthly bill for reimbursement in duplicate, duly certified by the officer-in-charge and the same shall be paid after making recovery, if any.
   
   ii. The bidder shall make regular and full payment of salaries and other dues as per law to the personnel deputed under the contract and shall furnish necessary proof whenever required.
   
   iii. Payments will be based on the actual deployment of personnel & their work done.
   
   iv. Any complaint regarding non-payment of wages by bidder to his personnel may result in termination of the contract.

6. **PENALTIES**
   
   i. The Bidder will attract a penalty of Rs. 300/- (Rs. Three hundred only) per day, in case of failure to carry out the housekeeping services for any reason.
   
   ii. For the purpose of imposing penalty, the decision of the Deputy Director, DRI, Aizawl will be final and binding on the bidder and shall not be subject to dispute or arbitration.
ii. The bidder shall ensure that peace and order is maintained in the premises.

iv. The bidder would ensure that all his personnel behave courteously and decently with employees of the DRI, Aizawl and visitors to the office and also ensure good manners at all times.

7. **CHARGES AND PAYMENTS**

Bills chargeable to the Deputy Director, Directorate of Revenue Intelligence, Aizawl 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 DRI, Aizawl reserves the right to deduct the payments due from the bidder from monthly bill(s).
Submission of Bid

The bid shall be submitted online in two parts, viz.,

1. Technical bid and 2. Financial bid, in the attached prescribed format only.

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. The offers submitted by Telegram/Fax/email i.e. offline bids shall not be considered. No correspondence will be entertained in this matter.
<table>
<thead>
<tr>
<th><strong>1</strong></th>
<th>Name of the Bidder</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2</strong></td>
<td>Complete Address (with PIN code) and Tel. No.</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>E-mail Id</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>Complete Local Office Address (with PIN code) and Tel. No.</td>
</tr>
</tbody>
</table>
| **5** | Status of ownership (Proprietor/Partners/Company), 
*Please attach proof* |
| **6** | Name & address of Proprietor/Partners/Directors (with mobile nos.) |
| **7** | Contact person(s) with mobile Number |
| **8** | EPF Registration No. *(Please attach certificate)* |
| **9** | Employees State Insurance Corporation Registration No. *(Please attach certificates)* |
| **10** | Contract Labour Act Licence No. 
*(Registering Authority, Reg. No., Date of Issue, Date of Expiry) (Please attach certificate)* |
| **11** | Permanent Account Number (PAN) of the bidder 
*(Please attach certificate)* |
| **12** | Goods and Service Tax Registration no. 
*(Please attach certificate)* |
| **13** | No. of persons to be deployed by the bidder in this contract. |
| **14** | Experience in Housekeeping with details of contract in previous 3 Fin. Years in Government Departments/PSUs *(attach supporting documents)*. |
| **15** | Details of pending legal disputes relating to housekeeping services, if any. |
| **16** | Bid Terms and conditions acceptance letter |

**DECLARATION**

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

Name, designation & signature of authorized person with date and seal: ..............................................

[Signature]

11
FINANCIAL BID

(To be uploaded separately in BOQ format only)

Tender Inviting Authority : Deputy Director, Directorate of Revenue Intelligence, Aizawl RU
Name of Work : Hiring of Cleaning & Housekeeping Services for DRI, Aizawl RU
Contract No : 01/DRI/AZL-RU/2021

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Item Description</th>
<th>Total Space</th>
<th>Rate per sqft per month (amount in Rs)</th>
<th>TOTAL AMOUNT per month without Taxes (amount in Rs.)</th>
<th>TOTAL AMOUNT per month without Taxes In Words</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hiring of Cleaning &amp; Housekeeping Services for DRI, Aizawl</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>1.01</td>
<td>Hiring of Cleaning &amp; Housekeeping Services for DRI, Aizawl for total space of 4006.47 Sqft.</td>
<td>4006.47</td>
<td>Sqft</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total in Figures

[Signature]
TERMS & CONDITIONS ACCEPTANCE LETTER

(to be given on company letter head)

To

The Deputy Director,
Directorate of Revenue Intelligence
Dokunga Building, Bungkawn Vengthar,
Near Veterinary Polyclinic Hospital,
Aizawl, Mizoram- 796001.

Subject: Acceptance of Terms & Conditions of Bid.

Bid Reference No: Tender Notice No. 01/DRI/AZL-RU/2021

Name of Bid/Work: Notice Inviting Tenders for cleaning & housekeeping services for DRI, Aizawl

Dear Madam,

1. I/ We have downloaded / obtained the bid document(s) for the abovementioned ‘Bid/Work’ from the web site(s) namely https://eprocure.gov.in/eprocure/app or www.cbic.gov.in as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of whole bid document (including all documents like annexure(s), schedule(s), etc.,), which form part of the contract agreement and I/we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the bid conditions of above mentioned bid document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this bid are found violated, then your department/organisation shall without prejudice to any other right or remedy be at liberty to reject this bid/bid including the forfeiture of the full said earnest money deposit absolutely.

Name, designation & signature of authorized person with date: ...........................................

Name & Full Address of the Firm: ...........................................................

Telephone/Mobile Nos.:
Office: ........................................
Mobile: ........................................
E-mail: ........................................

SEAL: