



**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
OFFICE OF THE COMMISSIONER,
CENTRAL EXCISE, CUSTOMS & SERVICE TAX,
NEAR AARKEE GARBA GROUND,
ELLORA PARK, SUBHANPURA,
VADODARA 390 023**

NOTICE FOR INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES

The Office of the Commissioner of Central Excise, Customs & Service Tax, Vadodara – II Commissionerate, invites sealed offers from reputed parties engaged in the business of providing housekeeping services, for outsourcing services of housekeeping in various offices of Vadodara – II Commissionerate for one year from the date of acceptance of Tender. Tender forms along with terms and condition can be obtained from Administrative Officer (Admin), Room No 120, 1st Floor, Central Excise Building, Ellora Park, Subhanpura, Vadodara by making a written request in this regard, on all working days between 11 AM & 5 PM from 10th February, 2012 to 16th February, 2012. Tender documents can also be downloaded from the websites www.excisevadodara2.nic.in or cbec.gov.in and the last date for receipt of filled in tender forms is **17TH February, 2012**, 3PM.

F No I/ 22 – 03/ 2011 – Adm

Dated:-08/02/2012

(PANKAJ DWIVEDI)
Additional Commissioner (P&V)

NOTICE INVITING TENDER FOR PROVIDING HOUSE KEEPING SERVICES

The office of the Commissioner of Central Excise, Customs and Service Tax, Vadodara – II invites sealed offers from reputed **PARTIES** for providing housekeeping, cleaning, sweeping services on contract basis at Vadodara – II Commissionerate, Vadodara for a period of one year from the date of acceptance of tender. The approximate area for which housekeeping is required is given as under:

Sr No	Name of the Office	Address	Approximate Area (in ft²)
1	Office of the Commissioner, Central Excise, Customs & Service Tax, Vadodara – II Commissionerate.	Central Excise Building, Ellora Park, Subhanpura, Vadodara	Total Area 163075.16 ft ² (inner area 76059.28 ft ² including 26 toilets and 87015.88 ft ² outer area inclusive of open area i.e Garden, Parking etc)

(A) TENDER PROCESS

(a) Tender is invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid separately.

The tender form for Qualifying bid in Proforma prescribed in Annexure - 1 and the tender form for the financial bid in Proforma prescribed in Annexure-II complete in all respects shall be submitted in two separate sealed covers addressed to the Additional Commissioner (P&V) O/o Commissioner of Central Excise, Customs & Service Tax, Central Excise Building, Ellora Park, Vadodara 390 023 by **3.00 p.m. on 17.02.2012**. The Sealed covers should be superscribed with 'Qualifying Bid — Contract for the providing Housekeeping services', and "Financial Bid — Contract for Providing Housekeeping services " respectively. Qualifying Bids will be opened on **21.02.2011 at 11.00 am** in the presence of bidders at the Conference Hall, 1st Floor, Central Excise Building, Ellora Park, Vadodara. 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.

(b) If the tenders are sent by post/ courier, it should be ensured that cover should be intact at the time of reaching destination without any damage or loss. Department is not responsible for the delay on account of postal / courier services.

(c) Earnest Money Deposit of ` 30,000/- (Rupees thirty thousand only) per application in the form of Demand Draft / Banker's cheque of scheduled Bank drawn in favour of the Commissioner of Central Excise Customs & Service Tax, Vadodara – II shall accompany the qualifying bid. 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.

(d) **Performance Guarantee:** The successful bidder has to submit Rs2,00,000/- (Rupees two lakhs only) as performance guarantee deposit in the form of **Bank Guarantee from Nationalised Bank/ Demand draft/ Banker's cheque of a scheduled bank drawn in favour of "O/o The Commissioner of Central Excise, Customs & Service Tax, Vadodara – II"** before awarding contract. The performance guarantee alongwith EMD shall be refunded to the selected bidder without any interest on the completion of the contract period.

(e) **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 Annexure I & II enclosed at the end of this document in clear and legible terms. Wherever required the price quoted shall be written in figures and words as well. Annexure shall also have to be signed and stamped by the bidder or its authorized signatory.

(f) The tender forms shall be rejected if is not complete in any aspect.

(g) The tender documents are not transferable.

(h) 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.

(B) TERMS AND CONDITIONS:

ELIGIBILITY CRITERIA:

1) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

- Bidder should have minimum three years of experience in providing housekeeping services to various organization; and should have completed at least two such works with an Annual Contract Value of ` 20 lacs in the similar activity, in the last three years ended 31.03.2011.
- The bidder should have experience in providing similar housekeeping services at any two sites measuring not less than 1,00,000 sq.ft each.
- The bidder must have ESI Registration, EPF Registration, registered before 1st April 2009. The bidder must also have Service Tax Registration.
- The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years 2008-09, 2009-10, & 2010-11 should be enclosed along with the qualifying bid.
- The bidder must have an Annual Average Turnover of not less than of Rs.40 lacs during the last three financial years 2008-09, 2009-10, & 2010-11, certified by a chartered Accountant.
- The tenderer should not have incurred loss in any two years during the last three years as on 31.03.2011.
- The bidder must produce a solvency certificate from his banker for an amount not less than Rs. 30 lacs.
- Within one month from the date of awarding the contract the successful bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority.

