



अपर महा निदेशक का कार्यालय

Office of the Additional Director General

Directorate General of Audit

अप्रत्यक्ष कर एवं सीमा शुल्क / Indirect Taxes and Customs

हैदराबाद अंचल एकक / Hyderabad Zonal Unit

5-8-196 to 207 & 5-8-207/A

पहला तल, अकीरा शिखर प्लाजा, जस बाघ

First floor, Akira Sikhara Plaza, Jusbagh, Nampally

हैदराबाद – 500 001, /Hyderabad-500 001 TELANGANA

दूर भाष/Phone No. 040-23261963, 23261959, 23261564 Fax No. 040-23228848

Email id – [adg-dadthzu-cbec@nic.in](mailto:adg-dadthzu-cbec@nic.in)

C.No. I/22/7/2019-ADG(A) Admn

Dated: 28.10.2021

### E- TENDER NOTICE

#### OUTSOURCING OF HOUSEKEEPING SERVICES FOR THE OFFICE OF THE ADDITIONAL DIRECTOR GENERAL, DIRECTORATE GENERAL OF AUDIT, HYDERABAD ZONAL UNIT

- 1.** E-Tenders are invited in two bid system (both technical and financial) through GeM portal from reputed, well established man power service providers and house keeping service providers for providing housekeeping services for the Office of the Additional Director General (Audit), Central Taxes and Customs, , Hyderabad, on contract basis. The complete tender document containing general terms & conditions, pre-Qualification requirements etc. are available on [www.cbic.gov.in](http://www.cbic.gov.in) and can be downloaded free of cost.
- 2.** The contract shall be awarded for period of 12 months from 01<sup>st</sup> December 2021 to 30<sup>th</sup> November 2022.
- 3.** **Bid Security/Earnest Money Deposit:** EMD of Rs. 4,162/- in the form of Demand Draft/Banker's Cheque in favour of the "Pay and Accounts Officer, CBIC, Hyderabad" shall be forwarded to O/o the Additional Director General, Directorate General of Audit, Hyderabad Zonal Unit, 5-8-196 to 207 & 5-8-207/A, First floor, Akira Sikhara Plaza, Jusbagh, Nampally, Hyderabad – 500 001 after submitting the bids through GeM Portal. Technical bids without Earnest Money Deposit, if applicable, will be rejected. 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 Annexures are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing "Performance Security" as detailed. Bid Security (Earnest Money Deposit) is exempted for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department. The bidder shall invariably upload the proof of being an MSE/MSME along with the bid.
- 4.** **Performance Security:** The Successful bidder has to submit a Performance security either by way of a Fixed Deposit or Bank Guarantee @ 5 % of the total value of the contract in favour of Additional Director General(Audit)[A/c. Name of the Service Provider] within a week of the awarding of the contract. It shall remain

valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.

5. The hard copy of original instrument in respect of Earnest Money Deposit, certificates and other documents must be delivered to the tender inviting authority viz., the Additional Director General, Directorate General of Audit, Hyderabad Zonal Unit, 5-8-196 to 207 & 5-8-207/A, First floor, Akira Sikhara Plaza, Jusbagh, Nampally, Hyderabad – 500 001 after submission of bids through Ge M Portal, in applicable cases. Bids submitted in any other means i.e by Courier/Post/in-person shall not be accepted to participate in the tender process.

Tender Critical Date Sheet

Tender Publishing Date & Time	28.10.2021 at 12:00 hrs
Bid Submission Start Date & Time	28.10.2021 at 13:00 hrs
Bid Submission Closing Date & Time	08.11.2021 at 17:00 hrs
Technical Bid Opening Date & Time	09.11.2021 at 11:00 hrs

6. Interested bidders/Service Providers/ reputed firms providing such services may submit their bids in the prescribed format with all the necessary documents, online, with digital signature at the GeM Portal on or before bid submission/closing date & time. The Bidders should check for any corrigendum published by the department up to the last date of submission of the bids through GeM Portal.

7. For any query/ clarification, Assistant Director, O/o the Additional Director General, Directorate General of Audit, Hyderabad Zonal Unit, 5-8-196 to 207 & 5-8-207/A, First floor, Akira Sikhara Plaza, Jusbagh, Nampally, Hyderabad – 500 001 may be contacted.

