NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF “HOUSE-KEEPING SERVICES” FOR ONE YEAR FROM THE DATE OF AGREEMENT

1. Online tenders are invited on single stage two bid system from reputed Manpower Contractors for cleaning & housekeeping services for the Office of the Commissioner, Central Tax Commissionerate, G.B.Nagar, 3rd Floor, Wegmans Business Park, Plot No. 3, KP-III, Greater Noida on contract basis for and on behalf of the President of India, for one year w.e.f 01.09.2020, which may be extended for a further period of three months, as and when required, on existing terms & conditions. The concerns, fulfilling the requirements as specified under eligibility conditions as laid down under “General Terms & Conditions” (Annexure-IV) of this document shall be eligible to apply.

The details of work specifications, terms & conditions are outlined in the Annexures to this e-tender as under:

(a) Annexure-I : Tender Acceptance Letter

(b) Annexure-II : Details of the office premises alongwith the location and area
(c) Annexure-III : Scope of work
(d) Annexure-IV : General Terms & Conditions
(e) Annexure-V : Technical Bid
(f) Annexure-VI : Financial/ Price Bid
(g) Annexure-VII : Undertaking
(h) Annexure-VIII : Checklist
(i) Annexure-IX : Work Satisfactory Certificate
(j) Annexure-X : Instructions for Online Bid Submission

2. **Document Download**: The interested bidders may download the Tender Documents from the Central Public Procurement Portal (CPPP) website [https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app) and/or Commissionerate’s website [www.cxgreaternoida.gov.in](http://www.cxgreaternoida.gov.in) and/or Departmental website [www.cbic.gov.in](http://www.cbic.gov.in) as per the schedule as given in the CRITICAL DATE SHEET as under:

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<tr>
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<th>CRITICAL DATE SHEET</th>
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<tbody>
<tr>
<td>1</td>
<td>ePublished Date</td>
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<tr>
<td>2</td>
<td>Bid Document Download Start Date</td>
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<td>3</td>
<td>Bid Submission Start Date</td>
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<td>6</td>
<td>Bid Submission End Date</td>
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<td>7</td>
<td>Bid Opening Date (Technical Bid)</td>
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<td>8</td>
<td>Bid Opening Date (Financial Bid)</td>
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3. **Bid Submission:** Bids shall be submitted online only at CPPP website [https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app) with all the requisite documents with digital signature. (The bid documents may be scanned with 100 dpi with black & white option which helps in reducing size of scanned document.) Tenderers/ Contractors are advised to follow the “Instructions for online Bid submission” provided in the Annexure-X for online submission of bids.

3.1 The tender shall be submitted online in two parts, viz. (i) **Technical Bid** and (ii) **Financial/ Price Bid**.

3.2. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website [https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app) shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if at any later stage the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned. All the pages of bid being submitted must be signed and sequentially numbered by the bidder/ their authorized representative irrespective of nature of content of the document before uploading.

3.3. It may be noted that, in case of non-uploading of **copies of documents** specified in Annexure-IV (General Terms & Conditions) and Annexure-V (Technical Bid) on the CPPP, such technical bid, shall be summarily rejected. The offers submitted through any means
other than uploading on the CPPP website https://eprocure.gov.in/eprocure/app shall not be considered. No correspondence will be entertained in this matter.

3.4. Conditional tenders, late tenders, tenders incomplete or not meeting all the tender conditions specified herein will be rejected. This office reserves the right to accept or reject any tender in part or full without assigning any reasons thereof.

4. The Tender enquiry documents is available on official website www.cxgreaternoida.gov.in and on http://eprocure.gov.in. The Bidder should raise any doubt/query regarding the tender document on the CPPP website itself.

