NOTICE FOR INVITING ONLINE BIDS FOR HOUSEKEEPING SERVICES TO BE CARRIED OUT AT THE OFFICE OF THE COMMISSIONER, CENTRAL GST, HQ, BHAVNAGAR

1. ONLINE tenders are invited from reputed House Keeping agencies, having experience for upkeep and maintenance of the office building, including constructed area, and open premises of the office building, for a period of 01 year i.e. from 01.01.2021 to 31.12.2021. The detail address and area of various offices for House-keeping services are shown in Annexure I.

2. Interested parties may download the tender details from the official website www.cenexbhavnagar.nic.in, www.cbic.gov.in, www.eprocure.gov.in/eprocure/app and also with the Superintendent (Adm), Office of the Commissioner of Central GST, HQ, Bhavnagar. The complete bid should be submitted ONLINE on e-procurement portal i.e. www.eprocure.gov.in/eprocure/app on or before 01.12.2020 by 17:00 hrs.

3. The Tenders should be submitted ONLINE in two parts, Technical Bid & Financial Bid on e-procurement Portal. No tender document will be accepted which has been sent to this office offline via fax / e-mail or any other such means except Earnest Money Deposit (EMD) amounting to Rs. 10,000/- (Rupees Ten Thousand Only) which shall be in the form of Demand Draft / Cheque in favour of The Commissioner, Central GST, Bhavnagar. Tenders not accompanied by the Earnest Money Deposit will be summarily rejected. The same will be submitted to the office of the Commissioner, Central GST, Bhavnagar on or before the end of the bid submission period i.e. 01.12.2020 (Tuesday).

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 Commissioner, Central GST, Bhavnagar has right to forfeit the EMD of Rs. 10,000/- and award the contract to the next lowest bidder.

Tender Documents Enclosures:-

(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 Proforma for providing Housekeeping Services – As per Annexure IV

(v) Technical Bid enclosure (Part of Annexure – IV).

The critical dates for the Tender submission and processing are as under:

<table>
<thead>
<tr>
<th>Description</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Publish on eprocurement Portal</td>
<td>09.11.2020</td>
<td>5:00 pm</td>
</tr>
<tr>
<td>Bid Submission Start Date</td>
<td>09.11.2020</td>
<td>5:00 pm</td>
</tr>
<tr>
<td>Bid Submission End Date</td>
<td>01.12.2020</td>
<td>5:00 pm</td>
</tr>
<tr>
<td>Bid Opening Date</td>
<td>02.12.2020</td>
<td>5:00 pm</td>
</tr>
</tbody>
</table>
5. The service providers may inspect the aforesaid buildings on any working day, with prior permission from the Superintendent (GSO) / Superintendent (Adm), Central GST, HQ, Bhavnagar.

6. Contractors who do not fulfill pre-qualification requirement will not be considered. Financial bids of only those contractors / Agencies will be opened who fulfill the terms and conditions as mentioned in 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.

7. The Technical bid will be opened ONLINE on 02.12.2020, 17:00 Hrs by the bid openers of the office of Commissioner of Central GST, Plot No. 67-76/B1, Siddhi Sadan Building, Narayan Upadhyay Marg, Bhavnagar- 364 001.

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 working day at the scheduled time

(Mananohana Bisoyi)
Assistant Commissioner (Adm)
Central GST, HQ, Bhavnagar

Copy to:

1. The Assistant Commissioner (Systems Section), Central GST, HQ, Bhavnagar with a request to publish the same on the departmental website www.cenexbhavnagar.nic.in, and www.cbic.gov.in.

2. The Bid Creator / Bid Publisher created under e-procurement portal in r/o this Commissionerate with a request to publish the same on e-procuremental portal.

3. Superintendent (GSO), Central GST, HQ, Bhavnagar for information please.

4. Notice Board.
Annexure-I

TOTAL AREA OF THE PREMISES / BUILDING FOR HOUSEKEEPING PURPOSE PERTAINING TO HEAD QUATER OFFICE OF CENTRAL GST, BHAVNAGAR

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Office</th>
<th>Area (Sq M.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Office of the Commissioner of Central GST (Including PAO Section) at Plot No. 67-76/B-1, “SIDDHI SADAN” Building, Narayan Upadhayay Marg, BHAVNAGAR 364 001 (4 floors in Wing-A and 3 floors in Wing-B).</td>
<td>1640 + (279 Sq M Open Ground)=1919 Sq M</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>1919 Sq M=20,656 Sq Feet</td>
</tr>
</tbody>
</table>
Annexure-II

GENERAL TERMS AND CONDITIONS:-

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

1. 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 02.12.2020 at 17:00 hrs ONLINE one-procurement portal.

2. Financial Bid:
The second part should be the "Financial Bid", 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 area of around 20,656 Sq. Ft., in BOQ form as available on e-procurement portal,. The “Financial Bids” of Technically Fit Bidders, who are short listed 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. 10,000/- in favour of the Commissioner, Central GST, Bhavnagar. (Original D.D. / Cheque towards EMD should be submitted to this office.)
(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 office requires minimum 07 full day personnel, 01 half day gardener and 01 half day sweeper for house-keeping services. The rate shall be quoted in Rupees Per Month (i.e. 26 days) for the total carpet area of around 20,656 Sq. Ft. 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 quotation 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 Housekeeping contractor shall strictly comply with the terms and condition 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 & 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 Commissioner, Central GST, 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 & 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. Cleaning of toilets, windows, wash basins and other fittings and water coolers, removing all dust, unwanted materials, cleaning to be done twice a day.

2. Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.

3. Removing dust from floors, windows, doors, books, journals, furniture, fixtures, telephone, cupboard, air conditioners and other equipments, almirah, filing cabinets, glass panes, collecting waste paper, unwanted material and its disposal at indicated locations.

4. Cleaning of rooms by mopping floor with cloth soaked in water and disinfectant.

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 labour 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, ordinal, 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 on National Holidays i.e. 26th January, 15th August, 2nd October and any other holidays/ public holidays. (Which are mandatory under labour 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.

   a. 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.

   b. Proof of payments made to personnel deployed for previous months.

   c. This office shall release due amount after making recoveries, if any, through crossed A/c Payee cheque in favour of Contractor/ agency or any other available / permissible mode.

   d. 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 ____________________________
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<tbody>
<tr>
<td><strong>01.</strong></td>
<td>Name of the Tendered</td>
</tr>
<tr>
<td><strong>02.</strong></td>
<td>Full address and telephone Number</td>
</tr>
<tr>
<td><strong>03.</strong></td>
<td>Details of contact persons</td>
</tr>
<tr>
<td><strong>04.</strong></td>
<td>Details of the organization (Whether sole proprietorship/Partnership firm/Company etc.)</td>
</tr>
<tr>
<td><strong>05.</strong></td>
<td>Registration of details of the firm (Please attach attested copies of EPF, ESI etc.)</td>
</tr>
<tr>
<td><strong>06.</strong></td>
<td>Income Tax/GST Registration Details (Please attach attested copies)</td>
</tr>
<tr>
<td><strong>07.</strong></td>
<td>Financial soundness certificate details (Please attach original letter of the Bank)</td>
</tr>
<tr>
<td><strong>08.</strong></td>
<td>Whether the firm is registered and license holder under Contract Labour (Regulations and abolition) Act.</td>
</tr>
<tr>
<td><strong>09.</strong></td>
<td>Experience/Details of present clients (Please attach the job order/service certificate from Govt. Office/Public Sector)</td>
</tr>
<tr>
<td><strong>10.</strong></td>
<td>List of organizations where similar work undertaken</td>
</tr>
<tr>
<td><strong>11.</strong></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

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Pay</td>
<td>Rs..........</td>
</tr>
<tr>
<td>Variable DA</td>
<td>Rs..........</td>
</tr>
<tr>
<td>Gross Daily Wages</td>
<td>Rs..........</td>
</tr>
</tbody>
</table>

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

(a) EPF @ ......%  :  Rs. ............
(b) ESI @ ......%  :  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 knowledge. I understand that in case of 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.

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)
Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enrol available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnITrustline/SafeScript/TCS.

2. Bidder then logs into the portal giving user id / password chosen during enrolment.

3. The e-token that is registered should be used by the bidder and should not be misused by others.

4. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.

5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.

6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.

7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.

8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.

9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.

10. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.

11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids

12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.

14. It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.

15. In case of Offline payments, the details of the Earnest Money Deposit (EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected.

16. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.

17. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.

18. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.

19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.

20. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.

21. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.

22. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.

23. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall,
the submitted bid documents become readable only after the tender opening by
the authorized individual.

24. During transmission of bid document, the confidentiality of the bids is maintained
since the data is transferred over secured Socket Layer (SSL) with 256 bit
encryption technology. Data encryption of sensitive fields is also done.

25. The bidders are requested to submit the bids through online eProcurement
system to the TIA well before the bid submission end date and time (as per
Server System Clock).

26. All the relevant procedures with necessary details can also be found as part of
'Bidders' Manual Kit' which is available at the following link:
https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page

Procedure for Obtaining Digital Signature by Foreign Vendors

This document gives the procedure to be followed by bidders who are resident of
countries other than India for participating in Online Tendering Activity. As per the IT
ACT 2000, all bidders who participate in the online bidding process in this site should
possess a valid Digital Signature issued by any of the Digital Signature Certificate
(DSC) vendors approved by CCA, India (https://cca.gov.in ). The following document
gives the procedure that is generally followed by various vendors. Generally, the
documents that are required to be submitted by Foreign Nationals are as follows:

1. Identity Proof (ID Proof) of the person in whose name DSC has to be issued (E.g.
Passport copy)

2. Bank account statement in country of residence, duly attested by Indian Embassy
/ High Commission / Consulate / Apostille in the country where the applicant is
currently located. (At least 6 months of Bank transactions) with the proof indicating
the account is owned by the Individual.

3. Copy of the Trade license attested by any one of the authorities as specified in
Point 2 above.

4. As the Individual is representing the company, an Authorization on company’s
letter head as given in the form

5. Copy of the Authorization letter or invitation letter from department for the
participation in the tender by any one of the tender inviting authority

6. Further details can be viewed at point number 14 at following link
https://eprocure.gov.in/eprocure/app?page=StandardBiddingDocuments&service=pa
ge