



भारत सरकार
GOVERNMENT OF INDIA
वित्त मंत्रालय, राजस्व विभाग
Ministry of Finance, Department of Revenue
सीमा शुल्क आयुक्त का कार्यालय (निवारक)
Office of the Commissioner of Customs (Preventive)
पूर्वोत्तर क्षेत्र, North Eastern Region
110 MG Road, Shillong, Meghalaya
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C.No. II(35)01/CUS/HQRS/PRO/HOUSE KEEPING/SH/2022-23

Dated:

NOTICE INVITING E-TENDER FOR OUTSOURCING OF HOUSE-KEEPING SERVICES ON CONTRACT BASIS FOR THE PERIOD W.E.F. 01.04.2022 TO 31.03.2023

Online bids are invited in two bid system (i.e. Technical bid and Financial bid) from reputed registered Firms/Companies engaged in the business of House-keeping to provide house-keeping services and having previous experience in the Office of the Commissioner of Customs (Preventive), NER, 110 M.G. Road, Shillong – 793 001 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	O/o the Commissioner of Customs (Preventive), NER, 110, M.G. Road, Shillong	28532.02
2	Office of the Deputy/Asstt Commissioner, Shillong Customs Division, Shillong	1936.36
3	Parking area for above premises	1000.00
4	Office of the Superintendent of Customs, Land Customs Station, Borsora, South West Khasi Hills, Meghalaya	4135.48
5	Office of the Superintendent of Customs, Land Customs Station, Ryingku, South West Khasi Hills, Meghalaya	480.00
	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 filling the quotation/bid. Departmental shall not be held responsible once the submission of bid is done.

Interested bidders may also download the Tender Documents from Shillongcustoms.gov.in. and from the Superintendent, Hqrs. Customs House, 110, M.G. Road, Shillong as per the schedule given in the DATE SHEET as under

e-tender publishing date	14.03.2022
Start Date & Time for downloading Tender Document	14.03.2022 from 1630 hrs onward
Last Date and Time for submission of online Bid	28.03.2022 upto 1600 hrs
Bids opening Date and Time	29.03.2022 at 1600 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 basin.
3. Dusting and cleaning of all furniture like Tables, Chair, Racks, Almirahs, Sofa Set, 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 Tiles areas, Commodes and Ceramic and Grass 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 office of this office.

II. SUPPLY OF CLEANING MATERIALS

The Contractor shall specify the materials/consumables/equipment's required for the House-keeping Services like Brooms, Dusters, Mob Stick, Buckets, Mugs, Toilet Cleaner, Floor Cleaner, Toilet Fresheners, Urinal Cakes, Cleaning Powder, Phenyl, Hand Wash liquid, Toilet Cleaning brush, Cleaning/dusting cloth, water wipers, dubbings, garbage bins, room spray, scrubbing pads, naphthalene ball, 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 House-keeping 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 feet 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 leaning/mopping etc. for total area of 36083.86 sq.ft in all premises should be furnished (describing all factors/constituent of costing for arriving at per Sq rate) shall be given in a separate sheet as per of Technical Bid.
3. Notwithstanding anything contain herein, this office reserves the right to terminate the services of the House-keeping Agency at any time without giving any notice or reasons whatsoever

4. **The Service Provider should be registered with GST department and should be filling GST returns.**
5. The Agency must have experience in providing House-keeping services to Government Organisation, Public Sector Offices or large corporate office. Copies of Agreement/Work Order from client 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 labour.** 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. from Monday to Saturday except Sunday. The basic cleaning work will have to being by 0800 Hrs and shall finish before arrival of the Staff members of the department. i.e. before 0915 Htrs. 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 1700Hrs till 1800 Hrs to meet any exigency for offices located in Shillong. In case of administrative exigency as and when need arise the contractor shall provide his service and personnel especially on National Holidays at no extras cost as stipulated.
10. The work also includes cleaning, wiping and dusting the floor areas, steps, roof, window panes, furniture and other office equipment's, removing stains from floors and wall daily, mandatory cleaning of toilets and common area twice a day and also a mandatory deep cleaning with machines of all the Customs 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 stationary etc. from one place to another as required by the administration. Providing manpower for services during Conference/Meeting/Seminars in the Customs House etc. Removing/disposing the garbage of the Customs 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 bases. They should be disciplined and well mannered. They should be provided with informs and identity cars. 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 Person supplied by the agency also should not have any adverse Police records/criminal cases against the. 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 the 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. The 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 House-keeping Agency will be in the regular employment of the Service Provider 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. 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. The 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 number has to be supplied for verification of the credentials.

IV. MODE OF SUBMISSION OF BIDS :

1. Aspiring bidders who have not enrolled/registered in GeM/e-procurement should enrol/register before participating through the website <https://gen.gov.in/> and/or <https://eprocure.gov.in/eprocure/app>. Interested bidders may submit their quotation online on <https://gem.gov.in/> and/or <http://eprocure.gov.in/eprocure/app> under two bid system i.e. (i) Technical/Qualifying Bid and (ii) Financial Bid in the prescribed proforma. All the self-attested documents in support of eligibility criteria etc are also to be scanned and uploaded along with the tender documents. **Tender sent by any other mod will not be accepted.**
2. The applicant has to deposit Earnest Money (EMD) of Rs. 5,000/- (Rupees Five thousand) only in the form of a Demand Draft/Pay order from Scheduled/Nationalised Bank drawn in favour of **“Chief Accounts Officer, Customs (Prev), Hqrs, Shillong”** and it has to be submitted to this office before opening of bids (Scanned copy of DD to be uploaded online) towards EMD failing which the bid will be summarily rejected. Bidders are requested to write their **name and full address at the back of the DD/Pay order**. EMD will be returned to all the successful 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 the EMD of selected bidders will be returned on commencement of the work.
3. 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. All the rates must be mentioned both in figures and words. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail.
4. Rates/Quotations should be submitted and signed by the Firm with its current business address.
5. 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.
6. **THE LAST DATE FOR SUBMISSION OF TENDER 28.03.2022 upto 1600 hrs.** This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.
7. **The tenders will be opened on 29.03.2022 at 1600 hrs in the presence of the Tender Committee at the o/o the Commissioner of Customs (Preventive), NER, 110 M.G. Road, Shillong.**
8. 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.
9. If the quality of House-keeping 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.