5. **Earnest Money Deposit**: EMD of Rs 25,000/- shall be submitted by bidders by Demand Draft/ Banker’s Cheque drawn on a Scheduled Commercial Bank in India payable at Noida, in favour of the “Assistant Chief Accounts Officer, Central Tax, Gautam Buddh Nagar” and must reach the tender inviting authority at 3rd Floor, Wegmans Business Park, KP-III, Greater Noida (U.P.) - 201306 **on or before bid opening date/time as mentioned in critical date sheet**. 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 by him in the bid documents are found to be incorrect or false during the tender selection process. Further, as per Public Procurement Policy for Micro and Small Enterprises (MSEs) order, notified under section 11 of MSMED Act, 2006, there is provision of exemption from payment of Earnest Money to registered MSEs subject to fulfilment of the conditions laid down thereof. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing
performance guarantee as detailed below. Exemption of EMD is allowed as per the rules/guidelines.

6. **Performance Guarantee:** The successful tenderer shall submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee Receipt @ 5% of the value of contract within three days from the date of obtaining the contract. It will have validity for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit by this office. The performance guarantee shall cover all conditions of tender notice, which includes payment of minimum wages as per **Notification dated 19.01.2017** of the Ministry of Labour & Employment, Government of India, New Delhi.

7. Tenders not accompanied with **Earnest Money Deposit** will be treated as non-responsive and will be rejected, at the initial stage itself “as Tenders received without EMD”.

8. Intending tenderers are advised to visit the departmental website and the CPPP website regularly till closing date of submission of tenders for any corrigendum/addendum/amendment.

9. Bids will be opened as per date/time as mentioned in the **Critical Date Sheet** of Tender. After evaluation of technical bids online, bidders will get the information regarding their eligibility/pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to successful bidders. The bidders can check the same from the
portal. The financial bid of the successful bidders (i.e qualified in the technical bid) will be decrypted and opened on-line, on the scheduled date after the pre-scheduled time by the bid openers. The bidders will get the information regarding the status of their financial bid and ranking of bidders on the website.

10. The hard copy of the original instrument in respect of earnest money, original copy of undertaking/affidavits, certificates and other documents must be delivered to the tender inviting authority in his office on or before bid opening date/time as mentioned in critical date sheet. After opening of Technical Bid, the original documents as per requirement of the e-tender document will be verified by this office. This office reserves the rights to seek any document in original in respect of I.T Return/PF/ESI/Experience, ST-3/ GST Returns etc. for verification at any stage of tender process.

11. In the event of any of the above mentioned date being subsequently declared as a holiday/closed day for this office, the tenders will be opened on the next working day at the scheduled time.

12. The Bidder/s shall quote rates for the “Housekeeping/ Cleaning services” to be provided only as “Rate per square foot per month” (in both words and figures). Deductions towards PF and ESI etc. shall be factored in rates being quoted on per square foot per month basis and the same would not be payable over and above the rates thus quoted. This rate shall be inclusive of salary as per the Minimum Wages Act, 1948, notified for Central Sphere for specified class of cities as notified under Notification
dated 19.01.2017 of the Ministry of Labour & Employment, Government of India, New Delhi read with Office Memorandum No. 2/5/2014-E.II(B) dated 21.07.2015 of the Ministry of Finance, Department of Expenditure, Government of India and as specified under tender document; all statutory deductions & Levies towards PF, ESI, etc. and any statutory levies other than GST. 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.

13. The cleaning material shall be supplied by the Department and hence the quoted rate shall not include the cost towards cleaning material.

14. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to submit tender form for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

-Sd-

(Rakesh Gupta)
Additional Commissioner,
Central Tax
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-I

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

To

The Additional Commissioner,
Central Tax Commissionerate G.B.Nagar,
3rd Floor, Wegmans Business Park, KP-III,
Greater Noida (U.P.) - 201306

Sir,

Subject: Acceptance of Terms & Conditions of Tender for “Annual Contract for Outsourcing of Housekeeping Services” for one year.

Tender Reference No: ________________

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned Tender/Work from the web site(s) namely: ___________________________ 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 the tender documents from Page No. _______ to ______ (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/organisation too has also been taken into consideration, while submitting this acceptance letter.

