INDIAN CUSTOMS AND INDIRECT TAXES MUSEUM, PANAJI, GOA.

NOTICE INVITING E-TENDER FOR PROVIDING HOUSEKEEPING SERVICES AT THE INDIAN CUSTOMS AND INDIRECT TAXES MUSEUM AT PANAJI, GOA.

Tel: (0832-2420620) e-mail: goamuseum2009@gmail.com

The Office of the Commissioner of CGST, Goa invites e-tenders from reputed and experienced agencies and firms for carrying out the Housekeeping/cleaning services at the Indian Customs and Indirect Taxes Museum at Panaji, Goa for the period from 01.04.2021 to 31.03.2022.

The e-tender forms along with the terms and conditions of the contract to be fulfilled by the interested Agencies/firms may be downloaded from the website https://eprocure.gov.in/cppp and the departmental website www.cbic.gov.in.

Bids shall be submitted online at CPPP website and submitted in 2 parts Technical bid and Financial bid.

The last date and time of receipt of filled tender forms is 04.03.2021 upto 11.00 a.m. The e-tenders will be opened on 05.03.2021 at 11.00 a.m.

The Commissioner CGST reserves the right to accept/reject any bid and the decision shall be final and binding on the tenderer. No enquiry shall be entertained.

The undersigned may be contacted on Telephone No. 0832-2420620 for any clarification in the matter.

F.No. 1/6/2019-Museum
Dated: 01.02.2021

[Signature]
(AMREETA TITUS)
JOINT COMMISSIONER(MUSEUM) (in-situ)
PANAJI, GOA.

To:-
1. The Asstt. Commr. of CGST Goa, with a request to display on Notice Board.
2. The Asstt.Commr. of Customs,(P)/(A)M’Goa, with a request to display on Notice Board.
3. The Supdt. of Central Excise, Computer Cell ..to publish in the official website/ e portal.
4. The Supdt. CGST, Tender Publisher….to upload on the CPP Portal.
5. The Navhind Times, O’Heraldio, Gomantak (Marathi).
TENDER ENQUIRY NO. 01/2021 (Museum)

1. The Office of the Commissioner of CGST, Goa, invites e-tenders from Housekeeping Service providers, preferably local agencies/firms to provide Housekeeping Services at the Indian Customs and Indirect Taxes Museum located in the Blue Building at Panaji, Goa for the period from 01.04.2021 to 31.03.2022.

2. The services are required on a monthly basis and the area to be maintained is approximately 25,833.38 sq. ft. (ground floor + 1st floor).

3. The rate is to be quoted only on per square foot per month basis and not based on the number of persons to be deployed or per person basis. The amount quoted shall not vary during the entire period of contract. However the minimum number of persons to be deployed will be 4 inclusive of one male.

4. The cost of cleaning material should not be included in the tender as the same will be provided by the Department. However, vacuum cleaner should be provided by the Contractor.

5. The deduction towards PF and ESI etc. should be factored in rates being quoted on per square feet per month basis and the same would not be payable over and above the rates thus quoted.

6. Tendering process: The bidders are required to submit soft copies of their bids electronically on the CPPP portal using valid Digital Signature Certificates. The instructions and other information regarding submitting online bids on the CPPP portal may be obtained at http://eprocure.gov.in/eprocure/app.

   6.1. The tenderer shall fill up all the information in the e-tender forms in two parts(1) Technical bid Annexure ‘C’ and (2) Financial bid Annexure ‘D’ complete in all respects electronically on the CPPP Portal. Prices wherever quoted should be written both in figures and words. Incomplete e-tender forms will be rejected outright. Similarly, e-tenders incorporating additional conditions by the agency will be rejected.

   6.2. The earnest money of 5% of the monthly quoted amount in the form of an Account payee Demand Draft/Fixed Deposit Receipt/Banker’s cheque or Bank Guarantee from any of the Commercial Bank in an acceptable form in favour of the Commissioner CGST, Goa should reach the Indian Customs and Indirect Taxes Museum, Goa, opposite Captain of Ports, Panaji, Goa by registered post or through courier so as to reach the Museum office latest by 11.00 a.m. on the last day i.e 04.03.2021. The e-tender of agencies who do not deposit earnest money will be rejected.

   6.3. The tenderer shall sign each page of the tender document as a token of having read and understood the terms and conditions contained therein and submit the same along with the bid. The tenderer shall fill up the information in the tender form in clear and legible handwriting. Necessary documents of proof should be enclosed. The Annexures shall be signed and stamped by the firm as mentioned above.