Sd/-

(M.CHAKRAPANI)  
Assistant Director (Admn)



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**Office of the Additional Director General**  
**Directorate General of Audit**  
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C.No.I/22/7/2019-ADG (A) Admn

Dated:28.10.2021

**NOTICE INVITING TENDERS FOR OUTSOURCING OF HOUSEKEEPING SERVICES**

**E-Tenders are invited in two bid system (both technical and financial) through GeM Portal from reputed, well established man power service providers and house keeping service providers, for providing** housekeeping services for the Office of the Additional Director General (Audit), Central Taxes and Customs, Hyderabad, on contract basis. The details of the area where service is required is given below:

S.No.	Name and Location of the office	(*). Approximate carpet area to be cleaned (in sq.ft.)	Remarks
1	Office of the Addl. Director General (Audit), H.No.5-8-196 to 207/A, First Floor, Akira Sikhara Plaza, Jusbagh, Nampally, Hyderabad-500001	5400	

**I. SCOPE OF THE WORK**

**GENERAL SERVICES ON DAILY BASIS**

- (a) Cleaning, sweeping and wet mopping of floors/rooms, thrice a day.  
(b) Sundry works.
- Cleaning and maintaining the toilets.
- Dusting and cleaning of all furniture like tables, chairs, racks, almairahs, sofa sets, fans and all other furniture / equipment etc.
- 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 as and when required.
- Cleaning of Venetian/verticals blinds, ceilings, walls etc.
- Maintenance of kitchen & dining hall including washing of vessels & utensils.
- Shifting of furniture, files, equipment, if required, from place to place within the office

8. Watering of plants,

9. Such other cleaning or other work that may be entrusted from time to time by the officers of this office.

## **II. SUPPLY OF CLEANING MATERIALS**

The contractor shall specify the materials / consumables / equipments required for the housekeeping services like brooms, dusters, mop sticks, buckets, mugs, toilet cleaners, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth, water wipers, dustbins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner all other cleaning reagents etc. to execute the above jobs which will be supplied by this office (service receiver). As the inhaling of poisonous gases and pungent smelling liquids, may be hazardous, the service provider shall be responsible for such incidents and liable for legal action including for compensation if mishandled.

**Since the housekeeping materials/consumables are supplied by the office, the rate quoted should not include the cost of the same.**

## **III: Pre-Qualification requirements and terms and conditions:**

1. The Housekeeping Agency should be registered with **GST and Income Tax** department and should be filing GST / Income tax returns.
2. **The Agency should have a local registered office in Hyderabad and the copy of Certificate of Registration has to be uploaded.**
3. The Agency shall have **a minimum experience of three years in providing Housekeeping services to Government Organisations, Public Sector Offices or corporate offices.** Copies of Agreement/Work Order from clients shall be provided as documentary evidence for the past experience. Certificate of appreciation from the present clients, if any, may be enclosed.
4. **List of a minimum of two Government / Corporate clients** with contact address & telephone numbers has to be supplied for verification of the credentials. **Preference may be given to the service providers with past experience of providing house keeping services to the Government offices.**
5. The Service Providers should be registered under the **ESI & Provident Funds Acts** and other relevant statutory enactments dealing with employment of labour. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by the Statutory Bodies. **Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to be initiated by statutory bodies.**
6. **The service Provider should pay the workers minimum wages** as per the rates fixed under the Minimum Wages Act, 1948 and Contract Labour (R&A) Act, 1970 and as prescribed by the Office of the Chief Labour Commissioner (Central). Licence from Labour Department as per Section 12 of Contract Labour (R&A) Act, 1970 should be obtained for the contract work within 7 days of award of contract. Any breach of this condition will result in the immediate termination of the contract besides the legal action will be initiated against them.
7. 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 person deployed by him even for 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 Service Provider.
8. **Agency should not have incurred loss in any two years during the last three years as on**

