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**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE
CHENNAI - IV COMMISSIONERATE
692, M.H.U.COMPLEX, NANDANAM, CHENNAI-600 035**

C.No. I/22/17/2016-Admn

Dated: 20.02.2017

NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR HOUSEKEEPING SERVICES

The Office of the Commissioner of Central Excise, Chennai – IV Commissionerate, No.692, Anna Salai, MHU Complex, Nandanam, Chennai – 600035 invites e-tender quotations from experienced, eligible, reputed and registered firms/companies engaged in the business of housekeeping **to provide housekeeping services for the period 01.04.2017 to 31.03.2018 in the premises as stated in Annexure-A.**

The tender document viz. Qualifying Technical Bid (Annexure – I) and Financial Bid (Annexure – II) along with Scope of Conservancy services to be provided by the Contractor, Scope of work (Annexure B), terms and conditions and tender process (Annexure C), Tender Acceptance letter (Annexure D), Price Bid Undertaking (Annexure E) and Enclosure to Financial Bid (Annexure F) can be downloaded from Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> as per the schedule as given in TIME SCHEDULE as under by the bidders having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority(CCA), Govt. Of India.

TIME SCHEDULE

S.No	Particulars	Date	Time
1	Tender e-publish date	20.02.2017	1500 Hrs
2	Bid submission start date	21.02.2017	1000 Hrs
3	Bid submission last date	13.03.2017	1800 Hrs
4	Tender opening date(Technical)	14.03.2017	1500 Hrs

Bids are to be submitted only online through Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for online Bid submission" provided in the Annexure" for online submission of Bids. Intending tenderers are advised to visit Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/amendment.

(For clarification of any doubts contact Superintendent(PRO) Phone No.044-24310872
Between 1100 Hrs to 1700 Hrs on all Working days)

The rate should be quoted on per Sq. ft per month basis.



20.2.17

**(JAGRAM MEENA)
ADDITIONAL COMMISSIONER
CHENNAI – IV COMMISSIONERATE**

Copy to:

Chennai I/II/III/ Service Tax Commissionerate (For display in the notice board).

The Deputy/Asst. Commissioner
Perungudi/Oragadam//Chrompet/Tambaram/Sriperumbudur Divisions
Chennai-IV Commissionerate

The Superintendent (Computers),Ch I(for publication in the official website).

**The signed and scanned copies of the following Documents must be mandatorily
uploaded in the Central Public Procurement Portal website**

[https://eprocure.gov.in/eprocure/app. :](https://eprocure.gov.in/eprocure/app.)

- (i) *Qualifying Technical Bid (Annexure – I) and*
- (ii) *Financial Bid (Annexure – II) along with*
- (iii) *Tender Acceptance letter (Annexure D),*
- (iv) *Price Bid Undertaking (Annexure E),*
- (v) *Enclosure to Financial Bid (Annexure F),*
- (vi) *Letter of Authorisation to submit Bid and*
- (vii) *An undertaking (Self-Certificate) that bidder has not been blacklisted by a
Central /State/UT Government institution and there has been no litigation with
any Government Department on account of any issues/services.*

ANNEXURE -A

SCOPE OF CONSERVANCY SERVICES REQUIRED TO BE PROVIDED

BY THE CONTRACTOR.

I) AREA TO BE COVERED: Conservancy Services have to be provided in the following office premises.

