



Central Board of Indirect Taxes & Customs
Department of Revenue, Ministry of Finance, Government of India
Commissionerate of Central Goods & Services Tax
केन्द्रीय वस्तु एवं सेवाकर आयुक्त कार्यालय



GST Bhavan, Plot No. 6, EDC Complex, Patta Plaza, Panaji, Goa-403001

जी.एस.टी. भवन, प्लाट न. ६, ई.डी.सी. कॉम्प्लेक्स, पाटो प्लाज़ा, पणजी, गोवा-४०३००१

Email/ईमेल: commr-cexgoa@nic.in

Ph. No./दूरभाष क्र: 0832-2437915

Fax No./फैक्स क्र: 0832-2437118

F.No.: [GEXCOM/HQR/BILL/14/2021-ADMN-O/o COMMR-CGST-GOA](mailto:GEXCOM/HQR/BILL/14/2021-ADMN-O/o%20COMMR-CGST-GOA)

Date 26.02.2021

TENDER NOTICE: 01/2021-22/G.H.

The Commissionerate of CGST & Cex., Goa invites **e-tenders** from the Service providers for and on behalf of President of India, for Housekeeping, Maintenance & Catering Services at the Departmental Guest Houses belonging to CGST-Goa. Interested parties/agencies who are willing to comply with the terms and conditions annexed to this notice, may submit their bids online.

2. The details of location, rooms and requirement of staff are as under:

Sr. No.	Office Name	Address	No. of Rooms	Requirement of staff
1	CBIC Guest House, Panaji	Opp. Indian Customs & Central Excise Museum, near Captain of Port Jetty, Panaji Goa.	7 Rooms	Cook: 1 Supervisor: 1 Housekeeping: 2
2	CBIC Guest House, Miramar	Fermion Complex, Behind Veranda Do Mor Hotel, Miramar, Goa	3 rooms	cook: 1 housekeeping: 1
3	CBIC Guest House, Sinquerim,	CBIC Guest House, Near Sweet Chilli Restaurant, Sinquerim, Candolim, Bardez, Goa.	5 rooms	cook: 1 supervisor: 1 housekeeping: 1

3. DATA SHEET:

Name of the Hirer	Govt. Of India, Ministry of Finance, Department of Revenue, Commissionerate of CGST & Cex., Goa.
Tender Inviting Authority	Commissioner of CGST & Cex., Goa
Tender Name	Housekeeping, Maintenance & Catering Services at the Departmental Guest Houses
Tender No. & date	F.No.: GEXCOM/HQR/BILL/14/2021-ADMN-O/o COMMR-CGST-GOA Date 26.02.2021
Method of Selection	L-1
Availability of Tender Documents	Central Public Procurement Portal (CPPP) website and CBIC website: https://eprocure.gov.in/eprocure/app www.cbic.gov.in .
Period of Hiring	From 01.04.2021 to 31.03.2022

4. The quotation along with the relevant details/supporting documents as specified in the enclosed Annexures and Earnest Money of ₹5000/- (Rupees Five Thousand only) by way of a Demand Draft drawn in favour of the "Commissioner of CGST & Cex., Goa " shall be submitted **(properly scanned copy)** on or before **1000 hours** on **17.03.2021**. Tender documents can also be downloaded from the website <https://eprocure.gov.in/eprocure/app> & www.cbic.gov.in.

5. **Material for any of the above-mentioned services will not be provided by the department except Crockery for Pantry and Bedsheet & Towels for guests. The cost**

of cleaning material should be included in outsourcing proposal. Vacuum cleaner and floor cleaning machines/equipment shall be provided by the Contractor.

6. The validity of the contract will be from **01.04.2021 to 31.03.2022**. The contract may be extended further for one year by the competent authority on satisfactory completion of the initial period of contract. The contract may be terminated at any time by the competent authority by giving an advance notice in writing.