**31.03.2021. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract for a period of one year.**

9. **Earnest Money Deposit** of Rs.4,162/- (Rupees Four thousand One Hundred and Sixty Two only) per application in the form of Demand Draft/ Banker's Cheque of Scheduled Bank in favour of "**Pay and Accounts officer, CBIC, Hyderabad**", shall accompany the qualifying bid. **Bids without EMD, in applicable cases, will be rejected.** 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.
10. **Performance Security:** The Successful bidder has to submit the performance guarantee deposit by way of Fixed Deposit or Bank Guarantee Deposit from any Nationalized Bank drawn in favour of the Additional Director General (Audit), Customs, Central Excise and GST, Hyderabad (A/c the name Service Provider) of an amount equivalent to 5% of the value of contract before awarding contract. Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract. The Earnest Money Deposit will be refunded to the successful bidder on receipt of Performance Guarantee.
11. The work shall be done on all week days except Sundays and national holidays **(26 days on an average in month)** and in case of emergency, the service shall be provided on those days also subject to negotiation.
12. The general working hours will be as stipulated. The personnel should be punctual and should complete the cleaning work of the entire office premises by 09.15 hrs daily.
13. If any person is absent on any day, alternate arrangement should be made immediately.
14. The personnel deployed should be well experienced, trained adequately and be of sound health. They shall be sensitized adequately about the safeguards to be taken to prevent the spread of Novel Corona Virus / COVID-19, while on work and off the work also, so that their health and health of the officers / staff of this office does not get affected adversely. They should be in the regular establishment of the service providers and working on monthly wage basis. 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 the local language, Hindi and preferably English too. **Photo, full address, Aadhar Card details, and telephone number of all personnel should be provided** for record and also inform their credentials to Jurisdictional Police.
15. The personnel should report to the Addl. Assistant Director (Admn) or any officer designated in this office for this purpose.
16. The Service provider should ensure that salaries are credited to the accounts of the service personnel by **7<sup>th</sup> of each month**.
17. At the time of submission of bill for payment, wherever applicable **the contractor should submit proof for the payment made up to the previous month towards minimum wages as per the rates fixed under the Minimum Wages Act, 1948 and Contract Labour (R&A) Act, 1970 and statutory liabilities like EPF, ESI etc in respect of all the personnel engaged in this office.**
18. Payment to the Service Provider will be made online through the PFMS by the Pay and Accounts Officer through ECS only on presentation of the bill and the Service Provider is required to submit details of their Bank Account and IFSC code. Income-tax and GST shall be deducted at source as per the rates notified by the concerned Departments.

19. ***The persons engaged by the Housekeeping Agency will be in the regular employment of the Housekeeping Agency only and not of this office.***
20. 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 outsourced, the service provider will be the employer for the disputes arising, if any, between their employees with themselves. Department will not involve in any dispute between service provider and workers of the service provider.**
21. **Any damage caused by the personnel to the property of the Department shall be recovered from the Service Provider.**
22. No other person, except Service Provider's authorized representative, shall be allowed to enter the office.
23. Service Provider shall in no case lease/transfer/sublet/appoint care taker for the services.
24. The contract will be for a period of **one year** from **01.12.2021**. This office reserves the right to seek extension of the contract further, subject to satisfactory performance of the Service Provider and mutual consent.
25. If the quality of Housekeeping services are not found to be satisfactory, a penalty of **Rs.0.20 Paise per Sq.ft/per day** for the affected area shall be imposed by this office. The decision of the designated officer of this office for this purpose shall be final and binding. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Housekeeping Agency at any time without giving any notice or reasons whatsoever.
26. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Hyderabad jurisdiction only. This office is entitled to withhold payments due to the housekeeping agency in case of any dispute, till it is resolved.