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

5. I / We do hereby declare that our firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by me/ us is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organisation shall without giving any notice or reason therefore, summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-II

DETAILS OF THE OFFICE PREMISES ALONGWITH THE LOCATION AND THE AREA

<table>
<thead>
<tr>
<th>S. No.</th>
<th>NAME OF BUILDING/LOCATION</th>
<th>Class of city</th>
<th>Open and Covered Area for Housekeeping/Cleaning services (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Office of the Commissioner, Central Tax, G.B.Nagar, 3rd Floor, Wegmans Business Park, Greater Noida (U.P.) 201306. This building also houses three Divisions and fifteen ranges including total area of toilets, bathrooms, staircase, corridors, open area, two dedicated Atrium/ Elevator/ Ground Floor entrance dedicated etc.</td>
<td>C (Z, as per OM No. 2/5/2014-E. II(B) dt. 21.07.2015 of the Ministry of Finance, Deptt. of Expenditure, GOI)</td>
<td>35000 Sq.Ft.</td>
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<td>2.</td>
<td>Office of the Superintendents, Central Tax, Range 1 and 2 Sikandarabad with premises at Ground Floor of the building situated at UPSIDC Industrial area, Opp-Telephone Exchange, Vill- Jokhabad, Sikandarabad, Distt- Bulandshahr including Common areas, comprising of toilets, bathrooms, staircase, corridors, hallways, open area etc.</td>
<td>C (Z, as per OM No. 2/5/2014-E. II(B) dt. 21.07.2015 of the Ministry of Finance, Deptt. of Expenditure, GOI)</td>
<td>2287 Sq.Ft.</td>
</tr>
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<td>3.</td>
<td>Office of the Superintendent, Central Tax, Range 1 and 2, Bulandshahr, with premises at 133-135, Avanti Nagar, Awas Vikas Colony, Bulandshahr</td>
<td>C (Z, as per OM No. 2/5/2014-E. II(B) dt. 21.07.2015 of the Ministry of Finance, Deptt. of Expenditure, GOI)</td>
<td>9991 Sq. Ft.</td>
</tr>
<tr>
<td>4.</td>
<td>Office of the Superintendent, Central Tax, Range-Khurja, with premises at Shri Ji Vishnu Guest House, Laxman ganj, Navalty Road, Khurja</td>
<td>C (Z, as per OM No. 2/5/2014-E. II(B) dt. 21.07.2015 of the Ministry of Finance, Deptt. of Expenditure, GOI)</td>
<td>812 Sq. Ft.</td>
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</table>
The corresponding areas of toilet/bathroom, staircase, open spaces, hallway, corridors etc. are to be automatically considered included.

The bidders need to quote their rate only on per sq. feet per month basis in respect of “Cleaning/ Housekeeping services”. The bidders should note that the contract against the tender notice shall be composite and the L1 bidder will be ascertained on the basis of aggregate minimum rates quoted for the services under this tender notice.
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-III

SCOPE OF WORK

A. HOUSEKEEPING/ CLEANING SERVICES:

(i) The prime object of housekeeping is to maintain the entire premises in clean and hygienic condition.

(ii) The broad details of work covered to be performed on daily basis on all working days and under the scope of this tender notice are as under:

a) Cleaning, sweeping and wet mopping of the entire area including the lobby, toilets/washroom, lift shafts etc.

b) Collection of all sweepings, garbage and waste material and their effective disposal from covered and open areas.

c) Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls.

d) Shifting of furniture, records & other office equipments and their re-arrangement as and when required. Movement of files/records within the office premises.

e) Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer table/ chair and electronic gadgets like computer, telephone, fax machines, photo copier machines, sofa-sets, fans etc.

f) Cleanings of pantry area, wiping and cleaning of wooden Formica and glass surfaces, window sills and frames and plant pots and removal of stagnant water.

g) Miscellaneous services including serving of drinking water/ refreshment etc., during Conference / Meetings / Seminars and visit of taxpayers in Headquarters and offices, running of Xerox machines, fax machine etc. and including work which may be required by this office by deploying dedicated personnel (one third of the total deployed staff should be 12th pass, preferably with vocational training in office
management).

h) Internal and external cleaning of window panes, doors and fans.
i) Cleaning of venetian blinds, ceilings, walls, AC duct, grills and beams.
j) Cleaning of entire floor space, glasses and pantry with detergents.
k) Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
l) General maintenance and upkeep of the entire office premises.
m) The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office and staff rooms, its towels, kitchen and utensils, other rooms, toilets etc. neat and tidy.

