The Deputy Commissioner of Customs, Customs Division Office, Bhavnagar, invites **Online Tenders** for housekeeping services from reputed House Keeping Agencies, having experience for upkeep and maintenance of the Office Buildings, including constructed area and open premises of the Customs Division, Bhavnagar and lower formations offices buildings. The details address and area of various offices for House Keeping services are given in Annexure-I.

2. The interested parties may download the Tender documents from the departmental website www.ccheb.gov.in, www.jamnagarcustoms.gov.in and www.eprocurement.gov.in. The department reserves the right to reject any or all the bids without assigning any reason. The complete bid should be submitted online on e-procurement portal i.e www.eprocurement.gov.in on or before 01.03.2021 by 17.00 hrs.

3. The tenders should be submitted online in two parts, Technical Bid & Financial bid (in BOQ format) on e-procurement Portal through online mode only. No tender document will be accepted which has been sent to this office offline via fax/ email or any other such means except Earnest Money Deposit (EMD) amounting to Rs.10000/- (Rupees Ten thousand only) which will be in the form of Demand Draft/ Cheque in favour of the Deputy Commissioner, Customs Division, Bhavnagar. Tenders not accompanied by the Earnest Money Deposit will be summarily rejected. The same will be submitted to the office of the Assistant / Deputy Commissioner, Customs Division, Bhavnagar on or before the end of the bid submission period i.e 01.03.2021.

4. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD of the successful bidder will be retained till the specific time. If the successful bidder fails to provide the service within stipulated time, the Deputy Commissioner, Customs Division, Bhavnagar has right to forfeit the EMD of Rs.10,000/- and award the contract to the next lowest bidder.

   (i) Total area for providing House Keeping Services:- As per Annexure-I  
   (ii) General Terms and Conditions: As per Annexure-II  
   (iii) Special Terms and Conditions for House Keeping:- As per Annexure-III  
   (iv) Technical Bid Perfoma for providing Housekeeping Services - As per Annexure-IV  
   (v) Technical Bid enclosures (Part of Annexure - IV)

The schedule of e-tender is given as under:-

<table>
<thead>
<tr>
<th>Schedule of e-tender</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Tender No. and date</td>
</tr>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Publish on eProcurement Portal</td>
</tr>
<tr>
<td>Bid Submission Start Date</td>
</tr>
<tr>
<td>Bid Submission End Date</td>
</tr>
<tr>
<td>Bid Opening Date</td>
</tr>
</tbody>
</table>

5. The service providers may inspect the aforesaid buildings on any working day with prior permission of the Deputy Commissioner, Customs Division, Bhavnagar.
6. The General Terms and Conditions applicable to contract has been mentioned in Annexure-II. The work is to be performed strictly as per the specifications. The proforma for submission of e-tender has been given with this Notice Inviting Tender. Both the bids i.e. (Technical & Financial Bid) are to be uploaded online.

7. Contractors/ Service providers who do not fulfill pre-qualification requirement will not be considered. Financial bid of only those contractors/ Agencies will be opened who fulfill the terms and conditions as mentioned Annexure-II, III & IV and part of Annexure-IV. This office reserves the right to accept or reject any or all the quotations without assigning reason whatsoever.

8. In the event of any of the above mentioned date being subsequently declared as a Holiday/ closed day for this office or any administrative reasons thereof, the tenders will be opened on the next day working day at the scheduled time.

(Signed)
Deputy Commissioner,
Customs Division, Bhavnagar.

Copy to :-

1. The Deputy/ Assistant Commissioner (System Section), Customs (Preventive), HQ, Jamnagar with a request to publish the same on the departmental website www.cbic.gov.in and www.jamnagarcustoms.gov.in.

