NOTICE INVITING QUOTATIONS FOR OUTSOURCING OF HOUSEKEEPING SERVICES FOR DIRECTORATE OF REVENUE INTELLIGENCE, HYDERABAD

Sealed quotations are invited from registered firms/companies engaged in business of housekeeping services to provide housekeeping services for the office of the Additional Director General, Directorate of Revenue Intelligence, Hyderabad Zonal Unit, Hyderabad located at H.No.10-2-289/57/1 & 2, ‘Suryavanshi Residency’, II Cross Road, Shantinagar, Masab Tank, Hyderabad – 500 028 (hereinafter also referred to as ‘the Department’) on contract basis (SFT basis). The total area of the office premises to be cleaned is 11697 SFT (minimum 5 persons should be deployed) The authorized representatives of firms/companies may inspect the premises (including furniture, furnishings etc.) on prior appointment before submission of tenders.

I. SCOPE OF THE WORK

A: GENERAL SERVICES ON DAILY BASIS

1. Cleaning, sweeping and wet mopping of floors/rooms twice a day.

2. Thorough cleaning of toilets/urinals wherever available in the premises using cleaning material, by putting naphthalene balls/phenyl in all the urinals, and air purifiers in the toilets for every two hours.

3. Collecting/disposing of garbage separately for wet and dry collected from all rooms.

4. Dusting and cleaning of all furniture like tables, chairs, racks, almirahs, sofa sets, fans and any other electronic equipment including Telephones, Xerox Machines, Fax Machines etc.

5. Shifting of furniture and other items/stores from one place to another as required by the administration.

6. Miscellaneous services such as serving of drinking water/refreshments etc during Conference/Meetings/Seminars at the premises.
B: THOROUGH CLEANING ONCE IN A WEEK

1. Internal and external cleaning of window panes, doors and fans/corridors removing Cob Webs etc. and chemical wash of Tile area, Commodes and Ceramic and Glass areas.

2. Cleaning of Venetian blinds, ceilings, walls etc. and washing of Towels/Napkins.

3. Deep cleaning of record rooms, terrace & parking area.

II. CLEANING MATERIALS

1. The contract price quoted should be excluding the cost of cleaning material. The department shall bear the cost of materials and equipments required for the house keeping services.

III. OTHER TERMS AND CONDITIONS:

1. Notwithstanding anything contained herein, this department reserves the right to terminate the services of the Housekeeping Agency (hereinafter also referred to as 'the Service Provider') at any time without giving any notice or reasons whatsoever.

2. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any persons deployed by him even for short duration. This Office shall not entertain any claim arising out of any mishap. In the event of any liability/claim falling on this Directorate, the same shall be reimbursed/indemnified by the Service Provider.

3. The Service Provider shall indemnify this office from any and all liabilities.

4. The work shall be done on all week days except Sundays, holidays and in case of emergency, the service shall be provided subject to negotiation.

5. Dress code of the staff should be safari suits made up of fabrics from mafatial, shade no. 335 or equivalent.

6. The working hours will be from 08.00 hrs to 16.00 hrs daily.

7. A skeletal staff of 02 personnel should be provided beyond 16.00 hours on all working days to cater to any emergency/adhoc work that may arise.

8. The personnel deployed should be well experienced, trained adequately and of sound health. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed prominently. They should have knowledge of local language and preferably English too. Photo, full address and telephone number of all personnel should be provided for record and also ensure got verified by the Jurisdictional Police.
9. The personnel should be punctual and should complete the cleaning work of the entire office premises by 09.00 hrs daily.

10. The personnel should report to the officer-in-charge assigned by the Department for this purpose.

11. The Service Providers shall bear all expenses regarding uniforms, preparation of other Identity cards, compensations, wages and allowance, PF, ESI, Bonus and Gratuity as applicable relating to personnel engaged by him and abide by the provisions of various labour legislations including weekly off and working hours. The service provider shall pay the wages to the security personnel on or before the 5th of every succeeding month, irrespective of delay in payment of bill by the Directorate of Revenue Intelligence for whatever reason. Wages payable shall not be less than the minimum wages payment as declared by the Central Government from time to time. Service provider shall submit workers EPF number and proof of submission of EPF, ESI etc as applicable every month for the previous month along with the monthly bill with respect to all employees deployed by him. The service provider shall specifically ensure compliance of various Labour Laws/Acts including but not limited to with the following and their re-enactments/ amendments/modifications.

a. The Payment of Wages act 1936
b. The Employees Provident Fund Act, 1952
c. The Factory Act, 1948
d. The Contract Labour (Regulations) Act, 1970
e. The Payment of Bonus Act, 1965
f. The Payment Gratuity Act, 1972
g. The Employees State Insurance Act, 1948
h. The Employment of Children Act, 1938
i. The Minimum Wages Act, 1948

12. Any failure to comply with any of the above regulations or any deficiency in service will render the contract liable for immediate termination without any prior notice in addition to the action proposed to be initiated by statutory bodies.

