



GOVERNMENT OF INDIA

भारत सरकार

प्रणाली एवं आकॅडाप्र बधं न महाननदेशालय

Directorate General of Systems and Data

Management

वस्त एवं सेवा कर भवन (आठवातँ ल), 180 शाननतपल्ली, राजडगं ाामेन रोड, कोलकाता-

700107

GST Bhawan (8<sup>th</sup> Floor), 180, Shantipally, Rajdanga Main Road, Kolkata-700107 Fax No.24417797, Ph No.24417794,24417795,24417796

**E- Tender for outsourcing of Housekeeping services on contract basis**

Online bids are invited from **Manpower Supply Agencies of Directorate of Systems, Kolkata Zonal Unit having their offices/branch in Kolkata, West Bengal** for providing **unskilled manpower** on contract basis for use in the Office of the Assistant Director, DGSM, KZU upto a period of 01 Year:

Place of work	Total area (sq.ft.)
Office of the Assistant Director, DGSM,KZU. 8 <sup>th</sup> Floor GST Bhawan, 180 Shantipally, Rajdanga Main Road, Kolkata -700107. West Bengal.	3541
<b>Total area (sq.ft.)</b>	<b>3541</b>

**2. Data Sheet**

E-Tender Inviting Authority	Assistant Director(Admin), DGSM,KZU.
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E-Tender Name	Outsourcing of housekeeping services
Tender fee	NIL
Tender No. & date	DGSDM/KZU/Housekeeping/02/2-21, dt. 25.01.2021
Availability of Tender Documents	Central Public Procurement Portal (CPPP) website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Period of contract	For a period of 12 months from the date of awarding of the Contract.

**3.**The details of tender, terms & conditions and other documents are outlined in the following Annexure to this e-tender as under:

- (a) Annexure-I : Instruction to the Bidders.
- (b) Annexure-II : Scope of Work & General Terms & Conditions
- (c) Annexure-III : Acceptance Letter
- (d) Annexure-IV : Technical Bid & Financial Bid.
- (e) Annexure-V : Online Bid Submission

**4. Document Download:** The interested bidders may download the Tender Documents from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> as per the schedule as given in the CRITICAL DATE SHEET as under:

**CRITICAL DATE SHEET**

e-Published Date	25.01.2021 at 02.00 p.m
Bid Document Download Start Date	25.01.2021 at 02.00 p.m
Clarification Start Date	25.01.2021 at 02.00 p.m
Clarification End Date	29.01.2021 at 02.00 p.m
Bid Submission Start Date	25.01.2021 at 02.00 p.m
Bid Submission End Date	08.02.2021 at 10.00 a.m
Technical Bid Opening Date	09.02.2021 at 11.00 a.m
Financial Bid Opening Date	10.02.2021 at 2.00 p.m

5. The e-bids are invited in two parts i.e. **(i) Technical Bid (ii) Financial Bid**, separately. The proforma for **Technical Bid and Financial Bid** are prescribed in **Annexure – IV and Annexure – V** respectively of this tender. The Technical Bid and Financial Bid duly filled in and complete in all respect shall be submitted online within the submission end date & time as mentioned in critical date sheet above.

6. The Technical Bid and Financial Bid complete in all respect shall be taken into consideration and incomplete bid documents shall be rejected. The bidder shall abide by Instructions and General Terms & Conditions specified as Annexure – II & Annexure – III to this tender. The Tender Notice is also available on Central Board of Excise & Customs (CBEC) Website [www.cbic.gov.in](http://www.cbic.gov.in). **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.**

**7. Bid Submission:** Bids shall be submitted online only at CPPP website <https://eprocure.gov.in/eprocure/app> with all the requisite documents signed with digital signature (DSC). The bid documents may be scanned with 100 dpi with black & white option which helps in reducing size of scanned document and should be in PDF/XLS/RAR/DWF formats and if there is more than one document, they can be clubbed together. Bidders/ Contractors are advised to follow the **“Instructions for online Bid submission” provided in the Annexure-I** for online submission of bids. **No tender shall be accepted/ entertained by fax, e-mail or submitted in person or any other such means and beyond the specified date /time.**

8. 1. The tender shall be submitted online in two parts, viz. **(i) Technical Bid** and **(ii) Financial Bid** along with other documents as mentioned in the tender documents.

8.2. Bidder who have downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including 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 Bidder is liable to be banned.

8.3. **It may be noted that, in case of non-uploading of copies of documents as specified in the Tender Notice 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.**

8.4. Conditional tenders, late tenders, tenders incomplete or not meeting all the tender conditions specified herein will be rejected. In case of any discrepancy noticed this office reserves the right to accept or reject any tender in part or full.