#### **IV. Other Terms and Conditions on submission and processing of bids:**

1. The tenders shall be addressed to :- The Additional Director General (Audit), CGST, Customs, and Central Excise, H.No.5-8-196 to 207/A, Akira Sikhara Plaza, First Floor, Jusbagh, Nampally, Hyderabad-500 001, Telangana and submitted **through GEM portal**
2. The service providers will be short listed on the basis of their technical competency after opening of the technical bids. Financial bids of only those bidders, who have qualified in the evaluation of Technical bids, will be opened and the bid with lowest quotations among those opened bids will normally be approved.
3. **Quotation of Price:** The contractor should quote their rate **only on "per square foot per month basis" (in both words and figures)** and not based on the number of persons to be deployed or per person basis.. **However, they should specify the number of resources they propose to engage for house keeping services in this office in the space provided for in the Technical Bid document which must be signed and uploaded by the bidder.** The said rate should take into consideration the minimum wages payable to the resources **including statutory deductions towards EPF, ESI etc.** as the same would not be payable over and above the rate thus quoted . **The rate quoted should be inclusive of GST as required on GeM Portal.**
4. **It is specifically brought to the notice of the bidders that in terms of Para 9.15.5 of the Manual for Procurement of Consultancy and other services 2017 issued by the Department of Expenditure, any bid with a rate that may not be adequate to pay minimum wages fixed by the Office of the Chief Labour Commissioner (Central), to the**

**resources proposed to be engaged in this office for House Keeping Services and statutory crediting / deductions like ESI /EPF from them, is liable to be treated as a NIL price quotation and may be rejected.**

5. **No. of Resources:** It may be noted that, to provide the above outsourced services efficiently and to ensure that the personnel deployed are not overburdened and the work load is evenly distributed, availability of at least **three (3)** personnel may be ensured all through the working hours.
6. 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.
7. Rates/Quotations should be signed and submitted by the firm with its current business address. The Contractors must comply with the rates/quotations, specifications and all terms and conditions of contract. No deviation from the Terms & Conditions of the Contract shall be entertained. Break up of the rate quoted may be uploaded on the GeM Portal while submitting the bid.
8. **The last date for receipt of tenders is 08.11.2021 Till 1700 HRS.** Bids received after the stipulated date and time will not be considered under any circumstances. **The tenders will be opened on 09.11.2021 at 1100 hrs .**
9. This office reserves the right to postpone/and/or extend the date of receipt of bids/opening of financial bid/ or to withdraw the notice / cancel the bid process at any stage, without assigning any reason thereof.
10. This office reserves the right to reject any bid, even the lowest one, without assigning any reasons thereof.
11. The tender details are being uploaded on [www.cbec.gov.in](http://www.cbec.gov.in), **GeM portal** where they can be downloaded or the same can be collected from this office.
12. For any clarification in the matter and/or for inspection of the premises, prior appointment may be made with the following officers.

<b>S.No</b>	<b>Officer's Name (Shri)</b>	<b>Designation</b>	<b>Contact Number</b>
1	M. Chakrapani	Assistant Director	9848063456
2	P.Gopala Krishna Kumar	Addl.Assistant Director	9441247749
3	Shaik Sayyed Baji	Inspector	9908285290

**Sd/-**  
(CHAKRAPANI)  
Assistant Director (Admn)

Copy to :  
CBIC website

**ANNEXURE – I**  
**TECHNICAL BID (QUALIFYING BID DOCUMENT)**

1	Name of the Housekeeping Service Provider	
2	Address (With Tel. No. & FAX No)	
3	Status of ownership (Proprietary/Partnership/Company – attach proof)	
4	Name & Address of the proprietor/partners/Directors(With Mobile Numbers)	
5	Contact person(s) (With mobile Numbers)	
6	Address of the local office in Hyderabad	
7	No. of years of experience in providing Housekeeping services (enclose proof such as performance reports/ contracts from at least two Government / Corporate clients)	:
8	Average Annual Turnovers (copies of last 3 years ending 31.03.2021, Certified by Chartered Accountant)	
9	Total no. of employees engaged by the Provider for House Keeping Work (Total Man Power available)	
10	No. of RESOURCES proposed to be deployed to this office for providing the housekeeping services.	
11	Permanent Account Number (PAN) (The evidence for filing of IT returns along with profit and Loss account & balance sheet for the last three financial years to be enclosed)	
12	Details of ESI & EPF Registration along with copies of such Registration Certificate	
13	Details of GST Registration along with copy of Registration Certificate and copy of Service Tax/ GST Returns for,2018-19, 2019-20 and 2020-21	
14	Details of EMD (Earnest Money Deposit)	
15	Solvency Certificate issued by Bankers on or after 01.04.2021	
16	List of present clients relating to Government / Corporate Departments (at least two)	
17	Details of legal disputes relating to House Keeping services pending, if any.	

**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.

Station:

Date:

**Signature of the Bidder (with seal)**