7. The details of Tender, Terms & Conditions and other documents are outlined in the Annexure to this e-tender as per the details mentioned below:

- (a) Annexure-I : Tender Acceptance Letter**
- (b) Annexure-II : Instructions to Bidders**
- (c) Annexure-III : General Terms & Conditions**
- (d) Annexure-IV : Technical Bid**
- (e) Annexure-V : Financial Bid (BOQ File)**
- (f) Annexure-VI : Letter of Offer**

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

CRITICAL DATE SHEET

e-Published Date	02.03.2021
Bid Document Download Start Date	02.03.2021
Bid Submission Start Date	02.03.2021
Bid Submission End Date	17.03.2021 10:00 am
Bid Opening Date	18.03.2021 10:00 am

9. **Bid Submission:** Bids shall be submitted online only at CPPP website <https://eprocure.gov.in/eprocure/app> with all the requisite signed documents. 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 are advised to follow the "Instructions for online Bid submission" provided on CPP Portal for online submission of bids.

10.1 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.

10.2 Bidder who has 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 tampered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and Bidder is liable to be banned. **All the pages of bid being submitted must be signed and sequentially numbered by the bidder/ their authorized representative irrespective of the nature of content of the document before uploading.**

10.3 It may be noted that, in case of non-uploading of copies of documents specified in the **Annexure-III (General Terms & Conditions)** and **Annexure-IV (Technical Bid)** 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.**

10.4 Conditional tenders, late tenders, incomplete tenders or bids not meeting all the tender conditions specified herein will be rejected. This office reserves the right to accept or reject any tender in part or full or without assigning any reasons thereof.

11. The Tender enquiry documents will be available on official website on <http://eprocure.gov.in>. The Bidder should raise any doubt/query regarding the tender document on the CPPP website itself.

12. Intending Bidders are advised to visit the CPPP website regularly till closing date of submission of tenders for any corrigendum/ addendum/ amendment.

13. Bids will be opened as per date/time mentioned in **the Critical Date Sheet** of Tender. After evaluation of technical bids online, bidders will get the information regarding their eligibility/ pre-qualification on 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 by the bid openers. The bidders will get the information regarding the status of their financial bid and ranking of bidders on the CPP Portal website.

14. After opening of Technical Bid, the original documents as per requirement of the e-tender documents will be verified by this office. This office reserves the rights to seek any document, in original, for verification at any stage of tender process.

15. 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.

16. The Bidder/s shall quote rates for the services per month as per the given format only. This rate shall be exclusive of GST. The service provider 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. Performance security deposit: If the agency is awarded the tender it shall submit a security deposit equivalent to 10% of the tendered amount calculated for the contract period in the form of Demand Draft in favour of the "Commissioner of CGST & Cex., Goa " before the initiation of the Contract services.

This issue with the approval of the Commissioner, Central GST, Goa.

-Sd/-

(Harvinder Bawa)
Assistant Commissioner
CGST Goa.

Copy to: The Supdt.(Computer Cell) HQ Goa to publish the same on the departmental website.

ANNEXURE-I
TENDER ACCEPTANCE LETTER

**NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR HIRING
OF HOUSEKEEPING, MAINTENANCE & CATERING SERVICES AT THE
DEPARTMENTAL GUEST HOUSES BELONGING TO CENTRAL GOODS &
SERVICES TAX COMMISSIONERATE, GOA**

To,
The Joint Commissioner
GST Bhavan, Plot No.- 6,
EDC Complex, Patto,
Panaji, Goa-403001.

Sir,

**Sub: Acceptance of Terms & Conditions of Tender for "Housekeeping,
Maintenance & Catering Services at the Departmental Guest Houses
belonging to CENTRAL GOODS & SERVICES TAX COMMISSIONERATE,
GOA".**

Tender Reference No: _____

1. I/ We have downloaded / obtained the tender document(s) for the above-mentioned Tender 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 tender document 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 has 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 we have not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by my/our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore, summarily reject the bid, without prejudice to any other rights or remedy including the forfeiture of the full earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with name/ Official Seal)

ANNEXURE-II

INSTRUCTIONS TO THE BIDDERS

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR HIRING OF HOUSEKEEPING, MAINTENANCE & CATERING SERVICES AT THE DEPARTMENTAL GUEST HOUSES BELONGING TO CENTRAL GOODS & SERVICES TAX COMMISSIONERATE, GOA