Sl. No.	Name of the Formation	Office Address	Sq.Ft
1.	The Commissioner of Central Excise Chennai – IV Commissionerate	No. 692, MHU Complex, Anna Salai, Nandanam, Chennai-35 (5 th and 6 th Floor)	24,437
2.	Tambaram Divisional Office & its Ranges	No 40,Ranga colony Rajakilpakkam, Tambaram chennai-73	5900
3.	Perungudi Divisional Office & its Ranges	No. 690, E.V.R Periyar Maligai (IV Floor), Anna Salai, Nandanam, Chennai – 35.	5484
4.	Chrompet Divisional Office & its Ranges	No. 445, Guna Complex, (III Floor), Anna Salai, Chennai – 18.	8761
5.	Oragadam division	C-48, II Avenue, TNHB Complex, Anna Nagar, Chennai – 40 (I Floor)	5285
6.	Sriperembadur division	C-48, II Avenue, TNHB Complex, Anna Nagar, Chennai – 40 (II Floor)	5338
7.	Oragadam Ranges	Plot No. 40, Opp. to BDO's Office, Trunk Road, Poonamallee, Chennai – 56 (III floor)	1898
8	Sriperumbudur Ranges	Plot No. 40, Opp. to BDO's Office, Trunk Road, Poonamallee, Chennai – 56 (II Floor)	1600
TOTAL			58,703

ANNEXURE -B

SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE HOUSE KEEPING SERVICE PROVIDER:

- (i) Daily sweeping and wet mopping of the entire area of Headquarter of Chennai IV Commissionerate, Divisions and Ranges as stated in Annexure A.
- (ii) Daily dedusting of Furniture like tables, chairs, visitors chairs, sofas, Almirahs, etc.) and all the electronic gadgets like computers, telephones, fax machines, photo copier machine.
- (iii) Removal of blockages and clogging in the washbasins and other sanitary fitting in the toilets.
- (iv) Cleaning the doors, windows partitions including the particle board, glass and aluminium channels in the entire office once a week.
- (v) Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., thrice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- (v) Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
- (vi) Collecting all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
- (vii) Upkeep of the entire office premises stated in the Annexure A.
- (viii) Shifting of furniture and other equipment and files whenever required.
- (ix) Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs as and when required.
- (x) Cleaning of all name boards, wall panels paintings etc, every day. Polish of brass boards with brass polish once a month.
- (xi) Removal of cobwebs in the corridors and lavatories once a week.
- (xii) Removal of dust accumulated on the walls, windows planes and ventilators in the toilets once a week.
- (xiii) Thorough washing, rubbing and cleaning of corridors using Scrubber machine once in a week and Scrubber machine to be provided by the Housekeeping service provider.

ANNEXURE –C

TERMS AND CONDITIONS:

TECHNICAL BID/QUALIFYING BID

1. Bidder should have minimum three years of experience in providing housekeeping services; he should have completed at least two such works with an Annual Contract Value of Rs.25 lakhs *each* in the similar activity, in the last three years ended 31.03.2016. *Scanned and self-attested copies of the work order/contract requires to be uploaded for proof.*
2. The bidder should have experience in providing similar housekeeping services at any two sites measuring not less than 50,000 sq.ft.each.
3. The bidder must have ESI Registration, EPF Registration, registered before 01.04.2011 *and self-attested copies of all such documents along with Code Numbers allotted to them need to be uploaded.* The bidder must also have Service Tax Registration.
4. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
5. Availability of proof for filing Income Tax Returns for the past three financial years 2013-14 , 2014-15 & 2015-16 should be mentioned along with the qualifying bid (Annexure-I). The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years 2013-14, 2014-15 & 2015-16 should be *uploaded* along with the Financial bid (Annexure – II).
6. The bidder must have an Annual Average Turnover of not less than Rs.30 lakhs during the past three financial years 2013-14, 2014-15 & 2015-16 certified by a Chartered Accountant.
7. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract for the period 01.04.2017 to 31.03.2018.
8. Within one month from the date of awarding the contract the successful bidder shall furnish a license under the Contract Labour (R & A) Act, from the licensing authority.
9. Housekeeping Service Provider should provide adequate number of persons for maintaining the area stated in *Annexure A.*
10. Annexure –I should be duly filled and *uploaded* for Tender qualification. And if enclosures are required in Annexure I, then page nos. of enclosures should be mentioned in the Annexure I
11. Representative from the Housekeeping Service Provider may be present during the tender opening for the smooth functioning of the process.