(iii) **JOBS TO BE CARRIED OUT WEEKLY.**
a) Cleaning of window panes with mild detergent such as Colin and any other cleaning operation assigned / required.
b) Vacuum cleaning in the computer section, all computers in the office and the sofa-sets, twice a week.
c) If the manpower is required on Sundays/Holidays, no extra charge will be payable to the contractor.

(iv) **CLEANING MATERIALS:**
a) The cleaning material will be provided by the Department in such quantity and of such quality as determined by the proper officer of the Department.

(v) **MISCELLANEOUS CONDITIONS**
a) Sweeping, cleaning, dusting etc. shall be completed before 9:30 am every working day.
b) The contractor shall, on award of the contract, furnish the list containing names and addresses of the workmen sent to this office for performing housekeeping services.
c) 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.
d) The personnel will render services everyday including Saturdays, Sundays if
required, except on National Holidays.
e) They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.
f) Materials, consumables required for housekeeping and maintenance of toilet/bathrooms shall be provided by the Department.
g) The Services provided by the contractor shall be closely monitored and should be up to the satisfaction of this office
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-IV

GENERAL TERMS AND CONDITIONS

1. Bidder/s should have experience in housekeeping in a moderate to large size organisation for at least past three years. Bidder/s providing similar service to other Government Departments will be given preference. Testimonials of good service and good behaviour of labour employed with past and current clients would also be preferred.

a) Bidder/s should possess valid PAN number and should be duly registered with the Labour Commissioner for providing the required number of labourers. Bidder/s should also be registered with ESIC, EPF, GST and other relevant statutory authorities dealing with employment of labour. All existing statutory requirements of both the State as well as the Central Govt., shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable to immediate termination without any prior notice. CONTRACTORS not registered under the ESIC and Provident Funds Act and other relevant statutory enactments dealing with employment of labour need not apply.

b) Bidder/s should be capable of providing services of such nature and should furnish an undertaking to the effect that all relevant labour laws and other taxation laws are being complied with and also that they are capable of holding and controlling the manpower without any legal encumbrances.

c) The bidder should not have incurred loss in any two years during the last three years as on 31.03.2020. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract for the period from 01.04.2019 to 31.03.2020.

d) Bidder/s should quote the lump sum amount to be charged on monthly basis, as well as rate per sq.ft. per month for housekeeping/ cleaning services, inclusive of all taxes (except GST) and also state the number of workers to be employed. The deductions 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. **However, the amount of GST payable monthly should be mentioned separately.**

e) Employing local persons will be given preference.

f) The person employed for housekeeping/ cleaning will be required to work on all days except Sunday. They shall also attend to any other specific duty assigned from time to time. All persons employed are expected to be of good health, committed, courteous and to follow instructions given to them by this office.

g) Bidder/s should comply with statutory requirements pertaining to child labour.

h) Contractor or its persons employed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.

i) The duty hours of housekeeping staff would be decided by the Office of the Commissioner, Central Tax, Gautam Buddh Nagar. This office reserves the right to call for the services of the housekeeping staff, if required, even on Sundays/holidays.

j) Contractor shall be solely responsible for timely payment of wages/salaries other benefits and allowances to his personnel deployed under this contract that might become applicable under any Act or Order of the Govt. including Minimum Wages Act as applicable to *Central Sphere*. **Any anticipated increase in the wages must be factored in the rates being quoted. No extra payment shall be made to the contractor in this regard.** The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. 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.

k) There should not be overloading of work on personnel deployed. The workload on a worker deployed should be ideal so that he may complete his work within time frame and the work between the personnel deployed should also be uniformly distributed.

l) The contractor who is awarded the work by the Department is not permitted to Sub-contract the said work.

m) Against Income Tax liability of the contractor, under Section 194(c) of Income Tax Act and the rules framed there under, the Department is free to deduct the amount at the
rate applicable under the rules from the monthly due and payable to him as TDS and shall issue suitable TDS certificate to that effect to the contractor.

n) Period of the contract will be one year from the date of agreement and as per the requirements of this office as decided by the appropriate authority.

