



भारत सरकार

Government of India

वित्त मंत्रालय, राजास्व विभाग

Ministry of Finance, Department of Revenue

सीमा शुल्क आयुक्त (निवारक) का कार्यालय

Office of the Commissioner of Customs (Preventive)

110, महात्मा गांधी रोड, पूर्वोत्तर क्षेत्र, शिलांग 793001-, मेघालय

110, Mahatma Gandhi Road, NER, Shillong - 793001, Meghalaya

फोन/Phone:0364-2222597/2225325/2229005/2210103.फैक्स/Fax:0364-2223440/2229007.email: cusshg@gmail.com

C.No. II(35)12/CUS/PRO/HQRS/CW/SH/2017/

Dated:

NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES ON CONTRACT BASIS FROM 01.10.2019 to 30.09.2020

Sealed tenders are invited in two bid system (i.e., Technical bid and Financial bid) from reputed Registered Firms/ Companies engaged in the business of Housekeeping to provide housekeeping services, having previous experience in this field, for the Office of the Commissioner of Customs(Preventive), NER, Shillong, 110 M.G. Road, Shillong - 793001 on contract basis.

The details of the area where service is required to be provided are as given below:

Sl. No.	Name and Location of the office premises	(*) Approximate area to be cleaned (in sq.ft.)
1	Office of the Commissioner of Customs(Preventive), NER, Shillong, 110 M.G. Road, Shillong 793001	28532.02
2	Office of Dy/Asst.Commissioner, Shillong Customs Division, Shillong	1936.36
3	Parking area for above premises	1000
4.	Office of the Superintendent of Customs, Land Customs Station, Borsora, South West Khasi Hills, Meghalaya	4135.48 sq.ft.
5.	Office of the Superintendent of Customs, Land Customs Station, Ryngku, Meghalaya	480.00 sq.ft.
	Total area to be out sourced for house keeping services	36083.86 sq. ft.

(*) The above areas are specified basing on available information/record and the bidder should make sure of the area before the quotation is submitted. Once the bid is closed, the area mentioned is final. In case of any variations, he should inform and get clarification before filing the quotation/bid. Department shall not be held responsible once the submission of bid is done.

The interested bidders may download the Tender Documents from shillongcustoms.gov.in and from the Superintendent, Headquarters, Customs House, 110, M.G. Road, Shillong as per the schedule as given in the DATE SHEET as under:

Start Date & Time for downloading Tender Document	04.09.2019 from 10:00 hrs onwards
Last Date and Time for Submission of Bid	25.09.2019 up to 12:00 hrs.
Bids Opening Date and Time	25.09.2019 at 15:00 hrs.

I. SCOPE OF THE WORK

A: GENERAL SERVICES ON DAILY BASIS

1. Daily Cleaning, sweeping and wet mopping of floors/rooms, Windows, Corridors, Glass façade/doors, staircase of the office building/compound.
2. Cleaning and maintaining all toilets / Wash basins.
3. Dusting and cleaning of all furniture like tables, chairs, racks, almirahs, sofa sets, fans and other electronic equipment like Copiers/Computers/Printers, Telephones etc.
4. Internal and external cleaning of window panes, doors and fans/ Corridors removing Cob Webs etc. and chemical wash of Tile area, Commodes and Ceramic and Glass areas as and when required.
5. Cleaning of departmental vehicles on regular basis.
6. Any other miscellaneous type of work that may be entrusted from time to time by the officers of this office.

II. SUPPLY OF CLEANING MATERIALS

The contractor shall specify the materials / consumables / equipments required for the housekeeping services like brooms, dusters, mop sticks, buckets, mugs, toilet cleaners, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth, water wipers, dustbins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner all other cleaning reagents etc. to execute the above jobs **which will be supplied by this office** (service receiver). As the inhaling of poisonous gases and pungent smelling liquids, may be hazardous, the service provider shall be responsible for such incidents and liable for legal action including for compensation if mishandled.

Since the housekeeping materials/consumables are supplied by the office, the rate quoted should not include the cost of the same.

III: OTHER TERMS AND CONDITIONS:

1. **The contractor should quote the rate only on per square foot per month basis and not based on the number of persons to be deployed or per person basis. The rate quoted should include statutory liabilities such as Employees' State Insurance (ESI) & Employee Provident Fund (EPF).**
2. **Detailed break-up showing working hours required for cleaning/mopping etc., for total area of 36083.86 sq. ft. in all premises should be furnished (describing all factors/constituents of costing for arriving at per Sft rate), shall be given in a separate sheet as part of Technical bid.**
3. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Housekeeping Agency at any time without giving any notice or reasons whatsoever.

4. The Housekeeping Agency should be registered with GST department and should be filing GST returns.

5. The Agency must have experience in providing Housekeeping services to Government Organizations, Public Sector Offices or large corporate offices. Copies of Agreement/Work Order from clients shall be provided as documentary evidence. Certificate of appreciation from the present clients may also be enclosed.