1. The bidders should submit their bids strictly in the proforma prescribed in the Tender documents.
2. The successful bidder will be declared as 'the Contractor' which means and includes not only the bidder but also his legal heirs, successors, successors in office, legal representatives, etc.
3. The bidder is expected to examine all instructions, forms, terms and conditions, and specifications in the bidding documents. Failure to furnish information as required in the bidding document or submission of the bid not substantially responsive to the bidding document in every respect will result in the rejection of the bid.
4. At any time prior to the deadline for submission of bids, the CGST Commissionerate Goa office may, for any reason, whether at his own initiative or in response to clarification requested by prospective bidder, modify the bidding document by a written amendment. The amendment which will be binding shall be available on <https://eprocure.gov.in/eprocure/app>.
5. In order to allow prospective bidders reasonable time within which to take the amendment into account in preparing their bids, the CGST Commissionerate Goa office, at his discretion, may extend the deadline for the submission of bids.
6. The Technical Bid by the bidder shall include the following: a) Copy of the PAN card b) Copies of all the documents mentioned in Annexure-III (General Terms & Conditions) and Annexure-IV (Technical Bid).
7. The bid prepared by the bidder as well as all correspondence and documents shall be written in English language and should be typed or written in indelible ink. All the columns of the tender document must be filled in and no column should be left blank. "NIL" or "Not applicable" should be marked, where there is nothing to report.
9. In case of co-owners/joint owners, the bid documents i.e. technical bid and financial bid, should be signed by all the co-owners/joint owners. In case any one of the owners chooses to sign the bid documents, he should invariably submit an authorization to do so from the remaining owners.
10. The financial bid should be submitted strictly as per the form prescribed in Annexure-V.
11. The amount should be quoted in Indian rupees only. There should not be any over-writings. The amount should be expressed both in words and figures.
12. The financial bid should contain the rate payable by the CGST Commissionerate Goa office without GST or any other taxes to be paid to the Central/ State Government and/ or any other authority/ local body. The GST as applicable will be borne by the CGST Commissionerate Goa office.
13. The bid shall remain valid for (60 days) after the date of opening of the financial bid. A bid valid for a shorter period may be rejected by the CGST Commissionerate Goa office as non-responsive.
16. Bids withdrawn after the opening of the technical bid will result in the bidder's forfeiture of its EMD.
17. During evaluation of the bids, the CGST Commissionerate Goa office may at his discretion, ask the bidder for clarification of its bid.

18. The results of the evaluation of the technical bids along with the date of opening of the financial bids will be communicated to the qualifying bidders online on the CPP Portal itself. The CGST Commissionerate Goa office may at his option choose to open the financial bids immediately after the opening and evaluation of the technical bids.

19. Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between words and figures, the lower of the two shall be taken as the rate. If the bidder does not accept the correction of the errors, as aforesaid, its bid will be rejected, and its EMD will stand forfeited.

20. In case the bid document submitted has deviations from the specifications or terms and conditions prescribed, the Bidder shall describe them in the Technical Bid and Financial bid covers separately (even though the deviations are not material). It must be ensured that the price related deviations are not indicated in the technical bid cover in any manner.

21. The Courts of India at Goa will have exclusive jurisdiction to determine any proceeding in relation to this contract.

22. Any misleading or false representation in the bid document will lead to disqualification of the bidder at any stage.

23. The bidder should submit Annexure-I (Tender Acceptance Letter), Annexure-II (Instructions to bidders), Annexure-III (General Terms & Conditions), offer as prescribed in Annexure-V, duly signed on all pages along with the technical bid.

Read and Accepted

Name & signature with stamp (if any)
of Bidder or Authorized Signatory

ANNEXURE-III

GENERAL TERMS AND CONDITIONS:

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR HIRING OF HOUSEKEEPING, MAINTENANCE & CATERING SERVICES AT THE DEPARTMENTAL GUEST HOUSES BELONGING TO CENTRAL GOODS & SERVICES TAX COMMISSIONERATE, GOA

The Commissionerate of Central Goods & Services Tax, Panaji Goa, on behalf of president of India, invites E-tenders from the Service providers for Housekeeping, Maintenance & Catering Services in the Departmental guest houses situated at the following places: -