2. Notice Board.
ANNEXURE-I

TOTAL AREA OF THE PREMISES/BUILDING FOR CLEANING PURPOSE PERTAINING TO CUSTOMS DIVISION, BHAVNAGAR & LOWER FORMATIONS

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Office</th>
<th>Details of Area (in Square Mtrs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Office of the Deputy Commissioner of Customs, Custom House, &quot;Guru Kurpa Building&quot;, Plot No. 2116-A, Parimal Chowk, Waghawadi Road, Bhavnagar</td>
<td>1035.4 Sq. Mtr.</td>
</tr>
<tr>
<td>02</td>
<td>Office of the Superintendent of Customs, Shore Guard, Mahuva. Near Ramji Mandir, Khargate, Mahuva</td>
<td>92.88 Sq. Mtr.</td>
</tr>
<tr>
<td>03</td>
<td>Office of the Superintendent of Customs, Shore Guard, Jafredab. Bundur Chowk, Jafredab.</td>
<td>62.08 Sq. Mtr.</td>
</tr>
<tr>
<td>04</td>
<td>Office of the Superintendent of Customs, Shore Guard, Diu, Bundur Chowk, Diu.</td>
<td>582 Sq. Mtr.</td>
</tr>
<tr>
<td>05</td>
<td>Office of the Superintendent of Customs, PU Amreli. &quot;Jey Ambe Kurpa&quot; behind Nagnath Temple Road, Opp LIC Office, Amreli</td>
<td>41.34 Sq. Mtr.</td>
</tr>
<tr>
<td>08</td>
<td>Office of the Inspector of Customs, New Port Bhavnagar.</td>
<td>67.46 Sq. Mtr.</td>
</tr>
<tr>
<td></td>
<td>Total Area :</td>
<td>1982.97 Sq. Mtr</td>
</tr>
</tbody>
</table>

Note: The area indicated above is inclusive of built-up area and open space area (if any) shown against each premises. The tender is invited as a whole for the Total Area: 1982.97 sq. mtrs. for all premises.
GENERAL TERMS AND CONDITIONS:

1. The Tender shall be submitted only through ONLINE at website www.eprocure.gov.in/eprocure in two parts viz Technical Bid and Financial Bid. The details are as below:

   A. **Technical Bid:**

      The first part should be the “Technical Bid” which should contain technical parameters as mentioned in Annexure – IV of the Tender Notice, under the sign and seal of the bidder with Telephone/Mobile No., address, PAN No., GST No., etc. The Technical Bids will be opened on 02.03.2021 at 12.30pm ONLINE on e-procurement portal.

   B. **Financial Bid:**

      The second part should be the “Financial Bill”, which should contain the name of the party and rate of monthly rent proposed to be charged. The rate shall be quoted in Rupees Per Month Exclusive of all taxes for the total carpet area of around 1982.97 Sq. Mtr in BOQ form as available on e-procurement portal. The “Financial Bids” of Technically Fit Bidders, who are shortlisted on the basis of their Technical Bids, will be opened ONLINE. The scheduled date and time of Financial Bid Opening Date will be notified to all Technically Fit Bidders through SMS or E-mail on registered Mobile No. or E-mail ID by e-procurement portal, after evaluation of Technical Bid.

2. The following documents should be uploaded with the Technical Bid:

   (i) Scanned copy of entire Tender documents duly signed and sealed by the authorized signatory.
   (ii) Scanned copy of Earnest Money Deposit (EMD) of Rs.10000.00 in favour of the Deputy Commissioner, Customs Division, Bhavnagar. (Original D.D./ Cheque towards EMD should be submitted to this office on or before the date and time of bid submission.)
   (iii) Scanned copy of the information as required in Annexure – IV of the Tender Documents.
   (iv) Copy of EPF, ESI Registration Certificate.
   (v) Copy of PAN No., TAN No. of original owner of the premises, if any.
   (vi) Copy of GST Registration Number, if any
   (vii) Copy of the licence under Contract Labour (Regulations and abolition Act).
   (viii) All other necessary documents as required in the Tender Notice.

3. Contractor/Service provider will ensure that the persons deployed by the firm always wear proper uniform with a badge showing the name of the firm, while on duty.

4. The Contractors/Service Providers are required to submit complete rates/Quotations only after satisfying each and every condition laid down in the enclosed Annexure. The rate shall be quoted in Rupees Per Month (i.e. 26 days) for the total carpet area of around 1982.97 Sq. Mtr, exclusive of all taxes, in BOQ form as available on e-procurement portal. The applicable taxes firstly paid by the Contractor thereafter reimbursed by this office at the time of submitting the proof of the payment.
5. The contractor should satisfy themselves before submitting of the rate/quotations that they should meet the qualifying criteria and capability as laid down in the Annexure.

6. The Contractors must comply with the Rates/Quotations, specifications and all the 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 this office.

7. Notwithstanding anything contained therein, this office reserves the right to terminate the contract by giving a 15 days’ notice in writing without assigning any reason and without incurring any financial liability, whatsoever, to the Contractor.

8. Insurance cover protecting the agency against all claims applicable under Workmen’s Compensation Act, 1948, shall be taken by the Contractor. The Contractor shall arrange necessary Insurance coverage for any persons deployed by him even for a 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 Contractor.