8.5. Not more than one tender shall be submitted by one contractor or contractors.

8.6. The Tender enquiry documents will be available only on <https://eprocure.gov.in> as per the critical date sheet. The Bidder should raise their doubt/query, if any regarding the tender document on the CPPP website itself.

9. Intending Bidders are advised to visit the CPPP website regularly till opening date of bids for any corrigendum/ addendum/ amendment.

10. Bids will be opened as per date/time as mentioned in the **Critical Date Sheet** of Tender/ CPP Portal. 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 CPP 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 prescheduled 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.

**12. The hard copy of the original instrument in respect of earnest money deposit, must be delivered to the tender inviting authority's office on or before the bid opening date/time, as mentioned in critical date sheet.** This office reserves the rights to seek any document in original for verification at any stage of tender process.

13. 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.

14. **The Bidder/s shall quote rates as per the financial bid format only.** This rate shall be exclusive of **GST**. The supplier would be liable for ensuring compliance with the relevant rules, and regulations as notified by the Government in this regard from time to time.

15. This office reserves the rights to postpone/and/or extend the date of receipt/opening of bids or to withdraw the same.

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

17. All the rates must be written both in figures and words. Correction, if any, is to be made by crossing out, initialling, 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.

**18. The Contractor / Service provider 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 conditions contained herein and submit the same.**

19. The Contractors/Service Provider must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the department.

**Additional Assistant Director(Admin)**

**DGSM,KZU**

Copy to: The with the request to upload the Tender Notice on the departmental Website.

**(ANNEXURE-I)**

INSTRUCTIONS TO THE TENDERERS

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: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (CRL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" 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 / eToken.

SEARCHING FCIR TENDER DOCUMENTS

- a) 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.

b) 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.

c) 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

i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

ii. 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.

iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be 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. iv. 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 --he 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 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 white 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 suggested to asymmetric encryption using buyers/ bid openers 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 (ie 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

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.

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.

## ANNEXURE II

### SCOPE OF WORK

1. Cleaning, sweeping and wet mopping Of the entire area including the lobby.
2. Collection of all sweeping, garbage and waste material and their effective segregation and disposal.
  - 3.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 additionally.
  - 4.Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls.
  - 5.Movement of furniture, files and Other office equipment, whenever required.  
Sanitization, deep Cleaning and dusting 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 and electrical fittings etc.
  - 6.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.
  - 7.Miscellaneous services such as serving Of drinking water / refreshment, tea etc., during Conference / Meetings / Seminars and during the visit of assesses / guests in the office.
  - 8.Internal and external cleaning of window panes, doors and fans.
  - 9.Cleaning of vertical blinds, ceilings, walls, AC duct, grills and beams.
  - 10.Cleaning of entire floor space, glasses and pantry with detergents.
  - 11.Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow Of Waste Water.
  12. General maintenance and up keep Of the entire office premises.
- 13.The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the Work place kitchen and utensils, rooms, toilets etc neat and tidy. Any breach Of these conditions will result in penalties and/ Or the immediate termination of the contract.



### **GENERAL TERMS AND CONDITIONS:**

- 1) Bidder/s providing similar service to Other Government Departments will be given preference.
- 2) Bidders shall be duly registered with ESIC, Provident Fund, GST and Other relevant statutory authorities dealing with employment of labours. All existing statutory regulations 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 made available for scrutiny by this office, on demand. 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, CONTRACTORS not registered under the ESIC and Provident Funds Act and other relevant statutory enactment dealing with employment of labour need not apply.
- 3) Bidders should pay minimum wages to the employees as prescribed by the Central Government.
- 4) The person employed should work on all working days.
- 5) Persons are to be deployed full time for the above work, If any Of the personnel is absent from duty, it is contractors responsibility to provide the replacement.
- 6) Bidders should quote the rate on per sq, ft. per month basis and also state the number of persons to be employed.
- 7) Bidders should not indulge in employing child labour.
- 8) The office of the Directorate General of Systems, Customs, Central Goods & Service Tax, Kolkata Zonal Unit, Kolkata(hereinafter referred to as the DGSM, Kolkata) 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.
- 9) The Contractors are required to submit the complete Rates /Quotations only after satisfying each and every condition laid down.  
All the rates must be written both in figures and in words. Rates/ Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address. 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 unless specifically mentioned by the Contractor in the Rate/Quotations and accepted by this office.