- 1.1. **PANAJI:** CBIC Guest House, Opp. Indian Customs & Central Excise Museum, near Captain of Port Jetty, Panaji Goa. It consists of 6 Air-Conditioned Rooms and a dormitory consisting of 4 beds. There is one dining hall, one lawn cum garden.
 - 1.2. **MIRAMAR:** CBIC Guest House, Fermion Complex, Behind Veranda Do Mar Hotel, Miramar, Goa. It is a two BHK flat.
 - 1.3. **SINQUERIM:** CBIC Guest House, Near Sweet Chilli Restaurant, Sinquerim, Candolim, Bardez, Goa. It consists of five air-conditioned rooms (3 rooms on 1st floor and 2 rooms on ground floor) with attached toilets/bathroom and a kitchen on the ground floor of the building.
2. Scope of work:

2.1. HOUSEKEEPING:

2.1.1. Common Areas (Entrance Lobbies/ Reception/ Dining Hall)

- 2.1.1.1. Wiping of the glass doors on all the entrances.
- 2.1.1.2. Cleaning the entire common area at a convenient time without hindering the occupant's movement which includes Sweeping, Mopping, Scrubbing, buffing etc.
- 2.1.1.3. Periodical wiping of the entire side walls - Marble / Granite / Tiles/ Wooden Panels.
- 2.1.1.4. Periodical dusting or vacuuming and wiping of all fixtures and furniture in all the entrance lobbies
- 2.1.1.5. Keep the signage clean and visually clear.
- 2.1.1.6. Sweeping and smooth brushing of the lift floors - removal of all dirt etc. throughout the day.
- 2.1.1.7. Collection of all waste material and its disposal as per instructions of the Department.
- 2.1.1.8. Cleaning of rugs and carpets on floors with vacuum cleaner
- 2.1.1.9. Cleaning of Air conditioning grills and space underneath.
- 2.1.1.10. Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals/agents and cleaning of partitions and other furniture, panelling etc.
- 2.1.1.11. Cleaning of wall, ceiling for dust, cobwebs etc.
- 2.1.1.12. Staircase and Fire Staircase
- 2.1.1.13. Sweeping of all the staircases and common landings.
- 2.1.1.14. Removal of dust etc. from the skirting top.
- 2.1.1.15. Cleaning of all the ceilings and walls for dust, cobwebs, etc.
- 2.1.1.16. Thoroughly wipe all door handles, latches, tower bolts, etc.

2.1.2. Parking Area/ Service Areas:

- 2.1.2.1. Removal of grease and dirt stains from the surfaces.
- 2.1.2.2. Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their

own equipment cleaning of ceilings and walls so that cobwebs, stains etc, are taken care of.

2.1.2.3. Restrooms

- 2.1.2.4. Sweeping and mopping of the floor and keeping the floor without stains throughout the day.
- 2.1.2.5. Mopping of all glazed tiles and keeping them clean.
- 2.1.2.6. Washing and mopping of floor areas with detergents.
- 2.1.2.7. Acid cleaning of sanitary wares without damaging their shine/lustre.
- 2.1.2.8. Washing of all the urinals, closets and washbasins with mild soap solution / cleaning solutions.
- 2.1.2.9. Ensuring clean and visually clear mirror throughout the day by periodic cleaning using glass cleaner.
- 2.1.2.10. Replace toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
- 2.1.2.11. Clean all toilet fixtures and fittings.
- 2.1.2.12. Urinals should have disinfectant naphthalene balls at all times.
- 2.1.2.13. Clearing of the dustbins in the toilets periodically.
- 2.1.2.14. Cleaning of walls, ceiling for dust, cobwebs etc.