FINANCIAL BID

1. The Bidders shall quote their rates for the service to be provided as "RATE PER Sq.Foot PER MONTH" (in both words and figures) which should include deduction towards PF, ESI, BONUS etc. and the same would not be payable over and above the rates thus quoted.
2. *The Technical and Financial Bid should be uploaded separately.*
2. Only the technical bid will be opened on 14.03.2017.
3. Only after conditions of the Technical/Qualifying bid is fulfilled, Financial bid of qualified bidders will be opened under intimation.

The following documents must mandatorily be uploaded in the Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> :

- ✓ *Signed and scanned copy of Annexure I ((Qualifying Technical Bid Document) should be duly filled for tender qualification. And if enclosures are required in the Annexure I, then page no. of the enclosures should be mentioned in the Annexure I.*
- ✓ *Signed and scanned copy of Annexure II (Financial Bid document).*
- ✓ *Signed and Scanned copy of Tender acceptance letter (Annexure D).*
- ✓ *Price Bid Undertaking (Annexure E).*
- ✓ *Enclosure to Financial Bid (Annexure F).*
- ✓ *Signed and scanned copy of letter of Authorization to submit Bid.*
- ✓ *An undertaking (Self-Certificate) that bidder has not been blacklisted by a Central /State/UT Government institution and there has been no litigation with any Government Department on account of any issues/services.*

WORKING TERMS AND CONDITIONS:

1. The persons employed should work on all days as directed by the Head of the Department or the Authorised officer.
2. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with *two pairs of* uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably English also.
3. Replacement of personnel should be done as and when requirement arises.
4. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.15 AM daily. *A skeleton staff would be required beyond 4.30 P.M on all working days to cater for emergency services.* The personnel will perform all the duties assigned to the Housekeeping service provider and as specified by the department from time to time. *Workers to be supplied should have been screened and given police clearance –identity and residential address of workers should have been verified using Aadhar*

number or Ration card (issued by State Government Civil Supplies authority) or any other document issued by the State or Central Government.

5. The personnel will report to the Officer-in-charge assigned by the Department.
6. The Housekeeping service provider should deploy one full time Supervisor with mobile phone who shall report to the Officer-In-charge daily. The Supervisor shall also make one weekly trip to Divisional Offices located at other locations to supervise the cleaning activities.
7. In case of emergency and residual situations the Housekeeping service provider has to make the personnel available to cater for emergency services & urgent works entrusted by this office as and when need arises. *If any person is absent on any day another person should be deployed in his/her place.*
8. The Housekeeping service provider should pay to their personnel a **minimum wage** at the prevailing rate as fixed under Minimum Wages Act, 1948 prescribed by O/o. The Chief Labour Commissioner (Central) and any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the Housekeeping service provider every month as per the existing rules and copies of paid cash challans should be submitted every month to this office.
9. The Housekeeping service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
10. The Housekeeping service provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping agency will be in the employment of the Housekeeping Agency only and not of Central Excise Department.
11. Mode of payment will be monthly and payments to the Housekeeping service provider will be through Account Payee Cheques only or direct bank transfer as applicable under the Rule. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.
12. The Housekeeping service provider shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the Housekeeping service provider and recovered from its dues/bills.
13. The Head of the Department reserves the right to terminate the services of the Housekeeping service provider at any time without giving any notice what so ever.
14. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping Service Provider and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Service Provider shall strictly

comply with the terms and conditions of the agreement, which will be executed with the successful Housekeeping service provider. Failure by the Housekeeping service provider to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.

15. This present contract will be in force from **01.04.2017 to 31.03.2018**.

16. This office reserves the right to extend the duration of contract for a further period subject to satisfactory performance and on mutually agreed terms and conditions.

17. The Service provider should specify the materials to be supplied for the house keeping services. All the Housekeeping materials / consumables, such as Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets, Mugs, Toilet Cleaner, Floor cleaner, Toilet fresheners, urinal cakes, cleaning powder, phenyl, Hand wash liquid, toilet cleaning brush, cleaning / dusting cloth, Water Wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, glass cleaner etc., as required to execute the above jobs will be supplied by this office (Service Receiver).

