



प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER
केन्द्रीय वस्तु एवं सेवाकर तथा केन्द्रीय उत्पाद शुल्क
CENTRAL GOODS & SERVICES TAX AND CENTRAL EXCISE
जी०एस०टी० भवन / G.S.T. BHAWAN
7-अ, अशोक मार्ग, लखनऊ-226001 (उ०प्र०)/7-A, ASHOK MARG, LUCKNOW - 226 001 (U.P.)



C.No-I(22)02/HOUSEKEEPING/HQ/2021 / 972(S/L)

Dated: .03.2021

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR OUTSOURCING OF HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.04.2021 to 31.03.2022

Tender Notice- 02/2021

1. Online bids are invited from reputed firms/housekeeping service providers for providing Housekeeping, Cleaning and Sweeping services on contract basis at office of Pr. Commissioner of CGST & Central Excise, 7-A, Ashok Marg, Lucknow.

Name of the work	Providing House Keeping & Other Services on Open Area- 10797 Sq Feet & covered area 30587 Sq Feet (approx).
Estimated Annual Cost	Rs. 40,00,000/- (Rupees Forty Lakhs (approx) for the contract period

2. The details of tender, terms & conditions and other documents are outlined in the following Annexures to this e-tender:

- Annexure-I : Application Form
- Annexure-II : Scope of Work
- Annexure-III : Terms & Conditions
- Annexure-IV : Technical Bid
- Annexure-V : Financial Bid
- Annexure-VI : Undertaking
- Annexure-VII : Work Satisfactory Certificate

3. **Document Download:** The interested bidders may download the Tender Documents from the Central Public Procurement Portal (CPPP) website www.eprocure.gov.in/eprocure/app and also from www.cbec.gov.in as per the schedule as given in the CRITICAL DATE SHEET as under:

CRITICAL DATE SHEET

e-Tender Publishing Date	04.03.2021
Start Date & Time for downloading Tender Document	04.03.2021 from 15:00 hrs onwards
Last Date and Time for Submission of Online Bid	18.03.2021 upto 15:00 hrs.
Technical Bid Opening Date and Time	19.03.2021 at 16:00 hrs.
Financial Bid Opening Date & Time	23.03.2021 at 15:00 hrs after opening of Technical Bid

4. The e-bids are invited in two separate parts i.e. (i) **Technical Bid** (ii) **Financial Bid**. The proforma for Technical Bid and Financial Bid are prescribed in Annexure – IV and Annexure – V respectively of this tender. **The Tender should be addressed to the Principal Commissioner of CGST & Central Excise, 7-A, Ashok Marg, Lucknow-226001 with words “Bid for Outsourcing of Housekeeping Services on Contract Basis for twelve Months from 01.04.2021 to 31.03.2022”.**
5. **Earnest Money Deposit of Rs 40,000/- (Rupees Forty Thousand only)** should be paid by bidders by Demand Draft/Banker’s Cheque, drawn on a Scheduled Commercial Bank in India, in favour of “PAO CBEC LUCKNOW” payable at Lucknow. Bidders submitting their bids online should ensure that Earnest Money Deposit (EMD) must reach the address at: O/o the Principal Commissioner of CGST & Central Excise, Lucknow by **15:00 hrs on 18.03.2021**. Tenders without EMD will be treated as non-responsive and will not be considered, at the initial stage itself “as Tenders received without EMD”.
6. **Performance Security Deposit** of 10% of the contract value shall be submitted by the successful bidder by way of Bank Draft in favour of the “PAO CBEC LUCKNOW” as applicable.
7. The technical bid will be opened first in the presence of Tender Committee Members and Bidders (present during the opening). Financial bids of only technically qualified bidders shall be opened in the presence of Tender Committee Members and bidders (present during the opening).
8. 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.
9. The Principal Commissioner, Central GST & Central Excise, Lucknow reserves the right to reject all / part or any of the tenders without assigning any reason thereof. No correspondence in this regard will be entertained.
10. In case of any queries, the Bidders may contact Superintendent (Headquarter)/ Inspector (Headquarter) of CGST & Central Excise, 7-A, Ashok Marg, Lucknow on any working day between 09.30 AM to 6:00 PM either in person or on telephone number (0522)2233065.

Bheem Ratna Rawat
03/03/2021
(Bheem Ratna Rawat)
Joint Commissioner (in-situ) (Hqrs)

Copy to:-

1. The Deputy Commissioner (System) with request to get uploaded the same through Web Master on CBIC Website (www.cbic.gov.in) at the earliest.
2. The DC (P&V), CGST & Central Excise, Lucknow for uploading the tender and its enclosures on www.eprocure.gov.in.
3. Notice Board.

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR OUTSOURCING OF HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.04.2021 to 31.03.2022

ANNEXURE-I

APPLICATION FORM

FROM:

.....
.....
.....

To,

The Principal Commissioner,
CGST & Central Excise,
7-A, Ashok Marg, Lucknow-226001

Sir,

Subject: E-Tender for “Outsourcing of Housekeeping Services” on Contract Basis from 01.04.2021 to 31.03.2022

Reference:

(1) Your e-tender Notice NoDated

(2) EMD-DD No Dated for Rs.