- 2.1.2.15. Surroundings
- 2.1.2.16. Removal of all litter, mud, dust, etc within the periphery of the building as and when felt necessary during the day.
- 2.1.2.17. Taking necessary precautions to maintain the entrance to the building clean.
- 2.1.2.18. Sweeping of all the roads, parking area and open area etc.
- 2.1.2.19. Exteriors of Building
- 2.1.2.20. Clean the glass and other structures inside and outside with a suitable approved glass cleaner leaving no streaks behind.
- 2.1.2.21. Clean the metal frame - dust as well as use a mild wet mop so that no stains remain on its surface.
- 2.1.2.22. Extra care shall be taken of the joints between the glass and the frame so that no dust settles there.
- 2.1.2.23. Thorough cleaning and buffing so that surfaces are clean and visually clear.
- 2.1.2.24. Keeping the terrace clean of all litter.
- 2.1.2.25. Keeping all external signage clean.
- 2.1.2.26. Cleaning of external wall & Surroundings

2.1.3. DAILY CLEANING:

- 2.1.3.1. Sweeping and Cleaning of office.
- 2.1.3.2. Sweeping and Cleaning of the open areas around the building.
- 2.1.3.3. Dusting and Cleaning of all furniture, including partitions, in the premises.
- 2.1.3.4. Mopping the floor.
- 2.1.3.5. Cleaning of toilets should be done at least twice a day using cleaning material of standard quality, the last being at 5 pm. It should be ensured that the toilets floor kept dry after cleaning.

2.1.4. WEEKLY CLEANING:

- 2.1.4.1. Carpets, sofa sets, curtains/blinds should be vacuum cleaned every week.
- 2.1.4.2. All the floors to be intensively cleaned using modern equipment namely floor cleaning machine.
- 2.1.4.3. Removal of cobwebs.
- 2.1.4.4. Cleaning of light and fan fixtures.
- 2.1.4.5. Cleaning of doors and windows.
- 2.1.4.6. Removal of dirt stains from the wall.
- 2.1.4.7. Cleaning of ceiling.
- 2.1.4.8. Dusting of Cupboard tops.

- 2.1.4.9. The windows & doors of every floor should be cleaned once a month.
- 2.1.4.10. Cleaning of roof and premises/ parking.

2.1.5. SPECIALIZED CLEANING:

- 2.1.5.1. Cleaning of floors during the execution of work like painting, carpentry, masonry and removal of other debris as and when required/instructed should be undertaken.
- 2.1.6. SPECIAL CARE TO BE TAKEN:
 - 2.1.6.1. Care should be taken to ensure that the equipment /gadgets in the CST Bhawan are not tampered with during the cleaning operation.

2.2. CATERING:

The Service Provider shall provide Canteen Services in the premises as per details given below. The service of cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumable are also applicable under the Canteen Services.

- 2.2.1. Service Requirement
- 2.2.2. During the period of agreement, the Service Provider shall be fully responsible for entire Canteen arrangement.
- 2.2.3. The Service Provider, however, shall be required to adjust/change the serving timings as and when required depending upon the requirements of the Department.
- 2.2.4. The Service Provider shall provide varieties in Menu/Cuisine in consultation with Department and shall get the weekly menu approved from authorized officer of Department.
- 2.2.5. The Service Provider shall deploy adequate Canteen staff. trained and well experienced to ensure timely, efficient and prompt service. The Service Provider shall provide trained manpower services both in the dining hall and Guest House building.
- 2.2.6. The Service Provider may use the pantry rooms available in the building for the purpose.
- 2.2.7. Serving of potable drinking water from the source to the dispensers shall be the responsibility of the Service Provider.
- 2.2.8. The waiters/serving staff shall be well dressed, presentable, well-mannered and trained.
- 2.2.9. The Service Provider shall arrange for any special type of equipment and apparatus if required for during Canteen service at his own cost.
- 2.2.10. The Cafeteria shall remain open on all working days. Also, on the weekends/ holidays, as and when required by the Department, Canteen service should be offered.

2.2.10.1. Meal Packages

Meal Type	Description
Breakfast:	Seasonal Indian /Continental Breakfast dishes with Tea/Coffee
Lunch/ Dinner:	1 seasonal veg/non.veg dish (Fish/Chicken), dal, curd, assorted breads, rice and 1
Dessert/Snacks:	1 Sweet and 1 savoury
AM/PM Tea:	Tea/Coffee and Biscuits

- 2.2.11. Quality Maintenance
 - 2.2.11.1. The Service Provider shall be well equipped to undertake Hygiene audit on daily basis and report shall be submitted to
 - 2.2.11.2. Department. They shall also undertake independent hygiene and quality audits as and when deemed necessary. The eatables served by the Service Provider to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc.
 - 2.2.11.3. Vegetarian and Non-Vegetarian dishes shall be prepared and served separately.