9. No other person except Contractor’s authorized representative shall be allowed to enter this office.

10. Within the premises of this office, the Contractor’s personnel shall not do any private work except their normal duties.

11. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep this office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

12. **The Contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, prescribed by the Central Government. Any breach of these conditions will be liable for termination of the contract and the same would be dealt accordingly and the contractor will be black listed for future contracts.**

13. Contractor shall be solely responsible for payment of wages/salaries/leave salary/bonus/gratuity/PF and/or other benefits and allowances to his personnel that might become applicable under any Act or order of the Government including the Minimum Wages Act. This office shall have no liability whatsoever in this regard and the Contractor shall indemnify this office against any/all claims which may arise under the provisions of various Acts, Govt., and Orders etc.

14. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff. All damages caused by the housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.

15. 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.

16. Deduction towards PF and ESI etc. 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. The contractor would be liable for ensuring compliance with the relevant rules, and regulations as notified by the Government in this regard from time to time.

17. The House keeping contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirement
and/or the terms and agreement during the period of agreement of deficiency in services shall result in termination of the contract.

18. A representative of the successor firm should be all time available at the station (Bhavnagar) for providing prompt service and taking necessary action urgently on any queries.

19. The cost of cleaning material should not be included in the rate for bidding and it would be provided by the Department.

20. The Office of the Deputy Commissioner of Customs, Custom Division, Bhavnagar 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.

We agree to the above terms and conditions.

Signature with date_____________________

Name of the Firm_____________________

Seal_____________________


SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING

A. SCOPE OF WORK

1. The prime object of housekeeping is to maintain the entire premises in a tip top condition. The premises are to be maintained from hygienic point of view.

2. The broad details of work covered under the scope are enumerated as follows.

   a. Cleaning, sweeping and wiping of floors, walls, windows, doors, furniture and fixtures, computers, printers, telephones, file racks, etc. of the Office.
   b. Thorough cleaning of toilets/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets which will provide by this office.
   c. Thorough cleaning & sweeping of open grounds, terrace & balconies etc.
   d. Shifting of furniture and other items/stores from one place to another as required by the administration.
   e. Any other work assigned by the controlling officer.

B. JOBS TO BE CARRIED OUT DAILY:

1. Sweeping and wet mopping of the entire office area including the lobby daily. Furniture like tables, chairs, Visitor’s chairs, sofas, almirahs 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. The doors, windows partitions including the particle board, glass and aluminium channels in the entire office should be cleaned daily.

2. Thorough cleaning of toilets including WCs and Urinals with attached water tanks and washbasins, by using disinfecting materials like Phenyl, Harpic, Vim, Surf etc. twice a day and more often if needed. And also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.

3. Vacuum cleaning of the Systems Room and all computers in the office and sofa sets twice a week.

4. Removal of blockages and clogging in the washbasins and other sanitary fittings in toilets for smooth outflow of waste water.

5. Collect all the sweeping, garbage and wastes and transport / dispose of the same to the nearest pit.


7. Shifting of furniture and other equipments and files whenever required.

8. Arrangement, proper maintenance of flower pots and other plants. Shifting of them whenever required. Maintenance, placing, folding, unfolding of carpets on floors, lifts etc. in the premises.

9. Any other work related to above scope of work as may be ordered by PRO/ ADM Section or Senior Officers.

10. In case, work is not executed satisfactorily, penalty would be imposed.
C. JOBS TO BE CARRIED OUT WEEKLY:-

1. Washing of floors with surf/vim/soap and water or any other cleaning operation.
2. If the labor is required on Sunday/ Gazetted Holiday, no extra charge will be paid to the Contractor on account of this.

D. MISCELLANEOUS CONDITIONS:

1. Sweeping, cleaning dusting etc shall be completed before 9.00 am every day.
2. The Contractor shall refill the sanitary cubes, cakes, odonil, air purifier, naphthalene balls, chemicals, disinfectants, detergents, liquid soap, acid etc. Provided by this office from time to time and as and when required.
3. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case a particular workman remains absent due to one reason or other, it would be responsibility of the contractor to provide another workman in his place.
4. The contractor shall, on award of the contract, furnish the list containing names and addresses of the workman sent to this office for Housekeeping Services.
5. The services provided by the contractor shall be to the satisfaction of this office.
6. The contract rate shall include cost for all the essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of this office.
7. The Contractor shall have no claim against this office in respect of any work which may be withdrawn.
8. The Contractor shall maintain an attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of this office.
9. The personnel will render services everyday including Saturdays except Sundays and on National Holidays i.e. 26th January, 15th August, 2nd October and any other public holidays (which are mandatory under labor laws).
10. They will maintain cleanliness of the toilets, lavatories, pantry, floors etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment for this will be made. The rate of items of schedule work includes the cost of this provision as well.