   6.5. The e-tenders will be opened on 05.03.2021 at 11.00 hrs. Tender forms of agencies who do not deposit earnest money will be summarily rejected. Incomplete tender forms will be rejected outright. Similarly, tenders incorporating additional conditions by the agency will be rejected.

7. VALIDITY OF THE TENDER

The validity of the e-tender will be from 01.04.2021 to 31.03.2022. The amount quoted shall not vary during the entire period of contract. The contract may be terminated for reasons of want of funds or other administrative reasons or unsatisfactory performance of the job. In such cases, the contractor will be given advance notice in writing.
8. **Performance Security:** The Successful bidder will have to submit an amount of 10% of the value of the contract in the form of an Account payee Demand Draft/Fixed deposit Receipt/Bank Guarantee from a Commercial bank in an acceptable form drawn in favour of “The Commissioner of CGST, Goa”, at the time of signing of the Agreement. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations i.e. 31.05.2022.

8.1 The performance security will be refunded to the selected bidder without any interest after 31.05.2022. In case of breach of contract or violation of any terms of the contract, Security deposit shall be forfeited.

8.2 The successful agency will be required to submit Police verification, recent photographs copy of Aadhar card, Pan card/election card and mobile nos. of all their personnel who are going to be deployed at the Museum for carrying out the Housekeeping services, at the time of signing of the Agreement.

8.3 The agency on award of the contract should execute an Agreement on Rs.1,000/- (Rupees One thousand only) stamp paper with the Commissioner of CGST, Goa incorporating the above terms and conditions.

9. **DUTY TIMINGS:-**

The Museum is open 6 days a week and the duty timings will be from 9.30a.m. to 5.00 p.m. from Tuesdays to Sundays except on Mondays and National holidays which are mandatory under Labour Laws. Any changes in timings/days will be intimated in due course.

10. **PENALTY**

i) Incase of granting leave to any housekeeping staff substitute should be provided by the agency. However, in case of absence due to any emergency, the agency should arrange for substitute within reasonable time of the day, otherwise, payment will be deducted at pro-rata basis.

ii) In the event of failure in maintaining the housekeeping services on any day upto the desired standards in part or full, the Agency is liable to penalty at the rate of Rs. 250/- per day, which shall be recovered from the bills or otherwise.

iii) The agency would ensure that all its personnel deployed behave courteously and decently with the employees/officers/visitors of the museum.

iv) The agency will be liable for ensuring compliance with the relevant Rules and Regulations as notified by the Govt. in this regard from time to time.

11. The Commissioner of CGST, Goa reserves the right to postpone the date of opening or to accept or reject any or all the bids.

F.No. 1/6/2019-Museum  
Dated: 01.02.2021  
(AMREETA TITUS)  
JOINT COMMISSIONER(MUSEUM) (in-situ)  
PANAJI, GOA.
Scope of work

The Indian Customs and Indirect Taxes Museum has a built up area of approximately 12,916.69 sq.ft. on the ground floor and 12,916.69 sq.ft. on the 1st floor.

The work of House keeping will involve:
1. Sweeping and cleaning of all galleries, office premises and open area around the Museum minimum once every day on opening of the Museum and whenever required by the officer in charge.
2. Dusting and cleaning of all furniture, wooden panels in the premises every day.
3. Mopping the galleries and staircases minimum once every day after sweeping and cleaning and whenever required by the officer in charge.
4. Cleaning / Vacuum cleaning of Dioramas, mannequins carpets, sofa sets, curtains once a week and whenever required by the officer in charge. On failure to carry out vacuum cleaning, the machine rent quoted will be deducted.
5. Shifting of furniture and their re-arrangements whenever required.
6. Assisting the staff in cleaning of showcases (exterior and interior)
7. Cleaning of toilets periodically at least 2 times a day, using cleaning materials and keeping the toilet dry at all times.
8. Weekly selective intensive cleaning to be carried out with the vacuum cleaner.
9. Sweeping and cleaning of foot path in front and surrounding of the building every day.
11. Other special cleaning/maintenance works like removal of cobwebs, cleaning of light and fan fixtures, doors and windows, removal of dirt, stains from the walls, cleaning of ceiling etc. twice in a month.
12. Cleaning of galleries during the execution of work like painting, carpentry, masonry works including removing the debris as and when required / instructed.
13. Care should be taken that the gadgets/ equipments /artefacts /paintings/signage’s in the Museum are not tampered with during cleaning operations.
14. Any other special cleaning work assigned to the work force by the officer/official in-charge of the Museum.
15. Any other miscellaneous work like attending to the office needs as assigned by the officer/ official in charge of the Museum.