6. The Service Providers should be registered under the ESI & Provident Funds Acts and other relevant statutory enactments dealing with employment of labor. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by the Statutory Bodies. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to be initiated by statutory bodies.

7. This Commissionerate shall pay at rates not exceeding the rates fixed by the State/Central Govt. (whichever is higher) for such employment on submission of bill for the aforesaid services.

8. The engagement of the contractor does not in any way confer any right to the contractor or the person that may be deployed by him in this office, for claiming any regular employment in this office or any other Government office.

9. The general working hours will be From 0800 Hrs. to 1700 Hrs. except Sunday. The basic cleaning work will have to begin by 0800 Hrs and shall finish before arrival of the staff members of the department i.e. before 0915 Hrs. However, toilets and common areas need to be cleaned twice in a day failing which pecuniary cut shall be imposed. The contractor shall provide 03 personnel (on adjustment basis from amongst the staff deployed) beyond 1700 Hrs till 1800 Hrs. to meet any exigency for offices located in Shillong. In case of administrative exigency as and when need arises the contractor shall provide his services and personnel especially on National Holidays at no extra cost as stipulated.

10. The work also includes cleaning, wiping and dusting the floor area, steps, roof, window panes, furniture and other office equipments, removing stains from floors and walls daily; mandatory cleaning of toilets and common area twice a day and also a mandatory deep cleaning with machines of all the custom house twice in a month. Also, cleaning of debris due to construction related activities at the premises etc. Shifting, cleaning, arranging of furniture and other items, stores, records stationery etc. from one place to another as required by the administration. Providing manpower for services during Conference / Meeting / Seminars in the Custom House etc. Removing/disposing the garbage of the Custom House on daily basis to keep the surrounding clean.

11. If any person is absent on any day, alternate substitute arrangement should be made immediately.

12. The personnel deployed should be well experienced, trained adequately and of sound health. They should be in the regular establishment of the service providers and working on monthly wage basis. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed prominently. They

should have knowledge of local language, Hindi and preferably English too. Photo, full address and mobile phone number of all personnel should be provided for record and also inform their credentials to Jurisdictional Police. The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending.

13. The personnel should report to the Superintendent (Hqrs/PRO), APRO or any officer designated in this office for this purpose.

14. The Agency should be registered with Income Tax/GST department for PAN/GST and Registration Number should be indicated wherever applicable.

15. The payment shall be made to the Service Provider on or before 10th of the following month. **At the time of submission of bill for payment, wherever applicable the contractor should submit proof for the payment made up to the previous month towards statutory liabilities like EPF, ESI etc in respect of all the engaged personnel.**

16. The service provider shall be financially sound. In case of budgetary constraints etc., departmental payments may be delayed. In such a situation, **the Service Provider shall not delay payment of salaries to his workers and shall make payment within 7th of the following month.**

17. Payment to the Service Provider will be made online by the Pay and Accounts Officer electronically through ECS only on presentation of the bill and the Service Provider is required to submit details of Bank Account. Income-tax shall be deducted at source as per the rates notified by the Income-Tax Department.

18. This agreement shall be terminated on the following contingency: (i) On expiry of the contract. (ii) By giving 24 hours notice.

19. The persons engaged by the Housekeeping Agency will be in the regular employment of the Housekeeping Agency only and not of this office.

20. The Service Provider shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party including the statutory obligations. For the entire work out sources, the service provider will be the employer for the disputes between their employees with them.

21. All damages caused by the personnel to the property of the Department shall be recovered from the Service Provider or by adjustment through his monthly payment.

22. The contract will be for a period of **one year**. This office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider.

23. No other person except Service Provider's authorized representative shall be allowed to enter the office.

24. Service Provider shall in no case lease/transfer/sublet/appoint care taker for contracted services.

25. Department will not involve in any dispute between service provider and workers of the service provider.

26. List of minimum of two Government/Private clients with contact address & telephone numbers has to be supplied for verification of the credentials.

IV. MODE OF SUBMISSION OF BIDS:

1. The sealed tenders shall be addressed to :- The Assistant Commissioner(Hqrs.), O/o the Commissioner of Customs(Preventive), NER, Shillong, 110 M.G. Road, Shillong -793001 .

2. The bidders are required to **submit two bids, i.e. Technical and Financial bids in the prescribed format i.e. Annexure-I and II in two separate envelopes, duly sealed.** In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws, number of persons proposed to be deployed etc. In the Financial bid, the bidder will submit the quotation for his charges. **It should be written boldly on top of the envelopes as TECHNICAL BID and FINANCIAL BID respectively.** Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR TENDER FOR HOUSEKEEPING** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids at the first instance. Financial bids of only those bidders, who are short listed on the basis of Technical bid evaluation, will be opened. After evaluation the bid with lowest quotations among the opened bids will normally be approved.

3. 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.

4. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.

5. All the rates must be written both in figures and words. In case of discrepancy between the words and figures the rates indicated in figures shall prevail.

6. Rates/Quotations should be submitted and signed by the firm with its current business address.

7. 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.

8. The Contractors must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the Service Provider in the rates/quotations and accepted by this office.