E. TERMS OF PAYMENT.

1. The contractor will submit the monthly bill for reimbursement in duplicate enclosing therein following certificate which shall be got duly certified by the officer in charge and same shall be paid thereof after making recovery, if any.
2. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the Labour Laws and Minimum Wages Act, to its personnel deputed under service contract and furnish necessary proof in this regard as and when required actual deployment of personnel and their attendance.
3. Proof of payments made to personnel deployed for previous months.
4. This office shall release due amount after making recoveries, if any, through crossed A/c Payee cheque in favour of Contractor/ agency.
5. In case, this office receives any complaint regarding non payment of wages to the personnel deployed, the amount payable to these personnel will be recovered from your bill and paid to such personnel.

F. PENALTIES

1. Contractor will attract a penalty of an amount equal to one day’s payment, in case a person fails to carry out the housekeeping services due to his absence or any other reason.
2. In the event of failure in maintaining the housekeeping services on any day up to the desired standard, in part or full the contractor is liable to penalty @ Rs. 250 (Rs. Two hundred and fifty only) per day, which shall
be recovered from the bills or otherwise. For the purpose of imposing penalties, the decision of the Commissionerate will be final and binding on the contractor and shall not be subject to dispute or arbitration.

3. Contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.

G. CHARGES AND PAYMENT

Bills chargeable to this office shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment of any obligation under the contract, this office reserves the right to deduct the amount, due from the contractor from monthly bill(s).

We agree to the above terms and conditions.

Signature with date____________________

Name of the Firm____________________

Seal____________________
## TECHNICAL BID PERFORMA FOR HOUSE KEEPING SERVICES AT CUSTOMS DIVISION, BHAVNAGAR AND LOWER FORMATIONS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Tenderer</td>
</tr>
<tr>
<td>2</td>
<td>Full address and telephone Number</td>
</tr>
<tr>
<td>3</td>
<td>Details of contact persons</td>
</tr>
<tr>
<td>4</td>
<td>Details of the organization (Whether sole proprietorship/Partnership firm/Company etc.)</td>
</tr>
<tr>
<td>5</td>
<td>Registration of details of the firm (Please attach attested copies)</td>
</tr>
<tr>
<td>6</td>
<td>Income Tax/GST Registration Details (Please attach attested copies)</td>
</tr>
<tr>
<td>7</td>
<td>Financial soundness certificate details (Please attach original letter of the Bank)</td>
</tr>
<tr>
<td>8</td>
<td>Compliance of Labour laws (EPFO, ESIC, Labour Supply license and other related documents)</td>
</tr>
<tr>
<td>9</td>
<td>Experience/Details of present clients (Please attach the job order/service certificate from Govt. Office/Public Sector)</td>
</tr>
<tr>
<td>10</td>
<td>List of organizations where similar work undertaken</td>
</tr>
<tr>
<td>11</td>
<td>No. of Manpower provided</td>
</tr>
</tbody>
</table>

**Signature with Date** ____________________________

**Name of the Firm** ____________________________

**Seal** ____________________________
Name of the House Keeping Service Provider:

Address:

Minimum Wages Rate (Per person Per day) for House Keepers as per Minimum Wages Policy of Central Government Rules

Basic Pay : Rs............
Variable DA : Rs............
Gross Daily Wages : Rs............

Add - Statutory Contributions (as per the rates mentioned below or as applicable)

(a) ETP @.....% : Rs............
(b) ESIC @.....% : Rs............
(c) Bonus @.....% : Rs............
(d) Other as applicable : Rs............

Declaration

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

Further, I hereby declare that the number of persons proposed to be deployed in Financial Bid will be paid the wages as per above details.

Place: ________________________

(Signature of Authorized Signatory with date)

Plot No. 43, Narivala Plots, Near Telghani Kendra, Bhavnagar - 364001, GUJARAT
Phone: (0278) 2539872, Fax: (0278) 2542861, Email: bhavnagar.cgst.bv@gov.in