TIMINGS FOR CLEANING
1. The Museum will function 6 days a week (Tuesdays to Sundays) except on National holidays/ any other holidays/public holidays which are mandatory under Labour laws. Therefore the labourers deployed should be available between 9.30 am to 5.00 p.m at the Museum premises on all the six days of the week. Any changes in timing/days will be intimated in due course.

REQUIRED LABOUR FORCE
1. The contractor must 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 uniform charges and Machine rent and taxes if any should also be factored in the quote. However, a minimum of 4 persons inclusive of one male should be deployed.

2. One of the persons should be nominated to carry out the instructions issued by the officer/official in charge of the Museum. The name of the person so nominated should report to the Supdt. of Customs. The tenderer/bidder should ensure that adequate supervision is exercised over the personnel deployed at the museum on a day to day basis.

3. If any regular workforce assigned to the Museum does not turn up, the agency should arrange for substitute within reasonable time of the day. If leave is granted to any of the workforce, arrangements should be made for a substitute in advance. Otherwise, payment will be deducted at pro-rata basis.
PAYMENTS
1. The payment will be made to the Housekeeping agency on a monthly basis against bills after verification of the attendance of the personnel deployed as per the Agreement by the Department and on verification whether the vacuum cleaner was used once a week. The Housekeeping agency will be responsible for payment of salaries etc. of the personnel engaged in Housekeeping work.

2. Taxes if any will be deducted as per rules in force. The Department shall deduct Income Tax (TDS) on the value of work done from each bill of the agency as per prevailing Government instructions/orders in lieu, the Department shall issue a certificate of deduction of the tax at source to the agency, in relevant forms.

3. The successful agency shall not be entitled for any revision of rates and in the terms and conditions during the entire period of Contract/Agreement.

OTHER SPECIFICATIONS
1. Sometimes special cleaning will be done on exigency like VVIP’s visit. In such cases, the programme will be informed in advance. In case of cleaning on Mondays and holidays, no additional payment like overtime allowance etc., will be paid to the workers.

2. The workforce will be discharged by 5.00 p.m. In some exigency, if any or full workforce are retained for more time, the excess time worked will be compensated by discharging them before stipulated time on any other day.

3. No additional amount will be paid for above clauses.

4. The Competent Authority for and on behalf of the President of India reserves to himself the right of accepting the whole or any part of the bid and the agency shall be bound to perform the same at the rate quoted.

5. The notice inviting bid and all documents including special conditions and acceptance thereof with any correspondence leading thereto shall be part of the Agreement.
QUALIFICATION OF THE AGENCY.

1. Genuine Housing Keeping agencies/firms who have satisfactorily executed similar work in a government or reputed organization for at least 2 years are eligible to apply/bid for the tender. Copies of work orders must be enclosed.

2. The contractor must follow all the Labour Regulations in force and sign an undertaking in this regard. Undertaking to this effect may be signed and enclosed along with the tender.

3. Performance Security: The Successful bidder will have to submit an amount of 10% of the value of the contract calculated for the whole year in the form of an Account payee Demand Draft/ Fixed Deposit Receipt/Bank Guarantee from a Commercial Bank in an acceptable form drawn in favour of “The Commissioner of CGST, Goa” at the time of signing of the Agreement. The performance guarantee shall be refunded to the selected bidder without any interest after 31.5.2022.

RESPONSIBILITY OF THE AGENCY

1. The agency shall employ manpower required as mentioned in the Annexure ‘A’ for upkeep of the Museum premises in neat and tidy manner.

2. The workmen should have sufficient experience and should be given Identity cards which shall display a full face image in colour, full name of the employee, name of the agency and the Identification number of the employee which should be displayed on their uniforms. The workmen should be punctual in reporting for duty as the Museum is open for the public from 9.30a.m. to 5.00p.m.

3. A responsible supervisor must be available to give instructions to the workforce. The Agency should ensure that adequate supervision is exercised over the personnel posted at the museum, on a day to day basis. The workforce should not mishandle any of the artefacts, electronic and electrical equipment’s, furniture, paintings, electrical fittings, office records and showcases containing antiquities and should be careful when they are at cleaning work. If any damage is done to the Departmental property, the cost will be recovered from the agency.

4. The workforce should be so arranged that they must be available during the hours as mentioned in Annexure ‘A’.

5. The workforce should be assigned specific duties and the Supervisor will countersign for having checked the attendance.

6. The agency shall be fully responsible for payment of wages and other dues, and compliance of all labour laws applicable to them.

7. The Agency, on award of the contract should execute an Agreement on Rs.1000/- (Rupees one thousand only) stamp paper with the Commissioner of CGST, Goa incorporating the above terms and conditions.