13. Quoting of PAN/GST Registration Number in the technical bid is mandatory.

14. The Service Provider should pay the personnel a minimum wage at the prevailing rates fixed under the Minimum Wages Act. Any breach of this condition will result in the immediate termination of the contract, besides initiation of any legal action as deemed fit.

15. The payment shall be made to the Service Provider on or before 30th of the following month.

16. Payment to the Service Provider will be made through e-payment only. Income-tax and GST shall be deducted at source as per the applicable rates.
17. The persons engaged by the Housekeeping Agency will be in the employment of the Agency only and not in the employment of Directorate of Revenue Intelligence.

18. The service provider shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party including the statutory obligations. For the entire work being outsourced, the service provider will be the employer for the disputes with the employees.

19. All damages caused by the personnel to the property of the Department shall be recovered from the Service Provider.

20. It may be noted quoting of rate for each personnel should be calculated for 26 days working per month falling to this may lead to rejection of the bid. Any bidder submitting rate for days different other than 26 days working per month, will be rejected.

21. The contract will be for a maximum period of 6 months commencing from 01.10.2020 and ending on 31.03.2021. This department reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider. The service provider can be terminated with a minimum of 15 days notice on either side.

22. Where the statutory departments issues a demand of payment retrospectively or initiates any proceedings against the contractor, he shall be liable for payment of all the dues, if any, and also liable for legal action contemplated/initiated if any. The expenditure incurred by the department in any of the legal dispute shall be borne by the service provider including the T.A./D.A., legal expenditure etc.

23. No other person except Service Provider's authorized representative shall be allowed to enter the office premises.

24. Service Provider shall in no case lease/transfer/sublet/appoint care taker for services.

25. The Department will not be involved in any disputes between service provider and workers of the service provider.

26. The Service Provider should have a minimum of three years experience.

**IV. MODE OF SUBMISSION OF BIDS:**

1. The sealed tenders shall be addressed to: - "The Additional Director General, Directorate of Revenue Intelligence, Hyderabad Zonal Unit, Hyderabad located at H.No.10-2-289/57/1 & 2, 'Suryavanshi Residency', II Cross Road, Shantinagar, Masab Tank, Hyderabad – 500 028".

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2. The bidders are required to submit two bids, i.e. Technical and Financial bids in the prescribed formats i.e. Annexure-I and II. In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws, number of persons proposed to be deployed etc. In the Financial bid, the bidder will submit the quotation for his charges. It should be written boldly on top of the both envelopes as TECHNICAL BID and FINANCIAL BID. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with QUOTATIONS FOR LIMITED TENDER FOR HOUSEKEEPING SERVICES on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.

3. This department reserves the right to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.

4. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.

5. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.

6. Rates/Quotations should be submitted and signed by the firm with its current business address.

7. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.

8. The service providers must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the contract shall be entertained unless specifically mentioned by the Service Provider in the rates/quotations and accepted by the Directorate.

9. **THE LAST DATE FOR RECEIPT OF SEALED TENDER IS 29.09.2020 TILL 14.00 HRS.** The sealed tenders can be sent by post on the above mentioned address or can be submitted in person in the Office between 10.00 hrs to 17.00 hrs on all working days and between 10.00 hrs to 14.00 hrs on the closing date i.e, 29.09.2020. The tenders will be opened on the same working day i.e. on 29.09.2020 at 16.00 hrs.
10. Bids received later than the stipulated date and time will not be considered under any circumstances. This department reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.

11. The tenders will be opened 29.09.2020 at 16.00 hrs in the presence of the Tender Committee. The applicants who wish to be present at the time of opening of the tender may do so themselves or through their authorized representative at the appointed date & time.

12. Earnest Money Deposit of Rs.30,000/- (Rupees Thirty thousand only) per application in the form of Demand Draft / Banker’s Cheque of Scheduled Bank in favour of "Directorate of Revenue Intelligence, Hyderabad" shall accompany the bid. Bids without EMD will be rejected. EMD is exempted as applicable for Micro and Small Enterprises (MSEs) as defined in MSME procurement policy issued by Department of Micro, Small and Medium Enterprises (MSME).

13. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure-I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.