9. THE LAST DATE FOR SUBMISSION OF TENDER IS 25.09.2019 TILL 12 00 HRS.

This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.

10. The tenders will be opened on 25.09.2019 at 1500 Hrs in the presence of the Tender Committee, at the O/o the Commissioner of Customs (Preventive), NER, Shillong, 110 M.G. Road, Shillong -793001.

11. 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.

12. **Earnest Money Deposit of Rs.5,000/- (Rupees Five thousand only) per application in the form of Demand Draft/ Banker's Cheque of Scheduled Bank in favour of "Chief Accounts Officer, Customs Hqrs, Shillong"**, shall accompany the qualifying bid. **Qualifying bids without EMD 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 EMD and EMD of selected bidder will be returned on commencement of the work.

13. If the quality of Housekeeping is found to be not satisfactory, a penalty of Rs.0.20 per Sq.ft/per day for the affected area shall be imposed by this office. The decision of the designated officer of this office for this purpose shall be final and binding.

14. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Shillong jurisdiction only. This office is entitled to withhold payments due to the housekeeping agency in case of any dispute, till it is resolved.

15. The tender details are being uploaded on www.shillongcustoms.gov.in, where they can be downloaded.

16. For any clarification in the matter and/or for inspection of the premises, prior appointment may be made with the Assistant Commissioner (Hqrs.), O/o the Commissioner of Customs(P), NER, Shillong, 110 M.G. Road, Shillong 793001.

Wanj
03/05/15
Assistant Commissioner (Hqrs.)
Customs Hqrs, Shillong

C.No.II(35)12/CUS/PRO/HQRS/CW/SH/2017/

Dated:

Copy forwarded to:

1. The Chief Commissioner, CGST & Customs, Guwahati Zone, ,GST BHAWAN,5TH Floor,Kedar Road,Machkhowa,Guwahati-781001.
2. The Commissioner of Customs (Prev), NER, Shillong
3. The Commissioner of CGST, Shillong
4. The Superintendent (Computer & Training), Customs Hqrs Office, Shillong for uploading at the official website and e-procure.gov.in.
5. Notice Board.

Wanj
03/05/15
Assistant Commissioner (Hqrs.)
Customs Hqrs, Shillong

ANNEXURE – I
TECHNICAL BID

1	Name of the Organization / firm	
2	Address (with Tel No. & Fax no.)	
3	Status of ownership (Proprietary/Partnership/Company-attach proof)	
4	Name & Address of the proprietor/partners/Directors(with Mobile Numbers and copy of RC)	
5	Contact Person(s) (with Mobile numbers)	
6	No. of years of experience in providing housekeeping services(endorse proof such as work orders/performance reports from at least two clients)	
7	Average Annual Turnovers (last 3 years ending 31.03.2019. Certified by Chartered Accountant	
8	Total no. of employees engaged by the provider for Housekeeping work (Total man power available with the firm	
9	No. of persons proposed to be provided to this housekeeping services contract	
10	Permanent Account Number (PAN) (The evidence for filing of IT returns along with profit and Loss account & balance sheet for the last three financial years to be enclosed)	
11	Details of ESI & EPF Registration along with copies of such Registration Certificate	
12	Details of GST Registration along with copy of Registration Certificate and copy of Service Tax/ GST Returns for 2016-17, 2017-18 & 2018-19	
13	Details of EMD (Earnest Money Deposit)	
14	Details of Solvency Certificate issued by Bankers	
15	List of present clients relating to Government Departments (at least two)	
16	Details of legal disputes relating House Keeping services pending, if any.	
17	Detailed break-up showing working hours required for cleaning/mopping etc., for total area of 36083.86 Sq.ft. in both premises should furnished (describing all factors/constituents of costing for arriving at per Sft rate) shall be given. (Attach separate	

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.

Station:

Date:

(Signature of Authorized Signatory with date

ANNEXURE-II
FINANCIAL BID

1. Name of the Housekeeping Service Provider:
2. Address (with Tele/mobile & Fax No.)
- 3.
4. Name & Address of the Proprietor/Partners/Directors :
(with Mobile Numbers)

Sl No	Name and Address of the premises	Total Area to be cleaned (in SFT)	Monthly rate quoted per SFT	Remarks
1	Office of the Commissioner, Customs (Preventive), NER, Shillong, 110 M.G. Road, Shillong.			
2	Office of Dy/ Asst. Commissioner, Shillong Customs Division, Shillong			
3	Parking area for above premises			
4	Office of the Superintendent of Customs, Land Customs Station, Borsora, South West Khasi Hills, Meghalaya			
5	Office of the Superintendent of Customs, Land Customs Station, Ryngku, Meghalaya			
	Total Monthly charges			
	GST (as applicable)			
	Grand Total			

(Rupees in Words): Rupeesonly

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 shall be blacklisted and will not have any dealing with the Department in future. It is further submitted that the areas specified in the Tender are verified and found correct. I/We shall not dispute the areas specified.

Station:

Date:

Signature of Authorized Signatory with date