



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL EXCISE
CHENNAI-I COMMISSIONERATE
No. 26/1, Mahatma Gandhi Road, Nungambakkam, Chennai-600034**

**NOTICE INVITING e-TENDER FOR PROVIDING CARETAKING / CATERING /
MAINTENANCE SERVICES AT NUNGAMBAKKAM and CARETAKING /
MAINTENANCE SERVICES at K. K. NAGAR GUEST HOUSE FOR THE PERIOD
FROM 01.05.2017 TO 31.03.2018**

The office of the Principal Commissioner of Central Excise, Chennai-I Commissionerate, Chennai-34 invites e-tender quotations from reputed Parties engaged in the business of providing “Caretaking / Catering / Maintenance Services” services for outsourcing of the above services for the Departmental Guest House consisting of 2 VIP Suites and 6 Air Conditioned Rooms in Central Excise Office Complex, 26/1, Mahatma Gandhi Road, Nungambakkam, Chennai-600 034 and 12 Rooms in First Floor in K. K. Nagar Andhaman Guest House, Kamarajar Salai, K. K. Nagar, Chennai-600 078 for the period from 01.05.2017 to 31.03.2018.

1. Document Download:

Tender documents may be downloaded from CPPP site <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 and which can be traced up to the chain of trust to the Root Certificate of CCA.

TIME SCHEDULE OF TENDER

S.No.	Particulars	Date	Time
1	Tender e-publish date	26.04.2017	17:00 Hrs
2	Document download start date	26.04.2017	18:00 Hrs
3	Bid submission start date	27.04.2017	10:00 Hrs
4	Bid submission last date	08.05.2017	11:00 Hrs
5	Tender opening date (Technical)	09.05.2017	11:00 Hrs

2. Bid Submission:

- i. Bids shall be submitted online only at CPPP 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 V for online submission of bids.
- ii. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

3. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

4. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/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 tenderer is liable to be banned from doing business with this Office.

5. Intending tenderers are **advised to visit again CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission** of tender for any corrigendum / addendum/ amendment.

6. The rates shall be quoted in Indian Rupees only.

7. The rates will be a lump sum amount plus Service Tax.

8. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

9. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

**TERMS AND CONDITIONS FOR CARETAKING / CATERING AND
MAINTENANCE SERVICES FOR NUNGAMBAKKAM & K. K. NAGAR GUEST
HOUSE.**

1. An experienced caretaker should be employed by the Contractor who should be available 24 hours in a day and all the 7 days in the week in the Guest House. Bidder should have minimum three years of experience in providing similar services to various organizations.
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 uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably Hindi & English also.
3. If a particular person is absent on any day another person should be deployed in his/her place.
4. The Contractor shall be responsible for the proper cleaning, mopping and should keep the guest house, its towels, kitchen and toilets neat and tidy. The cost of required cleaning/washing materials etc has to be borne by the Contractor.
5. The duties of the Caretaker cum cook shall include:
 - a. Receiving and logging of guest/visitors and taking reservations.
 - b. Coordinating with the department regarding guest arrivals.
 - c. Maintenance of cleanliness of guest house. Attending telephones and guests' requests round the clock. Sweeping & Mopping of flooring on daily basis. Making of beds and changing of bed linens.
 - d. Cleaning of toilets/electrical fittings/furniture on weekly basis.
 - e. Scrubbing and floor washing on weekly basis.
 - f. Maintenance of visitor check in / checkout file.
 - g. Maintenance of inventory file.
 - h. Maintenance of Guest Booking Register.
 - i. Collection of room rent as well as service charges under printed bills and its remittance to the Government Account in bank by challans on weekly basis and submission of the challan copies to the Department (PRO) along with other connected documents.
 - j. Payment of electricity bill by having coordination with department.
 - k. Maintenance of accounts in respect of guest house and phone call and STD Call register and maintaining liaison with CPWD authorities to get civil/electrical maintenance works done by them.
 - l. Rooms should be given to persons allotted by the department only and it should be ensured that there is no unauthorized occupation of rooms and misuse of facilities.

m. It shall be the duty of the caretaker that housekeeping materials such as sample soaps, room spray, toilet rolls, odonil, mosquito repellants etc. (as per the request of the guest) are provided for use by the guests.

n. All the equipments such as Colour TV, Set Top Box, Refrigerator, Microwave Oven, Air Conditioner, Washing Machines, Grinder, Mixie etc., and other equipments available in the guest house shall be kept clean and looked after properly. If any item comes up for repair, the same shall be reported to the Department so that the Department would do the needful.

o. Good quality drinking water, Tea, Coffee, Breakfast, Lunch and Dinner may be provided at the request and at the cost of occupants. The bills for the said items will be prepared by the Caretaker-cum-cook and amounts collected from the guests separately. The accounts of the said bills will be maintained by the caretaker and will be subject to scrutiny by the PRO section. Department shall supply water cans which can be supplied through a dispenser / jugs to be placed in the rooms.

6. The Contractor shall be responsible for any commissions and omissions of the caretaker employed by him.

7. The Contractor must have obtained Permanent Account Number (PAN) under Income Tax.

8. The staff employed by the Contractor shall have no right to any employment in the department based on the service rendered on any other basis, and it is purely contractual responsibility through the Contractor.