I/We have also examined the requisite specifications and my/our offer is to provide the required service in accordance with the requisite scope of work.

I/We quote the rate **inclusive of all taxes, duties, transportation**, etc (in complete).

Yours faithfully,

(Signature and stamp of the Tenderer)

**NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR OUTSOURCING OF
HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.04.2021 to 31.03.2022**

ANNEXURE-II

SCOPE OF WORK

Basic Purpose of contract to provide Housekeeping Services to keep the office space in order with proper hygiene condition which shall include the following areas of works other than the works assign to them from time to time:

(A) JOBS TO BE CARRIED OUT DAILY

- (a) Sweeping, cleaning, dusting etc shall be done for complete area covered under the contract.
- (b) Sweeping and wet mopping of the entire area including the lobby, corridors, staircase and common area with disinfectant in the morning and removing all the unwanted materials.
- (c) Removing dust from floors, windows, doors, books, journals, furniture, fixtures; telephone, cupboard, air-conditioners and other equipments, almirahs, filing cabinets, window panes, collecting waste paper, unwanted material and its disposal.
- (d) Cleaning of all the electronic gadgets such as Computers, Telephones, Fax machines and Photocopier machine etc.
- (e) Thorough cleaning of toilets/urinals using required disinfectants, by putting naphthalene balls in all the urinals and air purifiers in the toilets. Cleaning is to be done twice a day.
- (f) Shifting of furniture and other items/stores from one place to another as required by the administration.
- (g) Serving of water etc. to the staff working in the offices.
- (h) The contractor will also maintain garden and plants in the office premises of CGST & Central Excise, Lucknow.
- (i) No additional / extra payment shall be made for the work attended on contingency basis anytime.

(B) JOBS TO BE CARRIED OUT WEEKLY

- (a) Removal of cobwebs in the office buildings.
- (b) Removal of dust accumulated on the walls, windowpanes and Ventilators in the toilets.
- (c) Thorough washing, rubbing and cleaning of corridors.
- (d) All name boards, wall panels, paintings etc. should be wiped off dirt at regular intervals. All brass boards have to be polished with brass polish.
- (e) Washing of floors with surf/vim/soap/cleaning material and water or any other cleaning operation.

**NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR OUTSOURCING OF
HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.04.2021 to 31.03.2022**

ANNEXURE-III

TERMS AND CONDITIONS

- (a) Bidders should have minimum five years of experience in providing housekeeping services to Government organizations and should have completed at least two such works with an Annual Contract Value of Rs. 40 Lakhs in the similar activity in the last three years. Evidence for the same should be provided.
- (b) The rate should be quoted on the basis of **Per Square Feet per Month inclusive of all taxes.**
- (c) The below mentioned information should be provided by you in this proforma:

Rate per day (In Rs.)	Commission of vendor (in %)	EPF (in %)	ESI (in %)	GST (in %)

- (d) No bid shall be entertained after expiry of last date and time.
- (e) The contractors must comply with all the terms and conditions of the contract.
- (f) Nobody except contractor's authorized representative shall be allowed to enter this office. Within the premises of this office, the contractor's personnel shall not do any private work except their assigned duties.
- (g) **The contractor should ensure payment of minimum wages as revised from time to time to the deployed personnel as per Minimum Wages Act. Any breach of such provisions shall make it liable for termination of contract & other actions as per law.**
- (h) Any liability such as GST, EPF, ESI etc. shall be borne by the service provider and shall be deposited by the service provider with respective authorities and consequential benefit shall be given to the employees under contract during the contract period. All these statutory liabilities and **revision of minimum wages on account of revision of D.A. from time to time should be factored in while quoting the rates per square feet per month** at the time of submitting the tender. There will be no enhancement of rate over and above the rate finalized. All the rates must be written both in figures and words. In case of discrepancy between the words and figures the rates indicated in words shall prevail. No overwriting shall be allowed.
- (i) **The contractor shall make regular and full payment after statutory deductions to its personnel directly into their bank account as per the law and furnish necessary proof in this regard along with the statement of EPF/ESI to the department by 15th of every month.**
- (j) Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 and other prevailing legal provisions shall be taken by contractor. This office shall not entertain any claims arising out of mishap, if any, which may take place.
- (k) It is made clear that the engagement of the service provider does not 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.