18. No escalation of price whatsoever would be allowed during the pendency/currency of the contract except in the increase in minimum wages, if there has been increase in wages by the Statutory authority empowered to do so. The increase has to be intimated immediately to this office by the service Provider.

19. *If any time during the Contract period, the Scope of Work for which this job has been awarded is reduced/abandoned, the payment/value of this job order shall be reduced on Pro-rata basis by this office and would be binding on the Contractor (Service Provider).*

20. The Housekeeping service provider shall submit the bill enclosing a copy of ESI and EPF receipts for previous month by the 1st day of following month along with the statement showing the area cleaned, mopped, etc., certified by the respective Administrative Officers/caretakers/PRO. No interim bills will be entertained. Payment will be made through Cheque or direct bank transfer as applicable under the Rules within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Administrative Officers. The payment is subject to TDS applicable under the Income Tax Act, 1961.

21. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration only. For purposes of arbitration/conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR) or it would be by a panel consisting of two representatives from office side and one from the Housekeeping side, failing which the dispute will be subject to Chennai jurisdiction only.

TENDER PROCESS:

1. The tender *shall be submitted online* in two parts i.e. (1) Qualifying/Technical Bid (2) Financial Bid.

2. *Tender form for qualifying bid in proforma prescribed in Annexure I and the tender form for the Financial Bid in proforma prescribed in Annexure II complete in all aspects shall be uploaded separately.*
3. *All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.*
4. *The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter. After opening of Technical Bid, the original documents as per requirement of the e-tender document will be verified by this office.*
5. *This office reserves the right to seek my document in original in respect of I.T Return/EPF/ESI/Experience etc for verification at any stage of tender process.*
6. *After evaluation of Technical Bid, Bidders will get the information regarding their eligibility/pre-qualification on website. Therefore a system generated e-mail confirmation will be sent to successful bidders. The bidders can check the same from the portal.*
7. *The Financial Bid of the successful bidders (i.e., qualified in the Technical Bid) will be decrypted and opened online, on the scheduled date after the pre-scheduled 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.*
8. Earnest Money Deposit of **Rs. 50,000/- (Rupees Fifty Thousand only)** per application in the form of Demand Draft of scheduled Bank drawn in favour of **"The Commissioner of Central Excise, Chennai-IV Commissionerate, Chennai-600035"** shall be submitted to this Office on the Qualifying bid opening day i.e., **13.03.2017 @ 1500 Hrs.** Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure – I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.
9. **Performance Guarantee:** The Successful bidder has to submit *an amount equal to One month's payment* as performance guarantee deposit in the form of **Bank guarantee from a Nationalized Bank / Demand Draft of a scheduled bank drawn in favour of "Office of the Commissioner of Central Excise, Chennai - IV, Chennai - 600035"** before awarding contract. The performance guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on the completion of contract period.
10. The tenderer 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 and conditions contained herein and *upload* the same along with the qualifying bid. *After opening of Technical Bid, the original documents as per requirement of the e-tender document will be verified by this Office.* The tenderer would fill up the information in the

Annexure I & II enclosed at the end of this document in clear and legible terms. The tender documents are not transferable.

11. The bidders shall quote their rates for the service to be provided as "RATE PER Sq.Foot PER MONTH" (in both words and figures) which should include deduction towards PF, ESI, BONUS etc. and the same would not be payable over and above the rates thus quoted. *This office reserves the right to seek any document in original in respect of IT return/PF/ESI/Experience etc, for verification at any stage of tender process.*

12. This office reserves the right to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.

13. This office reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for such action.

14. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short-list the eligible bidders. The financial bids of the short listed bidders will be opened later. Late submission of tenders shall not be accepted. The short listed tender along with the documents will be submitted to the **Competent Authority** and upon approval by the **Competent Authority** the successful bidders will be intimated about the award of contract to them.