o) Any statutory levy/increase in taxes in respect of the services being provided found leviable at any time shall be borne by the contractor only, if not already included in the contract. The contractor shall be responsible for payment of statutory taxes like GST, etc. and submit the proof thereof.

p) It is clarified in no ambiguous terms 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 the official premises for claiming any regular or part time employment in this office or any other Govt. Office. Any litigation on this account would render the contract liable for termination.

q) All the workers deployed at all the eight locations shall be in proper uniform with ID cards displayed prominently on their person, which shall be provided by the contractor at his cost. This office shall not provide any accommodation/food/uniform to the housekeeping personnel. Contractor is required to verify the antecedents of persons employed including past police records, before employing the person. The bidder shall ensure that none of such employed person has any criminal listing of police case etc. against him/her. Contractor shall be fully responsible in relation to this contract for theft, burglary, fire or any mischievous deeds of his staff.

r) Photographs, full address and telephone number of all housekeeping personnel should be provided for records. The bidder should have its establishment/office in Delhi/ NCR.

s) Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for all persons deployed by him for the duration of the contract. The Commissionerate shall not entertain any claim arising out of any mishap, which may take place while discharging the duties by the personnel provided by the Contractor. In the event of any liability/claim falling on this Commissionerate, the same shall be indemnified by the Contractor at his cost.

t) Contractor shall in no case lease/transfer/sublet or appoint caretaker for services.
u) No other person except contractor's authorized representative carrying a valid ID shall be allowed to enter this office premises. Within the premises of this office, the contractor's personnel shall not do any private work except their assigned duties and will not entertain any guests/outsiders etc.

v) The personnel will report to the office in-charge assigned by the Department, i.e. caretaker/PRO. If a particular person is absent on any day, another person shall be deployed by the Contractor in his/her place. For any absence and non-engagement, proportionate amount will be deducted from the housekeeping charges payable to the contractor.

w) 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.

x) The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.

y) All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out with initials & date 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.

z) Rates/Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address.

aa) 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.

bb) No other allowances of any kind including transport/food/clothing/washing/overtime etc shall be paid by this office.

cc) Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 1 (one) month's notice in writing without assigning any reason.

dd) The contractor shall deploy only those persons who are approved by the Office of the Commissioner, Central Tax, Gautam Buddh Nagar and shall not remove them without express approval of the said office.

ee) The contractor will be responsible for the good conduct and high degree of discipline of
all workers deployed by it and will be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from misconduct or any act of negligence. Omission or commission, whether intentional or otherwise, of the contractor or any of the worker/subcontractors/agents/any other deployed by the contractor in the course of providing any services stated in this contract and will bear full responsibility and cost of the same behaviour.

ff) Contractors shall bid for all **eight** locations for cleaning/ housekeeping services and part bidding i.e. bidding for less numbers of locations will be rejected. The contract against the tender notice shall be composite and the L1 bidder will be ascertained on the basis of aggregate minimum rates quoted for all the locations under this tender notice put together

gg) After the award of contract, there shall be fortnightly performance review for first two months and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.

**TERMS OF PAYMENT**

(a) The contractor shall submit the monthly bill in duplicate for reimbursement alongwith certificate of work completion by the officer in charge (Annexure-IX). The bill will be paid after making recovery, if any. Mode of payment will be monthly and payments to the contractor will be through RTGS only.

(b) In case of any complaint of non-fulfilment of any obligation under contract executed between the Service provider and the Department, this office reserves the right to deduct the amount due to the contractor from monthly bills as well as termination of the contract, if deemed proper.

**PENALTIES**

(a) The Contractor will attract a penalty of an amount of Rs. 500/- (Rs. Five Hundred Only) per day per person, in addition to deduction of the wages, in case a person fails to carry out the housekeeping services due to his absence or any other reason, which shall be recovered from the bills or otherwise.
(b) The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.

(c) In the event of failure in maintaining the housekeeping services on any day up to desired standard, in part or full, the contractor is liable to a penalty @ Rs. 2000/- (Rs. Two Thousand Only) per day, which shall be recovered from the bills or otherwise.