14. **Performance Guarantee:** The Successful bidder has to submit performance guarantee deposit of an amount equivalent to one month’s payment in the form of Bank Guarantee from a Nationalized Bank/Demand Draft/Cheque of a schedule Bank Drawn in favour of “Directorate of Revenue Intelligence, Hyderabad” before awarding contract. Performance Guarantee should remain valid for a period of six months beyond the date of completion of the contract. The performance Guarantee shall be refunded to the selected bidder without any interest on the completion of contract period.

15. The tender details are also available on www.cbic.gov.in.

16. For any clarification in the matter and/or for inspection of the premises (including furniture, furnishings and vehicles etc.), may be made with the Chief Accounts Officer at the office or on telephone No. 040-29802730.

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(Vinay Kumar Kanetheti)
Joint Director

Copy to:
1. Notice Board.
2. The Web Master for uploading the tender on CBEC website
## ANNEXURE - I

**TECHNICAL BID (QUALIFYING BID DOCUMENT)**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1</td>
<td>Name of the Party</td>
</tr>
<tr>
<td>2</td>
<td>Address (With Tel. No. &amp; FAX No)</td>
</tr>
<tr>
<td>3</td>
<td>Name &amp; Address of the proprietor/partners/Directors (With Mobile Numbers)</td>
</tr>
<tr>
<td>4</td>
<td>Contact person(s) (With mobile Numbers)</td>
</tr>
<tr>
<td>5</td>
<td>No. of years of experience in providing Housekeeping services (enclose proof)</td>
</tr>
<tr>
<td>6</td>
<td>Average Annual Turnover for the last 3 years (ending 31.03.2019)</td>
</tr>
<tr>
<td>7</td>
<td>Total employees engaged for House Keeping Work. (Total Man Power available)</td>
</tr>
<tr>
<td>8</td>
<td>Details of ESI &amp; EPF Registration along with Evidence</td>
</tr>
<tr>
<td>9</td>
<td>Details of GST Registration along with Evidence</td>
</tr>
<tr>
<td>10</td>
<td>List of present clients relating to Government Departments</td>
</tr>
<tr>
<td>11</td>
<td>List of Arbitration cases (if applicable) <strong>Do not leave it blank. If there are no such cases, write “Not Applicable”.</strong></td>
</tr>
<tr>
<td>12</td>
<td>Acceptance of terms and conditions attached. Each page of terms and conditions to be duly signed with acceptance letter and submitted as part of tender document.</td>
</tr>
<tr>
<td>13</td>
<td>Details of EMD/ MSME status</td>
</tr>
<tr>
<td>14</td>
<td>No. of personnel to be deployed for Housekeeping of 11697 sft</td>
</tr>
<tr>
<td>15</td>
<td>Wages calculated as per Central Minimum Wages notification (Yes/No)</td>
</tr>
</tbody>
</table>

### DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. In case, any deviation is found in the above statement at any stage, the Department may blacklist me and may not deal with me in future.

(Signature of Authorized Signatory with date)
### ANNEXURE-II
### FINANCIAL BID DOCUMENT

1. Name and address of the premises: Office of the Additional Director General, Directorate of Revenue Intelligence, Zonal Unit, Hyderabad located at H.No.10-2-289/57/1 & 2, 'Suryavanshi Residency', II Cross Road, Shantinagar, Masab Tank, Hyderabad – 500 028

2. Area to be cleaned (in SFT)

3. Name of the party

4. Address
   (with Tel.No. & Fax No.)

5. Name & Address of the Proprietor/Partners/Directors (With Mobile Numbers)

6. Total Monthly charges quoted for Housekeeping services per sqft
   Add any other charges, if required
   - Rs. (Rupees only)

   ** to be paid by the Department only when there is liability on the Service Provider (to be claimed with proof of payment of GST).

9. Remarks, if any

### DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. In case, any deviation is found in the above statement at any stage, the Department may blacklist me and may not deal with me in future.

(Signature of Authorized Signatory with date)
## MINIMUM WAGE DETAILS*

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Particulars</th>
<th>Amount (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Wages per head/day fixed by the Dy. Chief Labour Commissioner (Central)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Wages for 26 days</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>EPF of S.No.2 – per month/head</td>
<td></td>
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<tr>
<td>4.</td>
<td>ESI of S.No.2 – per month/head</td>
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<tr>
<td>5.</td>
<td>Bonus per month/head (as per the Payment of Bonus (Amendment) Act, 2015, Section 12)</td>
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</tr>
<tr>
<td>6.</td>
<td>Subtotal (2+3+4+5) per month</td>
<td></td>
</tr>
</tbody>
</table>

*to be attached with financial bid

(Signature of Authorized Signatory with date)