



सत्यमेव जयते



कार्यालय, सहायक आयुक्त,
केन्द्रीय जी.एस.टी. व केन्द्रीय उत्पाद शुल्क मंडल, लखनऊ द्वितीय
Office of the Assistant Commissioner,
CGST & Central Excise Division, Lucknow - II
12वा तल, केन्द्रीय भवन, अलीगंज, लखनऊ - 226024
12th Floor, Kendriya Bhawan, Aliganj, Lucknow-226024
Contact - 0522-2335952 Email - cgstlko-div2@gov.in



Date: 01.03.2021

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

E-Tender Notice- 02/2021

Online bids are invited from reputed firms/housekeeping service providers for providing housekeeping, cleaning and sweeping services on contract basis in the premises of the **Office of the Assistant Commissioner, CGST & Central Excise Division Lucknow-II, Hall No 1, 12th Floor Kendriya Bhawan Aliganj, Lucknow:**

Name Of Work	Providing House Keeping & other related services for 4348Sq.ft. (Approx) The rate is to be quoted per Sq. Ft per month basis.
Estimated Cost (Inclusive of GST)	Rs 400000 (Rupees Four Lakhs Only) for the contract period of Financial Year 2021-22

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.cbic.gov.in as per the schedule as given in the CRITICAL DATE SHEET as under:

CRITICAL DATE SHEET

e-Tender Publishing Date	01.03.2021
Start Date & Time for downloading Tender Document	01.03.2021 from 1800 hrs onwards
Last Date and Time for Submission of Online Bid	16.03.2021 up to 1100 hrs.
Technical Bid Opening Date and Time	17.03.2021 at 1300 Hrs
Financial Bid Opening Date & Time	17.03.2021 at 1400 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 shall be addressed to the Assistant Commissioner, CGST & Central Excise Division Lucknow-II , Hall No 1, 12th Floor Kendriya Bhawan Aliganj, Lucknow 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.10,000/-(Rupees Ten Thousand only) shall be paid by bidders by Demand Draft/Banker's Cheque, drawn on a Scheduled Commercial Bank in India, in favour of **"PAO CBIC LUCKNOW"** payable at Lucknow. Bidders submitting their bids online shall ensure that Earnest Money Deposit (EMD) must reach the address at: **O/o Assistant Commissioner, CGST & Central Excise Division Lucknow-II**, Hall No 1, 12th Floor Kendriya Bhawan Aliganj, Lucknow by 1100hrs on 16.03.2021. Tenders without EMD will be treated as non-responsive and will be rejected, at the initial stage itself "as Tenders received without EMD".

6. 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).

7. The Assistant Commissioner, CGST & Central Excise Division Lucknow-II, Hall No 1, 12th Floor Kendriya Bhawan Aliganj, 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.

8. If any information furnished by the agency is found to be incorrect even at a later stage, the agency shall be liable to be debarred from the tendering process and black-listed for the future.

9. In case of any queries, the Bidders may contact Administrative Officer of Office of the Assistant Commissioner, CGST & Central Excise Division Lucknow-II, Hall No 1, 12th Floor Kendriya Bhawan Aliganj, Lucknow on any working day between 09.30 AM to 6:00 PM either in person or on telephone number (0522)2746938.

Tushar
01/03/2021
(Tushar Narayan)
Assistant Commissioner

Copy to:-

1. Web-Master, CBEC website, Commissionerate of Systems, New Delhi with request to upload the tender on CBEC website (www.cbec.gov.in) at the earliest.
2. The Superintendent, Range I, II CGST & C. EX., Division Lucknow-II for uploading the tender and its enclosures on www.eprocure.gov.in.
3. Notice Board, O/o the Assistant Commissioner, CGST & Central Excise Division Lucknow-II, Hall No 1, 12th Floor Kendriya Bhawan Aliganj, Lucknow.