FOR ANY CLARIFICATION IN THE MATTER AND/OR FOR INSPECTION OF THE PREMISES, PRIOR APPOINTMENT MAY BE MADE WITH THE SUPERINTENDENT (Admin.), CENTRAL TAX, GAUTAM BUDDH NAGAR, 3rd Floor, Wegmans Business Park, Plot No. 3, Knowledge Park III, Greater Noida.

TELEPHONE NO. : 0120 – 6635840.
### FORM OF TECHNICAL BID (QUALIFYING BID DOCUMENT)

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<tbody>
<tr>
<td><strong>1</strong></td>
<td><strong>NAME OF THE CONTRACTOR/ COMPANY/ FIRM</strong></td>
</tr>
<tr>
<td><strong>2</strong></td>
<td><strong>STATUS OF OWNERSHIP - PROPRIETORSHIP FIRM, PARTNERSHIP FIRM, PVT. LTD. COMPANY</strong></td>
</tr>
<tr>
<td><strong>3</strong></td>
<td><strong>ADDRESS/ TELEPHONE No./ FAX No./ MOBILE No.</strong></td>
</tr>
<tr>
<td><strong>4</strong></td>
<td><strong>NAME &amp; ADDRESS OF PROPRIETOR, PARTNER, DIRECTOR WITH TELEPHONE NO.</strong></td>
</tr>
<tr>
<td><strong>5</strong></td>
<td><strong>NAME OF THE CONTACT PERSON</strong></td>
</tr>
<tr>
<td><strong>6</strong></td>
<td><strong>TEL. NO./ MOBILE NO. OF CONTACT PERSON</strong></td>
</tr>
<tr>
<td><strong>7</strong></td>
<td><strong>DETAILS OF EMD OF Rs. 25,000/-</strong></td>
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<tr>
<td><strong>8</strong></td>
<td><strong>LEGAL CERTIFICATES TO BE ENCLOSED AND DETAILS IN THIS REGARD TO BE PROVIDED</strong></td>
</tr>
<tr>
<td>(i)</td>
<td><strong>PAN DETAILS (CARD)</strong>*</td>
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<td>(ii)</td>
<td><strong>GST REGISTRATION DETAILS</strong></td>
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<td>(iii)</td>
<td><strong>LABOUR LICENSE DETAILS</strong></td>
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<td><strong>ESI REGISTRATION DETAILS</strong></td>
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<tr>
<td>(vi)</td>
<td><strong>SHOP AND ESTABLISHMENT REGISTRATION DETAILS</strong></td>
</tr>
<tr>
<td>(vii)</td>
<td><strong>ISO CERTIFICATE DETAILS</strong></td>
</tr>
<tr>
<td><strong>9</strong></td>
<td><strong>ANNUAL TURNOVER OF PREVIOUS THREE FINANCIAL YEARS DETAILS ALONG WITH COPY OF PROFIT &amp; LOSS A/C, BALANCESHEET, AUDIT REPORT, INCOME TAX RETURNS OF SAID THREE YEARS AND LAST GST RETURN FILED TO BE ENCLOSED</strong></td>
</tr>
<tr>
<td><strong>10</strong></td>
<td><strong>BANK SOLVENCY CERTIFICATE ENCLOSED</strong></td>
</tr>
<tr>
<td><strong>11</strong></td>
<td><strong>EXPERIENCE IN HOUSEKEEPING WITH DETAILS OF CONTRACTS IN PREVIOUS FIVE FINANCIAL YEARS (RELEVANT DOCUMENTS AS PER ANNEXURE-IV TO BE ENCLOSED)</strong></td>
</tr>
<tr>
<td><strong>12</strong></td>
<td><strong>NO. OF STAFF TO BE DEPLOYED FOR CONTRACT (LOCATION-WISE)</strong></td>
</tr>
<tr>
<td></td>
<td>Office of the Commissioner, Central Tax, Gautam Buddh Nagar including Divisions &amp; Range offices, 3rd Floor, Wegmans Business Park, Greater Noida (U.P.) 201306 (Class of city-C)</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>ii</td>
<td>Office of the Superintendent, Central Tax, Range 1 and 2, Sikandarabad, Ground Floor of the building situated at UPSIDC Industrial area, Opp- Telephone Exchange, Vill- Jokhabad, Sikandarbad, Distt- Bulandshahr (Class of city-C)</td>
</tr>
<tr>
<td>iii</td>
<td>Office of the Superintendent, Central Tax, Range 1 and 2, Bulandshahr, with premises at 133-135, Avantika, Awas Vikas Colony, Bulandshahr (Class of city-C)</td>
</tr>
<tr>
<td>iv</td>
<td>Office of the Superintendent, Central Tax, Range-Khurja, with premises at Shri Ji Vishnu Guest House, Laxman ganj, Navalty Road, Khurja (Class of city-C)</td>
</tr>
<tr>
<td>v</td>
<td>Office of the Assistant Commissioner, Central Tax, Division- Budaun &amp; its Range offices, with premises at Malgodown Road, Near Indira Chowk, Budaun (Class of city-C)</td>
</tr>
<tr>
<td>vi</td>
<td>Office of the Superintendent, Central Tax, Range Sambhal &amp; Chandausi, with premises at Sita Road, Chandausi (Class of city-C)</td>
</tr>
<tr>
<td>vii</td>
<td>Office of the Assistant Commissioner, Central Tax, Division- I &amp; II Bareilly &amp; its Range offices, with premises at C.R Building, Rampur Garden, Bareilly (Class of city-B)</td>
</tr>
<tr>
<td>viii</td>
<td>Office of the Superintendents, Central Tax, Range 1 and 2 Pilibhit with premises at Civil Lines, Station Road, Pilibhit (Class of city-C)</td>
</tr>
<tr>
<td>13</td>
<td>ANY EMPLOYEE OF THE OFFICE OF COMMISSIONER OF CENTRAL TAX, G.B.NAGAR ON YOUR BOARD OR SHAREHOLDER IN CONTRACTOR'S ENTITY</td>
</tr>
<tr>
<td>14</td>
<td>HAS ANY OF YOUR DIRECTORS/PARTNERS/ENTERPRENUERS EVER BEEN CONVICTED UNDER LAW</td>
</tr>
<tr>
<td>15</td>
<td>HAS YOUR FIRMCOMPANY EVER BEEN BLACK LISTED AT ANY</td>
</tr>
<tr>
<td>TIME IN THE PAST BY ANY ORGANIZATION</td>
<td>provide details</td>
</tr>
<tr>
<td>------------------------------------</td>
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</tr>
<tr>
<td>16 ANY OTHER INFORMATION CONTRACTOR MAY LIKE TO FURNISH (MAY BE FURNISHED IN SEPARATE ENCLOSURE)</td>
<td></td>
</tr>
</tbody>
</table>