- 2.2.11.4. All vegetables, fruits etc. used shall be fresh and not rotten or overripe. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and must be prepared and served fresh. All the items being used shall be stored properly and served before their expiry date. The Service Provider shall be responsible for maintaining hygiene and safety of cooking /serving area and the Canteen staff deployed.
- 2.2.11.5. Non-vegetarian dishes shall be prepared from fresh and good quality egg, chicken, mutton, Fish or other sea foods as desired by the and the same shall be purchased from the standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Urn-necessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
- 2.2.12. Maintenance of Cafeteria/ Dining Hall:
- 2.2.12.1. The Service Provider shall prepare and serve the breakfast/lunch/dinner/tea/snacks, as per Menu, in a pleasing and presentable manner. White clothes and coloured frill clothes required for covering the serving table and dining tables shall be provided by the Service Provider.
- 2.2.12.2. Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate while serving food.
- 2.3. Laundry:
- 2.3.1. The service provider needs to provide laundry service for the bed covers, bedsheets, pillow covers, curtains, sofa covers, towels etc.
- 2.4. **Note: Material for any of the above-mentioned services will not be provided by the department except Crockery for Pantry and Bedsheet & Towels for guests.**
- 2.5. All the workers should be in uniform and neatly dressed. They should carry their Photo Identity Cards issued by the Agency. The Agency should provide the list of names and addresses with photographs of the deployed workers to the Superintendent In charge of Custodian Cell Office, CGST, Panaji along with any valid copy of their address proof. In the event of leave, absence of any worker, the agency shall provide a substitute by giving all the details as mentioned above. All the staff deployed shall be above age of 18 years but less than 50 years and shall be of good character, conduct and behaviour. They should be polite and physically fit. This office shall have the right to ask the Agency to remove any person from the services who is found unsuitable for the job or may have become a nuisance or annoyance which may adversely affect the property, reputation or the interest of the department of for any other reasons. Such person will not be allowed in the office premises without permission from office. The person posted shall comply with all the instructions issued by the authorized Officers of this office. Noncompliance of any such instructions will lead to termination of the agreement.
- 2.6. The staff whose services are provided by the agency will be deemed for all purposes to be the employees of the Agency and shall have no right/claim for direct/indirect recruitment or temporary/permanent employment. The staff whose services are provided by the agency will be deemed for, all purposes, to be the employees of the Agency and shall have no right to any employment in this office. The Agency shall be fully responsible for the payment of their wages and all other bills and shall also take care of compliance with Labour Laws as applicable in the state of Goa. The Agency shall provide evidence of having paid E.P.F and contributions and shall file copy of the returns to the appropriate office of E.P.F in the Govt. of India by virtue of performing sweeping and cleaning services on behalf of the Agency.
- 2.7. The Department shall not be responsible for injuries, death, etc. to the persons engaged by the Agency, which may arise out of and in the course of their duties in the Department. The department shall also not be liable to pay any damages or compensation to such person and in case the department is made or required to pay any damage or compensation to such person, the Agency is liable to make the necessary payments.

- 2.8. The Agency at all time during the period of this agreement, comply with all the formalities required to be fulfilled by the industrial/labour terms, rules, regulations and recommendations as made by the Central Government including Minimum Wages Act, etc.
- 2.9. The Agency shall not be entitled for any revision of rates in the terms and conditions during the entire period of agreement. Agency will also follow any other instructions given from time to time by 'The Commissioner regards to their contract.
- 2.10. In the event of any difference or dispute between the Agency and the employee of the Agency and/or third parties and in the event of any discontinuance, stoppage, or disruption, it shall be the right of the Commissioner to terminate this agreement forthwith without being required to give any notice in that behalf and without payment of any compensation, in lieu thereof. Provided, however, that in the event of the Commissioner not exercising its aforesaid option of termination, the Agency shall not be entitled to any payment or consideration whatsoever for the period of such discontinuance, stoppage or disruption for the Agency shall be liable to full compensate the department or any damage or loss that may result from such discontinuance, stoppage or disruption.
- 2.11. The staff workers/employees of the agency shall not be deemed to be staff of the Commissionerate and shall not be entitled to make any claim against the Commissioner in respect of any act or omission by the Agency.