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,

**Assistant Commissioner of Central Goods And Service Tax (CGST)
& Central Excise Division Lucknow-II
Hall No. 1, 12th floor, CGO Complex,
Aliganj, Lucknow**

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

JOBS TO BE CARRIED OUT DAILY

- (a) Sweeping and wet mopping of the office floor area including rooms, cabins, work stations, corridors, staircases and other common utility areas with disinfectant in the morning and removing all the unwanted materials.
- (b) Dusting and cleaning of window Glasses, Curtains, all the electronic gadgets such as Computers, Telephones, Fax machines, Photocopier machine, Furniture & Fixtures, Sofas, Almirahs, Visitors' chairs, Cupboards, Windows, Doors, Water Coolers, etc.
- (c) Proper dusting, cleaning and stacking of files/ records on the racks.
- (d) Thorough cleaning of Toilets including urinals along with attached water tanks and wash basins, using disinfectants like phynyl, harpic, vim, surf etc, twice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilet walls.
- (e) Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
- (f) Shifting of furniture and other items/stores from one place to another as required by the administration.
- (g) Cleaning of pantries, water dispensers, crockery & cutleries etc. as required.
- (h) Maintenance of kitchen & dining hall including washing vessels & utensils.
- (i) Cleaning of Venetian blinds, ceilings, walls, AC duct, grills and beams.
- (j) General maintenance and up keep of the entire office premises.
- (k) The housekeeping service provider will also maintain garden and plants in the office premises of CGST & Central Excise, Division Lucknow-II.
- (l) Any other work assigned by the controlling officers of the office of **Assistant Commissioner of Central Goods And Service Tax (CGST) & Central Excise, Division Lucknow-II , Hall No. 1, 12th floor, CGO Complex, Aliganj Lucknow.**

JOBS TO BE CARRIED OUT WEEKLY

- (a) Washing of floors with surf/vim/soap/cleaning material and water or any other cleaning operation.
- (b) If the manpower is required on Sundays/Holidays, no extra charge will be payable to the Service Provider.

In view of the COVID-19 pandemic and to ensure safety of official staff, the following conditions are to be met:-

- (a) Daily temperature check of the housekeeping staff will be undertaken and only the housekeeping staff in fit medical condition should be sent on duty.
- (b) The housekeeping staff should wear a mask and gloves (daily sanitized) at all time and undertake all COVID-19 related precautionary measures as prescribed in government guidelines from time to time.
- (c) All the housekeeping staff working in CGST & Central Excise Division Lucknow –II should download and use “aarogyasetu’ app on their mobile phones.
- (d) Daily sanitization of all surfaces exposed to touch like table, computer systems is to be done. Frequently used surfaces like door handles are to be sanitized several times a day as directed.

- (e) One staff to be deployed to operate the thermal scanning device at the entrance of the premises.
- (f) Any other direction given from time to time with respect to the COVID-19 safety measures are to be scrupulously followed.

MISCELLANEOUS CONDITIONS

- (a) Sweeping, cleaning, dusting etc shall be completed before 9:30 am every day.
- (b) The Service Provider shall, on award of the contract, furnish the list containing names and addresses of the housekeeping staff sent to this office for performing housekeeping services.
- (c) The Service Provider shall maintain an attendance register of the said housekeeping staff and this register shall be subject to check by the administration branch of the division office as and when required. Attendance to be recorded every day. In case of staff is found to absent from duty /reporting late, amount against the same shall be deduced on pro-rata basis.
- (d) The housekeeping staff will render services everyday including Saturdays, Sundays and other holidays if required.
- (e) They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.
- (f) All consumables and materials required for housekeeping & Maintenance of toilet shall be provided by the Department.
- (g) The Services provided by the Service Provider shall be closely monitored and shall be up to the satisfaction of this office.