10. Any dispute arising out of the 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 House-keeping agency in case of any dispute till it is resolved.

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


Deputy Commissioner (Hqrs)
Customs Hqrs, Shillong

C. No.

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, Shillong for uploading at the official website and e-procure.gov.in.
5. Notice Board.


Deputy Commissioner (Hqrs)
Customs Hqrs, Shillong

ANNEXURE – B (TECHNICAL BID)

1	Name, Address, Telephone/Mobile No. of the tenderer i.e the Applicant Contractor	
2	Status of ownership (Proprietor/Partnership/Company attach proof)	
3	Name & Address of the proprietor/partners/Directors (with the Mobile Numbers and Copy of RC)	
4	Contract Person (s) with mobile number	
5	No. of year of experience in providing House-keeping services (endorse proof such as work order/performance reports from at least two clients)	
6	Average Annual Turnover for the Financial year 2021-22	
7	Total No. of employees engaged by the provider for House-keeping work	
8	Permanent Account Number (PAN) of the firm	
9	Details of ESI & EPF Registration along with copy of registration certificate	
10	Details of GST Registration along with copy of registration certificate	
11	List of present clients relating to Government Department (atleast two)	
12	Detailed break-up showing working hours required for cleaning/mopping etc for total areas of 36083.86 sq.ft in premises should be furnished (describing all factors/constituents of cost for arriving as per sq. ft rate) shall be given (Attach separate sheet if required)	

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 state. I/We be barred from any dealing with the Department in future.

Signature of Authorised Signatory along with Stamp & Date

ANNEXURE – C (FINANCIAL BID)

Sl. No.	Name & Address of the premises	Total Area to be clean (in sq. ft)	Monthly rate quoted
1	O/o the Commissioner of Customs (Preventive), NER, 110, M.G. Road, Shillong	28532.02	
2	Office of the Deputy/Asstt Commissioner, Shillong Customs Division, Shillong	1936.36	
3	Parking area for above premises	1000.00	
4	Office of the Superintendent of Customs, Land Customs Station, Borsora, South West Khasi Hills, Meghalaya	4135.48	
5	Office of the Superintendent of Customs, Land Customs Station, Rynghu, South West Khasi Hills, Meghalaya	480.00	
	Total area to be out sourced for House-keeping services	36083.86 sq.ft	

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 state. I/We be barred from any dealing with the Department in future. It is further submitted that the area specified in the Tender are verified and found correct. I/We shall not dispute the area specified.

Station :

Date :

Signature of Authorised Signatory along with Stamp & Date

INSTRUCTIONS FOR ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e-Procurement are at <https://eprocure.gov.in/eprocure/app>. The bidders must carefully follow the instructions:

i) Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-procurement/e-tender portal is a prerequisite for e-tendering.

ii) Bidder should do the enrolment in the e-Procurement site using the "Click here to Enroll" option available on the home page. Portal enrolment is generally free of charge. During enrolment/registration, the bidders should provide the correct/true information including valid e-mail id. All the correspondence shall be made directly with the contractors/bidders through e-mail-id provided.

iii) Bidder need to login to the site through their user ID/ password chosen during enrolment/registration.

iv) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by NIC/SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken / Smart Card, should be registered.

v) The DSC that is registered only should be used by the bidder and should ensure safety of the same.

vi) Contractor/ Bidder may go through the tenders published on the site and download the required tender documents/ Annexures for the tenders he/she is interested.

vii) After downloading /getting the tender document/ Annexures/ Appendices, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.

viii) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum / Addendum published before submitting the bids online.

ix) Bidder then logs in to the site through the secured log in by giving the user id/password chosen during enrolment/registration and then by giving the password of the e-Token/ Smart Card to access DSC.

x) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the „my tenders" folder.

xi) From my tender folder, he selects the tender to view all the details indicated.

xii) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender Annexure and appendices carefully and upload the documents as called for; otherwise, the bid will be rejected.

xiii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ Annexure and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded, if permitted. Bidder's Bid documents may be scanned with 100 dpi with black and white option. However if the file size is less than 1 MB the transaction uploading time will be very fast.

xiv) Bidder should take into account the corrigendum / Addendum published from time to time before submitting the online bids.

xv) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.

xvi) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the same should be uploaded as part of the offer.

xvii) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

xviii) The bidder has to select the payment option as offline to pay the Tender FEE/EMD as applicable and enter details of the instruments.

xix) The details of the DD physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.

xx) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

xxi) The bidder has to upload the relevant files required as indicated in the covered content. In case of any irrelevant files, the bid will be rejected.

xxii) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/ BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.

xxiii) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

xxiv) After the bid submission (i.e after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.

xxv) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the E tender system. The bidders should follow this time during bid submission.

xxvi) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

xxvii) 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 openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

xxviii) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.

xxix) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

xxx) Filling all the fields in both technical and financial bids is mandatory. Incomplete bid will summarily be rejected at the discretion of the Department.

xxxi) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Simultaneously for any further queries, the bidders are asked to contact over phone: 1800-3070-2232 or send an email to cPPP-nic@nic.in.