- (l) The contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- (m) The service provider shall be directly responsible for any/all disputes arising between him and his personnel and keep the office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
- (n) A thorough check on the workers' background should have been undertaken by the service provider before deploying them in this office. Any issue in this regard shall be dealt with solely by the service provider.
- (o) The personnel deployed by the contractor should be adequately trained, well behaved and well mannered. They should be of sound health, cleanliness & self hygiene.
- (p) The service provider must ensure proper dress code for its workers. The contractor should not indulge in employing child labour.
- (q) The contractor shall, on award of the contract, furnish the list containing names and addresses of the workers sent to this office for performing housekeeping services.
- (r) 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 the responsibility of the contractor to provide another workman in his place. **Minimum 20 personnel (subject to the Ceiling limit of Rs. 40 Lakhs) should be deployed for aforesaid cleaning / sweeping and other similar works.** They should report the office at 08.00 AM sharp.
- (s) The contractor shall not engage any subcontractor for rendering the services mentioned in this contract.
- (t) The contractor shall maintain an attendance register of personnel and this register of personnel shall be subject to check by Inspector (HQ)/ Superintendent (HQ) of this office.
- (u) The contractor will submit the monthly bill showing all the breakups in rates in duplicate for reimbursement on or before the 5th of the following month along with certificate of work completion (Annexure-VII) by the Superintendent (Headquarters). The bill will be paid after making recovery, if any.
- (v) This office will reserve the right to make direct payment to engaged persons as per law, if there is any violation of agreement.
- (w) In case of any complaint of non-fulfilment of any obligation under contract, this office reserves the right to deduct the amount due from the contract from monthly bills as well termination of the contract.
- (x) The Contractor will attract a penalty of an amount of Rs.500/- per day in case a person fails to carry out the housekeeping services due to his absence or any other reason which shall be recovered from the bills or otherwise.
- (y) 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 500/- per day, which shall be recovered from the bills or otherwise.
- (z) The Services provided by the contractor shall be closely monitored and should be up to the satisfaction of this office.
- (aa) All consumables and materials required for housekeeping & Maintenance of toilet, Hawaldar Rest Room/Duty Room, Rahat Apartment-Guest House, Navchetna Bhawan Building at 1st & 7th floor, CC Office & Pr. Commissioner Office shall be provided by the Department.

(bb) Any other work assigned by Service Provider and as specified the Department from time to time. Further, it is the responsibility of service provider to ensure that work completed within the time and as per the expectations of the office.

We agree to the above terms and conditions.

Signature with Date _____

Name of the signatory _____

Name of the Firm _____

Seal _____

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR OUTSOURCING OF HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.04.2021 to 31.03.2022

ANNEXURE-IV

TECHNICAL BID

1.	Name of the contractor	
2.	Type of entity -proprietorship firm, partnership firm, Pvt. Ltd. Co.	
3.	Address/Telephone no./fax no. /Mobile no.	
4.	Name of the contact person	
5.	Tel. No./mobile no. Of contact person	
6.	EMD details @ Rs. /-	DD NO. ___ Date:-
7.	Legal certificates to be enclosed and Details in this regard to be provided	
	PAN details	
	GST registration (GSTIN) details	
	Labour license details	
	ESI Registration details	
	EPF Registration details	
	Shop and establishment Registration details	
	ISO certificate details	
8.	Annual Turnover Of Previous Three Financial Years Details(Annexure Vi Along With Copy Of Profit & Loss A/C, Balance sheet, Audit Report And Income Tax Returns Of Said Three Years to be enclosed	
9.	Bank Solvency Certificate Enclosed (Yes/No)	
10.	Experience In Housekeeping Services with details of contracts in previous Five Financial Years (Proof to be enclosed)	
11.	No. of staff to be deployed for contract (minimum 20 staff are Required)	
12.	Details of housekeeping /cleaning equipment owned and to be put in use for contract by the contractor	
13.	Any employee of the office of the Principal Commissioner of CGST & Central Excise, Lucknow on your Board or share-holder in contractor's Entity	YES/NO, If Yes Provide Details
14.	Has any of your director/partner/entrepreneur ever been convicted under law	YES/NO, If Yes Provide Detail
15.	Has your firm/company ever been blacklisted at any time in the past by any organization	YES/NO, If Yes Provide Details
16.	Any other information contractor may like to furnish (may be furnished in separate enclosure)	

DECLARATION

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

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

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

Date: -

Place: -

Sign:-

Name:-

Desgn.:-

Co. Name & Seal

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR OUTSOURCING OF HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.04.2021 to 31.03.2022

ANNEXURE-V

PROFORMA FOR FINANCIAL BID

Sr. No.	Name of the office/ Department	Total Area Covered	Monthly Rate per Sq. Feet	Total Amount for total Sq. feet per month (inclusive of all taxes applicable)

It is certified that the above quoted rate complies with Minimum Wages Act and all the statutory provisions and rules as applicable. The above rates are inclusive of all the taxes (GST or any other tax) payable to Government.

Signature of the bidder

Office Seal

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR OUTSOURCING OF HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.04.2021 to 31.03.2022

ANNEXURE-VI

UNDERTAKING BY THE BIDDER

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

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

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

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

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

Date:
Place:

Signature of the authorized Signatory of
the firm/Company/Organization Office Stamp/Seal

Annexure – VII

ON THE LETTER HEAD OF SERVICE PROVIDER

To,

The Superintendent (HQ)
CGST & Central Excise,
Commissionerate, Lucknow

Sir,

Subject: Satisfactory Certificate of work completion for the month of.....

The house keeping services provided in this office/site were found satisfactory during the period to

OR.

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

Name & Stamp of Head of Office

Name & Designation of Authorized Signatory of Contractor Seal