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
GENERAL TERMS AND CONDITIONS**

- (a) The rate shall be quoted on the basis of **Per Square Foot per Month Inclusive of all taxes/ charges** at the time of submitting the tender.
- (b) Quotations will be received up to the stipulated date and time only.
- (c) The bidders must comply with all the terms and conditions of the contract.
- (d) Nobody except bidder's authorized representative shall be allowed to enter this office. Within the premises of this office, the service provider shall not do any private work except their assigned duties.
- (e) The bidder must have registered for **providing Housekeeping service**.
- (f) The bidder must have **ISO certification for registration of Housekeeping service**.
- (g) **The housekeeping service provider ensure payment of minimum wages as revised from time to time to the deployed housekeeping staff at the prevailing rates as fixed under Minimum Wages Act(year), prescribed by the Central Government. Any breach of such Act shall make the contract liable for termination.**
- (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 shall be factored in while quoting the rates per square foot per month** at the time of submitting the tender. There will not be enhancement of rate over and above the rate finalized. All the rates must be written both in figures and in words. In case of discrepancy between the words and figures the rates indicated in words shall prevail. No overwriting shall be allowed.
- (i) Insurance cover protecting the Service Provider against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by Service Provider. The office of the **Assistant Commissioner of Central Goods And Service Tax (CGST) & Central Excise, Division Lucknow-II** shall not entertain any claims arising out of mishap, if any, which may take place.
- (j) 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 housekeeping staff that may be deployed by him in this office for claiming any regular or part time employment benefits in this office or any other Govt. Office.
- (k) The service provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by it's housekeeping staff.
- (l) The housekeeping staff deployed by the service provider shall be adequately trained, well behaved and well mannered. They shall be of sound health and sound mind.
- (m) The service provider must ensure proper dress code for its housekeeping staff. The service provider shall not indulge in employing child labor.
- (n) Manpower required for execution of the entire housekeeping work including transport shall be arranged by the service provider. In case, a particular housekeeping staff remains absent due to one reason or other, it will be the responsibility of the Service Provider to provide another housekeeping staff in his place. Minimum 2 numbers of male housekeeping staff is required. They shall report to the **office before 9.00 am**.
- (o) Preference shall be given to the service provider who will be having experience of providing housekeeping services to the central government organization/PSUs.

- (p) The service provider shall not engage any sub-Service Provider for rendering the services mentioned in this contract.
- (q) The Service Provider will submit the monthly bill showing all the breakups in rates in duplicate for reimbursement on or before the 5th of the following month.
- (r) The Service Provider shall make regular and full payment after statutory deductions to its housekeeping staff **directly into their bank account till 5th of every month**, as per the law and furnish necessary proof in this regard as and when required by their office.
- (s) In case of any **complaint of non-fulfillment 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.**
- (t) The Service Provider will attract a penalty of an amount of Rs.500/- per day in case the housekeeping staff fails to carry out the housekeeping services due to absence or any other reason which shall be recovered from the bills or otherwise.
- (u) In the event of failure in maintaining the housekeeping services on any day up to the desired standard, in part or full the Service Provider is liable to penalty @ Rs 500/- per day, which shall be recovered from the bills or otherwise.

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 Service Provider	
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 (if note exempted)	
	Labour license details	
	ESI Registration details	
	EPF Registration details	
	Shop and establishment Registration (Gumasta license) 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	
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 2 staff are Required)	
12.	Details of housekeeping /cleaning equipment owned and to be put in use for contract by the Service Provider	
13.	Any employee of the office of the Assistant Commissioner of Central Goods And Service Tax (CGST) & Central Excise, Division Lucknow-II , Hall No. 1, 12th floor, CGO Complex, Aliganj Lucknow on your Board or share-holder in Service Provider'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.	Is there any pending legal issues against the Service Provider	YES/NO, If Yes Provide Details
17.	Any other information Service Provider 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: -

Sign:-

Place: -

Name:-

Design.:-

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/ PRICE BID

Sr. No.	Name of the office/ Department	Clean able/ Closed Area	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 will 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:

Signature of the authorized Signatory of the

Place:

firm/Company/Organization Office Stamp/Seal