- 10) Notwithstanding anything contained herein, this office reserves the right to terminate by giving 1 (one) months' notice in writing without assigning any reason. 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 short duration. This office shall not entertain any claim arising out of mishap, if any, which may take place. In the event Of any liability/claim falling on this office, the same shall be reimbursed/ indemnified by the Contractor. .
- 11) Contractor shall in no case lease/ transfer/ sublet or appoint caretaker for services. No other person except Contractor's authorized representative shall be allowed to enter the premises of this office. 12) Contractor shall be solely responsible for payment of wages/ salaries other benefits and allowances to his personnel that might become applicable under any Act or Order Of the Govt. This office shall have no liability whatsoever in this regard and the Contractor shall indemnify DGSM, Kolkata against any/ all] claims which may arise under the provisions of various Acts, Govt. Orders etc ,for example Payment of Minimum Wage in accordance with the rates issued by Ministry of Labour, GOI, which mandatorily includes PF, ESI benefit and Bonus.
- 13) Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- 14) 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.
- 15)The Contractor will provide his staff with the necessary uniform. The cost will be borne by the service provider.
- 16)Photographs, full address and telephone number of all housekeeping personnel should be provided for records.

**ANNEXURE-III**

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

Date:

To, \_\_\_\_\_

\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

Dear Sir,

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 have 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 our Firm 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 thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of me full said earnest money deposit absolutely.

Yours Faithfully

**ANNEXURE IV**

**FINANCIAL BID**

Note: - Any violation of the terms and conditions in submitting the

FINANCIAL BID will lead the rejection of the same.

1. Name of the Firm/Company.
2. Address (with Telephone No. & Fax. No.)
3. Name & Address of the proprietor/partners/Directors (with Mobile No.):
4. Total amount per sq. ft. (Excluding GST etc.) re foot

(Rs. I/we hereby quote Rs.

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(both in figure & words)

## ANNEXURE V

### TECHNICAL BID FOR PROVIDING HOUSE-KEEPING SERVICES

0 1	Name of Registered Firm/Company	
0 2	Status of ownership (Proprietary /Partnership Comping)	
0 3	Address of the Firm/Company (with Tel. No./Fax No. & email	
0 4	Name and address of the Proprietor/Partner/Director with mobile number	
0 5	Year of registration/incorporation certified coo of RC is to be attached	
0 6	Contact Person s with mobile number	
0 7	(Details EMI) of Rs.	
0 8	PAN Card No. certified con of PAN Card is to be attached	
09	Service Tax No. (certificate copy of GSTIN (Service Tax) Registration is to be attached)	
1 0	E.S.I & EFF Registration numbers	
11	Annual Turnover of last 3 years	
12	Details of the offices where the housekeeping and other services has been/ are being provided: 1) Name/Address of the office(s) 2) No. of years for which service has been/is being provided (certificate from the office(s) mentioned above regarding the house been in service is to be attached	
13	Details of prior experience of housekeeping and other services	
14	Estimated Number of Persons to be deployed	

#### Declaration :

- (i) I/We have read and understood the detailed terms and conditions oi the tender applicable to the subject offer as supplied with the bid documents and agree to abide by the same in totality.

- (ii) It is hereby declared that the particulars for providing housekeeping services are true and correct as per my knowledge and belief and in the event of any of the same being found to be not true, I/We shall be liable to such consequences / lawful action as Department may wish to take.
- (iii) It is hereby declared that the service provider is not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
- (iv) It is hereby declared that the service provider is not black-listed by any Central/State Government/ Public Sector Undertaking in India.

Signature of Service Provider  
Seal of the Firm/Company

List of Enclosures

Attested photocopies / certified true copies of the following documents are required to be annexed/uploaded with me Technical Bid. Technical Bids received without these documents are liable to rejection. Originals of these documents / certificates shall be produced at the time of execution of the Agreement / Contract.

1. Certified copy of the registration certificate of the firm/company.
2. Certified copy of PAN Card.
3. Certified copy of GSTIN Registration.
4. Certified copy of registration with Ministry of Labour/EPF/ESI.
5. Certificate from various office(s) where the house-keeping services has been provided satisfactorily (no. of years of providing services shall be mentioned).
6. Proof of Registered Office / Branch Office of Company/Firm/Agency in West Bengal
7. Signed and scanned copy of proof for payment of Earnest Money Deposit

Signature of Service Provider  
Seal of the Firm/Company

Annexure-V

Online Bid

Submission Details

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in Two Covers as explained below :-

(Following documents to be provided as PDF file)			
S. No.	Documents	Content	File Type,
1	Technical Bid	Signed & scanned copy of Technical Compliance Sheet with Technical supporting documents as per specification mentioned in Annexure-I & II	.pdf
2		Signed & scanned copy of, Income Tax PAN, Goods & Service tax registration, any other registration.	.pdf
3		Certificate for EMD exemption, if claiming	.pdf
4		Signed & scanned copy of Tender acceptance letter & Letter of authorization to submit bid.	. pdf
5		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 Housekeeping in services	.pdf
6		Vendor Bank Account details including Account No., IFSC code etc.	.pdf
(Following documents to be provided as pdf file)			
		Content	
1	Financial Bid	<b>Price bid to be filled in pdf format as per instruction given in price bid</b>	.Excel

Signature of Service Provide