8. The agency/bidder will be liable for ensuring compliance with the relevant Rules and Regulations as notified by the Government in this regard from time to time.
IMPORTANT RESPONSIBILITIES OF THE AGENCY:

The Museum houses objects of invaluable nature. The workmen should be highly dependable. The agency must take the responsibility and give in writing that those deployed are of clean character and without any criminal record. If found otherwise, the order will be summarily cancelled. The firm/agency will be blacklisted and the same will be notified to other Government Agencies. The agency must also ensure that the workmen wear clean uniforms and display their Identity card.

The agency shall take Insurance cover protecting the workmen against all claims applicable under the Workmen’s Compensation Act, 1984. The Commissioner 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 agency.

No other person except agencies authorized representative shall be allowed to enter the Museum. The agency shall be fully responsible for theft, burglary, breakage, damage to the artefacts, fire or any mischievous deeds by his staff.

INFORMATION & INSTRUCTIONS FOR APPLICANTS

SECTION – I

1.0 GENERAL:

1.1 All information called for in the enclosed Annexure should be furnished. E-tenders received after the due date i.e. 06.03.2021 after 4.30pm. will not be entertained.

1.2 The application submitted should bear the signature and stamp of the applicant/tenderer on each page.

1.3 Overwriting is not accepted. Correction, if any, should be made by neatly crossing out, with signature and date.

1.4 References, information and Certificates from the respective clients certifying suitability, technical know how or capability of the Agency/Firm should be signed and submitted.

1.5 The Agency/Firm may furnish any additional information which he thinks is necessary to establish his capabilities of handling the task. He is, however, advised not to furnish superfluous information. No information shall be entertained after submission of tender unless it is called for by the Employer.

2. DEFINITIONS:

2.1 EMPLOYER: means the President of India, acting through the Commissioner of CGST, Panaji, Goa.

2.2 APPLICANT: means the individual, proprietary firm, firm in partnership, limited company, private or public or corporation.

3.0 METHOD OF APPLICATION:

3.1 If the applicant/tenderer is an individual, the application/tender shall be signed by him above his full written name and current address.
3.2 If the applicant/tenderer is a proprietary firm, the application/tender shall be signed by the proprietor above his full written name and the full name of his firm with its current address.

3.3 If the applicant/tenderer is a firm in partnership, the application/tender shall be signed by all the partners of the firm above their full written names and current addresses or alternatively by partner holding power of attorney for the firm. In the later case a certified copy of the Power of Attorney should accompany the tender/bid. In both cases a certified copy of the Partnership Deed and current address of all the partners of the firm should accompany the tender/bid.

3.4 If the applicant/tenderer is a limited company, a corporation, a consortium, the tender/bid shall be signed by a duly authorized person holding power of attorney for signing the tender/bid accompanied by a copy of the Power of Attorney. The tenderer/bidder should also furnish a copy of Memorandum of Articles of Association duly attested by a Public Notary.

3.5 The bidder should not be blacklisted by any PSU, Banks/Govt. organisations. Self declaration should be submitted by the authorized official of the company.

4.1 FINAL DECISION MAKING AUTHORITY

The Commissioner reserves the right to accept or reject any tender/bid and to annul the tender process and reject any one or all tenders/bids at any time, without assigning any reason or incurring any liability to the tenderers/bidders. **Lowest bid shall not be the final criteria.** Other aspects like financial soundness, technical expertise, past work experience and fulfillment of all requirements in the past whenever asked to do so, shall be considered.

5.0 AWARD CRITERIA

5.1 The employer reserves the right, without being liable for any damages or obligation to inform the tenderers/bidders to:

(a) Amend the scope and value of contract to the applicant.

(b) Reject any or all of the tenders/bids without assigning any reason.

6.1 Any effort on the part of the tenderer/bidder or his agent to exercise influence or to pressurize the Commissioner would result in rejection of his tender/bid. Canvassing of any kind is prohibited.
Annexure “C” (TECHNICAL BID)

E-TENDER FORM FOR PROVIDING HOUSEKEEPING SERVICES AT THE INDIAN CUSTOMS AND INDIRECT TAXES MUSEUM, GOA FROM 01.04.2021 to 31.03.2022.