**DECLARATION**

I/We hereby certify that information furnished above is true and correct to the best of my/our knowledge.

I/We understand that if any deviation is found in above statement at any stage I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorised to sign the Tender Document.

Date: Sign:  
Place: Name:  
Designation:  
Co. Name & Seal

**NOTE:** The following documents are to be furnished/ uploaded by the Service Provider along with Technical Bid as above:

1. Signed and Scanned copy of proof for payment of Earnest Money Deposit.
2. Signed and Scanned copy of Certificates like PAN No, GST Registration, ESI, EPF Registration etc.
4. An undertaking (self-certificate) that the agency hasn’t been blacklisted by a Central / State/UT Government institution and there has been no litigation with any government department on account of services rendered.
5. Signed and Scanned copy of Labour Licence obtained from Labour Commissioner.
6. Signed and Scanned copy of Balance Sheets of last 3 financial years.
7. Signed and Scanned Copy of duly filled in Technical Bid Format.
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-VI

FINANCIAL/ PRICE BID

(a) Price bid undertaking

(b) Schedule of price bid in the form of BoQ_Housekeeping.xls

(a) PRICE BID UNDERTAKING:

From: (Full name and address of the Bidder) _______________________________________

To,

The Additional Commissioner,
Central Tax Commissionerate,
Gautam Buddh Nagar,
3rd Floor, Wegmans Business Park, KP-III,
Greater Noida (U.P.) - 201306

Sir,

1) I submit the Price Bid for Housekeeping services and related activities as envisaged in the Bid document.