Read and accepted.

Name & signature with stamp (if any) of
Bidder or Authorized Signatory

ANNEXURE-IV

TECHNICAL BID

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR HIRING OF HOUSEKEEPING, MAINTENANCE & CATERING SERVICES AT THE DEPARTMENTAL GUEST HOUSES BELONGING TO CENTRAL GOODS & SERVICES TAX COMMISSIONERATE, GOA

1	Name and address of the Tenderer*:	
2	Name of the Proprietor/ Partner and Contact No*:	
3	EST Code (if available):	
4	EPFO Code*:	
5	GST Registration No.*:	
6	Registration No. under the Shops and Estt. Act. (if available):	
7	PAN Number*:	
8	Details of EMD (Demand draft No. Date & Amount) *:	
9	No. of years of experience in providing housekeeping services (enclose/submit proof such as performance reports from Clients*(experience of 3 year is mandatory):	
10	Copy of last three ITRs and GSTRs(as applicable) *:	
11	No Blacklisting Undertaking (Enclose self-attested copy)	

*Mandatory

DECLARATION

I/we hereby certify that the information furnished above is true and correct to the best of my /our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the department in future.

Should this tender be accepted, I/We hereby agree to abide by and fulfil all the terms and provisions of the said conditions annexed here to so far as applicable. A sum of ₹5000/- (Rupees Five Thousand Only) is herewith forwarded in D.D.No.: _____ dated _____ drawn on as earnest money by way of a Demand Draft drawn in favour of the "Commissioner of Central Goods & Services Tax, Goa" shall be at liberty to cancel the acceptance of the tender.

Name:

Signature of the Bidder or Authorized Signatory.

Seal

Documents to be uploaded along with technical bid

The following documents are to be UPLOADED by the Service Provider **along with Technical Bid** as per the E-tender document:

- i)** Signed and scanned copy Certificates of Goods & Service Tax registration along with PAN No.
- ii)** Signed and scanned copy of Income Tax Return for last 3 financial years.
- iii)** List of Govt. Organisation/ PSUs / Private Parties to whom service is being provided presently.
- iv)** Undertaking that the service provider is not black listed by any Organisation/ Govt. Department by any reasons.
- v)** Signed and scanned copy of completely filled Annexure 'IV' (Technical Bid) of Tender.
- vi)** Signed and scanned copy of Annexure 'I' of Tender.
- vii)** Signed and scanned copy of Annexure 'II' of Tender.
- viii)** Signed and scanned copy of Annexure 'III' of Tender.
- ix)** Signed and scanned copy of Annexure 'VI' of Tender

ANNEXURE-VI

LETTER OF OFFER

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR HIRING OF HOUSEKEEPING, MAINTENANCE & CATERING SERVICES AT THE DEPARTMENTAL GUEST HOUSES BELONGING TO CENTRAL GOODS & SERVICES TAX COMMISSIONERATE, GOA

From _____

To,
The Joint Commissioner
GST Bhavan, Plot No.- 6,
EDC Complex, Patto,
Panaji, Goa-403001.

Sir,

Subject: Offer for hiring of Housekeeping, Maintenance & Catering Services at The Departmental Guest Houses belonging to Central Goods & Services Tax Commissionerate, Goa submission of bid- reg.

With reference to your advertisement for hiring of housekeeping & cleaning services I/ we have uploaded my/ our offer for the same, as mentioned in the tender document, as under:

1. Technical Bid (Annexure-IV), duly signed along with signed copies of Tender Acceptance Letter (Annexure-I), Instructions to bidders (AnnexureII), General Terms & Conditions (Annexure-III), EMD in original, documents mentioned in Annexure-III & IV and Letter of Offer (AnnexureVI)
2. Financial Bid (Annexure-V) duly signed.

Date:

Yours sincerely,

Name & signature with stamp (if any) of
Bidder or Authorized Signatory