1. Name of the Tenderer

2. Address of the Tenderer

3. Name of the Proprietor

4. Contact Telephone No./ Mobile No.
5. e-mail address

6. Fax No.

7. ESI Code

8. EPFO code

9. GST Registration No


11. PAN Number

12. Income Tax Returns for the last 3 years

13. Work experience certificate

Name:

Signature of the Proprietor or authorized signatory

Seal of the Agency.
Annexure “D” (FINANCIAL BID)

E-TENDER FORM FOR PROVIDING HOUSEKEEPING SERVICES AT THE INDIAN CUSTOMS AND INDIRECT TAXES MUSEUM, GOA FROM 01.04.2021 to 31.03.2022.

1. Name of the Tenderer:

2. Address of the Tenderer:

3. Name of the Proprietor:

4. Contact Telephone No./Mobile No.:

5. e-mail address:

6. Fax No.:

7. Amount quoted per sq ft. (excluding cleaning material):
   Breakup/Details of break-up for the amount quoted:
   a) Amount per sq.ft.:
   b) Total:
   c) Cost of uniforms:
   d) Machine Rent:
      (Total of machine rent should not exceed the price of the machine)
   e) Percentage of service charge:
   f) Other taxes if any:
   g) GRAND TOTAL:

8. Details of EMD

Name:

Signature of the Proprietor or authorized signatory

Seal of the Agency.
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.

Should this e-tender be accepted, I/We hereby agree to abide by and fulfill all the terms and provisions of the said conditions annexed hereto as applicable. A sum of Rs._/-(Rupees_____________________________/-) is herewith forwarded in D.D. No._________________ dated _______________, drawn on __________ as Earnest Money Deposit (EMD). If I/We fail to commence the work specified in the Tender, I / We agree that President of India through the Commissioner of CGST, Goa, shall be at a liberty to cancel the acceptance of the tender.

Name:

Signature of the Proprietor or authorized signatory

Seal of the Agency.
UNDEARTAKING

This is to certify that M/s ________________________________

has complied with all Statutory Laws regarding Labour Laws including Payment of Wages Act, 1936 and Minimum Wages Act 1948 etc. and that our Company will adhere to the provisions of Minimum Wages Act.

SIGNATURE OF THE PROPRIETOR

NAME OF THE PROPRIETOR

SEAL OF THE AGENCY
Documents required to be uploaded by the bidder

The Agency/ Tenderer/ Firm submitting the tender for the services of housekeeping at the Indian Customs and Indirect Taxes Museum Blue Building shall upload the following documents along with the filled-up and signed e-tender Form.

1. Registration Certificate: The Agency should be registered with the appropriate Government Agencies for providing of man-power.
   a) Registered with Registrar of Companies.
   b) Provident Fund Commissioner.
   c) ESI Corporation.
   d) Licence issued from the Ministry of Labour
   e) Order regarding Minimum wages applicable as per Ministry of Labour and Employment, Office of the Regional Labour Commissioner (Goa)

2. Income Tax Clearance Certificate for the last three years.
4. Experience in the field (number of existing as well as earlier clients and the satisfactory service). The experience shall be supported by copies of the contract and letter of satisfaction from each client.
5. Scanned copy of EMD

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<tr>
<th>S. No.</th>
<th>Type of Documents</th>
<th>Reference Number and Date</th>
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<tr>
<td>1.</td>
<td>Registration certificate</td>
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<td>2.</td>
<td>Registered with Registrar of Companies</td>
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<td>3.</td>
<td>Commissioner, Employees Provident Fund</td>
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<td>4.</td>
<td>ESI Corporation</td>
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<td>5.</td>
<td>License issued from Ministry of Labour, GOI</td>
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<td>6.</td>
<td>Income Tax Clearance for the last three years</td>
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<td>7.</td>
<td>Brief profile of the Agency</td>
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<td>8.</td>
<td>List of clients for showing experience in the field</td>
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<td>9.</td>
<td>Minimum wages applicable as per Ministry of Labour and Employment, Office of the Regional Labour Commissioner (Goa)</td>
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<td>10.</td>
<td>Documents regarding monthly Basic Wage.</td>
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<td>11.</td>
<td>GST registration under Commissioner, GST</td>
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<td>13.</td>
<td>Undertaking by the contractor of having followed all Labour rules and regulations in force.</td>
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<td>14.</td>
<td>Scanned copy of EMD</td>
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Signature of Authorized Representative :

Name of the Authorized Representative :

Address of the Agency :

Seal of the Agency :
# Costing of Housekeeping Services at the Indian Customs and Indirect Taxes Museum

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<th>Rate / per Sq. ft.</th>
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<td>Total</td>
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<td>Cost of Uniform</td>
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<td>Machine Rent</td>
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<td>Total</td>
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<td>Service Charges @</td>
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<td>Other taxes if any</td>
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<td><strong>GRAND TOTAL</strong></td>
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**Signature of the Tenderer**

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