2) I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3) I offer to work at the rates as indicated in the price Bid (Annexure-VI) inclusive of all applicable taxes except GST.

Yours faithfully

Signature of Bidder/ Authorized Representative

Stamp
(b) Schedule of price bid in the form of BoQ_Housekeeping.xls:

The Financial Proposal/Commercial bid format is provided as BoQ_Housekeeping.xls along with this tender document at https://eprocure.gov.in/eprocure/app. Bidders are advised to download this BoQ_Housekeeping.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned.

1. The rates shall be quoted in Indian Rupee only.

2. The rates will be inclusive of all taxes (except GST), fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.

3. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

4. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

Signature of Authorized Signatory with date

Name & full address:
Telephone No:
Office:
Residential:
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-VII

UNDERTAKING BY THE BIDDER

1. I/We undertake that my/ our firm M/s ……………………………………………..has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I ……………………………………………Son/Daughter/Wife of Shri ……………………, Proprietor/ Partner/ Director/ Authorized signatory of M/s……………………………………..……………………………………………………………………, am competent to sign this declaration and execute this tender document.

3. I have carefully read and understood all the term and conditions of the tender and undertake to abide by them.

4. The information / documents furnished along with the above application are true and correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date: 

Signature of the authorized Signatory of the firm/ Company/Organization

Place:

Office Stamp/Seal:
**NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES**

**ANNEXURE-VIII**

**CHECK LIST**

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>1</strong></td>
<td>Letter of submission of tender</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Tender documents with all pages duly signed and embossed with official seal</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Demand draft for <strong>Rs 25,000/-</strong> towards Earnest Money Deposit <em>(Scanned copy of the proof to be uploaded with the Technical Bid)</em></td>
</tr>
<tr>
<td></td>
<td>DD No.________ DATE _________</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>Copy of Legal Certificates</td>
</tr>
<tr>
<td></td>
<td>Copy of PAN card</td>
</tr>
<tr>
<td></td>
<td>Copy of GST Registration</td>
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<td></td>
<td>Copy of EPFO Registration</td>
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<td></td>
<td>Copy of ESIC Registration</td>
</tr>
<tr>
<td></td>
<td>Copy of Labour Licence</td>
</tr>
<tr>
<td></td>
<td>Copy of Company/ Firm’s Registration</td>
</tr>
<tr>
<td></td>
<td>ISO Certificate details</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td>Annual turnover of previous three financial years <em>(copy of Profit &amp; Loss A/C, Balance Sheet, Audit Report and Income Tax Returns of the said 03 years to be enclosed)</em></td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>Proof of at least 3 years work experience of housekeeping in Central/State government organization/Autonomous Body/Statuary Body/PSU</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>Undertaking to the effect that the tenderer has never been blacklisted by any Central/State government organization/ Autonomous Body/Statuary Body/PSU or its contract has been terminated on account of poor performance</td>
</tr>
<tr>
<td><strong>8</strong></td>
<td>Duly filled in Technical Bid Proforma</td>
</tr>
<tr>
<td><strong>9</strong></td>
<td>Bank Solvency Certificate enclosed</td>
</tr>
<tr>
<td><strong>10</strong></td>
<td>Any other document(s), please specify</td>
</tr>
</tbody>
</table>
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-IX

(ON THE LETTER HEAD OF SERVICE PROVIDER)

To,

The Additional Commissioner,
Central Tax Commissionerate,
Gautam Buddh Nagar.

Sir,

Subject: Certificate of satisfactory work completion for the month of

The housekeeping services provided in this office/site were found satisfactory during the period ........ to ..........

OR,

The housekeeping services provided in this office/site were found not satisfactory during the period ........ to ...........(Reason/s)

Name & Stamp of Officer In-charge of the office where services were provided

Name & Designation of

Authorized Signatory of Contractor

Seal
NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSEKEEPING SERVICES

ANNEXURE-X

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at http://eprocure.gov.in/eprocure/app.

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ nCode / eMudhra etc.), with their profile.
5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the
tender document.
3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No
other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.