9. The Contractor shall supervise the functioning of the caretakers within their limitations and shall take all measures that will enable the guest house service an effective and admirable one in general.

10. Energy saving and water conservation is essential and the contractor should ensure that the lights, fans etc. are switched off when the guest are not in the rooms.

11. The contractor should ensure that sufficient security coverage is provided to the guest house by posting required number of guards and should provide round the clock security service and will be responsible for any theft or loss of the Government property in the guest house. The security guards should be in proper uniform.

12. The contract will be valid for a period of one year and can be terminated by giving one month notice on either side. If the service is not satisfactory, the department reserves the right to terminate the contract by giving one month notice.

13. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration/conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Chennai jurisdiction only.

ANNEXURE-I

APPLICATION FORM			
TO NOTICE INVITING TENDER FOR PROVIDING "CARETAKING / CATERING / MAINTENANCE SERVICES" FOR NUNGAMBAKKAM & K. K. NAGAR GUEST HOUSE			
1	Name of the Service Provider	:	
2	Address (With Tel No., Fax No. & Email id.)	:	
3	Name & Address of the proprietor / Partners / Directors (With Mobile No.)	:	
4	Contact person(s) name (with mobile number)	:	
5	Permanent Account Number (PAN) Service Tax Regn. No	: :	
6	Total number of persons to be engaged:- 1. Caretaker cum Cook 2. Assistant 3. Office Boy	: : :	

DECLARATION

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

(Signature of Authorized signatory with date)

The following documents are to be furnished / uploaded by the Service Provider along with **Technical Bid** as above:

- i) Signed and scanned copy of Certificates, PAN No and Service Tax Registration.
- ii) Signed and Scanned Copy of **Tender Acceptance Letter & Letter of authorization to submit bid.**
- iii) An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State / UT Government institution and there has been no litigation with any government department on account of IT services.

I. TENDER ROCESS:

1. Tenders are invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.
2. The tender form for qualifying bid in pro-forma prescribed in Annexure - I and the tender documents for the financial bid in pro-forma prescribed in form of BoQ complete in all aspects shall be uploaded /submitted on CPPP site. The Qualifying Bids will be opened on 09.05.2017 at 11.00 a.m. in the presence of bidders at the **Principal Commissioner of Central Excise, Chennai - I Commissionerate Office, Chennai-34**. The date and time of opening of "Financial Bid" will be intimated to the eligible bidders after opening the "Qualifying Bids". Absence of the bidders shall not annul the above process and the bids would be processed with the remarks "Bidders Absent".
3. 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 submit the same along with the qualifying bid. The tenderer would fill up the information in the prescribed Annexures and BoQ enclosed, in clear and legible terms. The tender documents are not transferable.
4. **The bidders shall quote their rates for the service to be provided as "PER MONTH Basis" (in both words and figures)** and the same would not be payable over and above the rates thus quoted.
5. 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.
6. 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.
7. 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.

Submission of Tender

- i. **The tender shall be submitted online in Two parts, viz., Technical bid and Financial bid.**
- ii. 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.
- iii. 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.
- iv. This office reserves the rights to seek any document in original For verification at any stage of tender process.
- v. After evaluation of bid, all bidders will get the information regarding their eligibility/ pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal.
- vi. The Financial bid of the successful bidders (i.e qualified in Technical bid) will be decrypted and opened on-line, on the scheduled date after the pre-scheduled time by the bid openers. The bidder will get information regarding the status of their financial bid and ranking of bidder on website.

Technical Bid

The following documents are to be furnished by the Contractor along with **Technical Bid** as per the tender document:

- i) Signed and scanned copy of Certificates like PAN No. and Service Tax registration.
- ii) Signed and Scanned Copy of **Tender Acceptance Letter & Letter of authorization to submit bid.**
- iii) An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State/UT Government institution and there has been no litigation with any government department on account of IT services.

FINANCIAL BID

- (a) Financial bid document in the form of BOQ_XXXX .xls
- (b) Enclosure to financial bid in pdf

Sd/-
(T. R. GAJALAKSHMI)
ADDITIONAL COMMISSIONER (P&V)

ANNEXURE-II
PRICE/ FINANCIAL BID DOCUMENT

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of BOQ_Housekeeping.xls

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder)_____

To,

The Principal Commissioner,

Central Excise,

Chennai-I Commissionerate,

Chennai.

Dear Sir/Madam,

I submit the Price Bid for_____ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except Service Tax.

4. I also undertake to pay the minimum wages and other applicable statutory benefits to my employees as per norms and there will not be any deviation from the norms.

Yours faithfully

Signature of
Authorized Representative

ANNEXURE-III
UNDERTAKING BY THE BIDDER

I/We undertake that my/our 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 term and conditions of the tender and undertake to abide by them.

4. The information / documents furnished alongwith 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/We understand that in case any deviation is found in the above statement at any stage, my/our 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 firm/

Place: Company/Organization

Office Stamp/Seal:

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

Date:

To,
The Principal Commissioner,
Central Excise,
Chennai-I Commissionerate,
26/1, Mahatma Gandhi Road, Nungambakkam,
Chennai - 600034

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from _____ the _____ web _____ site(s) _____ namely: _____

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the 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 or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-V

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

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

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption

technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid

10) summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.