(C) OTHER TERMS AND CONDITIONS:

- The persons employed should work on all days except Sundays and National holidays.
- The working hours will be from 08.30 a.m. to 4.30 p.m. daily.
- A skeleton staff would be required beyond 4.30 pm on all working days to cater for emergency services.
- 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 English also.
- If a particular worker is absent on any day another person should be deployed in his/her place.
- The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.15 am daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
- The personnel will report to the Officer-in-charge assigned by the Department i.e. Caretaker.
- The contractor should deploy one full time Supervisor with mobile phone who shall report to the Caretaker daily. The Supervisor shall also visit all the divisional offices daily to supervise cleaning activities.

- One attendant should be employed round the clock for Guest House situated at main office building.
- Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary Insurance cover for any persons deployed by him even for short duration. This Office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided for outsourcing by the contractor. In the event of any liability / claim falling on this Commissionerate, the same shall be reimbursed / indemnified by the Service provider.
- The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by the Chief Labour Commissioner (Central). 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 contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to this office.
- The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
- The contractor 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 the Central Excise Department.
- Mode of payment will be monthly and payments to the Housekeeping Contractor will be through Account Payee Cheques only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.
- The contractor 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 contractor and recovered from its dues/bills.
- No other person except Service provider's authorized representative shall be allowed to enter the Office premises.
- All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor 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.
- The contract will be in force for a period of one year from the date of award of contract. The Additional Commissioner of Central Excise, Vadodara – II reserves the right of terminate the contract at any time without any advance notice to the contractor. This office reserves the right to extend the duration of the contract for a further period of 12 months subject to satisfactory performance and on mutually agreed terms and conditions.
- All the Housekeeping materials / consumables, such as Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets, Mugs, Toilet Cleaner, Floor cleaner, Toilet freshener, 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, cleaning machinery etc., as required to execute the above jobs will be supplied by the Department.
- In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration of the **Commissioner of Central Excise, Customs & Service Tax, Vadodara – II** or in case his designation is changed, then in such

case to the sole arbitration of the officer for the time being entrusted with solely or in addition to the functions of **Commissioner of Central Excise, Customs & Service Tax, Vadodara – II** or by whatever designation such officer may be called (hereinafter referred to as the said officer) and if the **Commissioner of Central Excise, Customs & Service Tax, Vadodara – II** or the said officer is unable to undertake the arbitration, the agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996. There will be no objection to any such appointment that the arbitrator is government servant or that he has to deal with the matter relates or that in the course of his duties as with the matter to which the agreement relates or that in the course of his duties as Government Service he has expressed views on all or any of the matter under dispute. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such **Commissioner of Central Excise, Customs & Service Tax, Vadodara – II**, or the said officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

- The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- The venue of the arbitration proceeding shall be the office of **Commissioner of Central Excise, Customs & Service Tax, Vadodara – II** or such other places as the arbitrator may decide.

SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR:

- a. Sweeping and wet mopping of the entire area including the lobby daily,
- b. Furniture like tables, chairs, visitors' chairs, sofas, almirahs, etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
- c. Deep cleaning of the toilets including WCs, Urinals and wash basins with water and by using disinfecting materials like phenyl, harpic, vim, surf etc., twice a day and more often ,if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- d. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
- e. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- f. Collect all the sweepings, garbage and wastes and transport/ dispose of the same to the nearest pit.
- g. Maintenance and upkeep of the entire office premises including open space and parking space.
- h. Shifting of furniture and other equipment and files whenever required.
- I. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs whenever required.
- j. Artificial plants, door mats and carpets are to be cleaned daily. Natural Plants are to be watered daily.
- k. Care should be taken that the gadgets are not tampered with during the cleaning operation.

l. The contractor will also maintain garden and plants in the Central Excise Building.

m. The contractor shall also arrange cleaning housekeeping, cooks cum attendants for the guest house.

The contractor shall arrange to carry out works, keeping following in mind.

- a. The area should become dust free, clean and spotless giving a good look.
- b. No bad odors should emanate from any part of the area.
- c. The process should not spoil the natural shine and look of the furniture and the material.
- d. The furniture etc should be re-arranged in the same order as before cleaning.
- e. The activities of the contractor should not cause any disturbance to the office activities.
- f. The garbage should be neatly picked and properly disposed. Use of any part of any building as stores for garbage store shall make him (contractor) liable for cancellation of tender by notice.

WEEKLY SERVICES (Saturdays)

Removal of cobwebs in the corridors, rooms, chambers and lavatories.

Removal of dust accumulated on the walls, windows planes and ventilators in the toilets.

Thorough washing, rubbing and cleaning of corridors using Scrubber machine.

1. Rate and Prices:

The bidders shall quote their rates as "Rate per square foot per month" (in both words and figures) which should include deduction towards PF and ESI etc and the same would not be payable over and above the rates thus quoted.

2. Final Payment:

The contractor shall submit the bill for every month by the 1st day of next month – duly certified by the caretaker. No interim bills will be entertained. Payment will be made through Cheque 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 caretaker. The payment is subject to TDS applicable the Income Tax Act, 1961.

Qualifying bid:

- a) Annexure -1 (duly filled in) along with necessary enclosures.
- b) EMD for ` 30,000/- or ` 10,000/- as applicable for each category by Demand Draft / Banker's Cheque drawn in favour of "The Commissioner of Central Excise Customs & Service Tax, Vadodara - II, payable at Vadodara.
- c) Tender Document (all pages signed)

The Financial Bid:

Duly filled in Annexure - II

ANNEXURE — I

Pre-qualification requirements for award of contract for Housekeeping

1	Name of the Organization/Firm	
2	Name(s) of the Proprietors/Directors	
3	Registered Address	
4	Telephone No	
	Fax No	
5	Whether the firm is registered and license holder under Contract Labour (Regulations and Abolition) Act	
6	Registration No. of the Firm (Copy to be enclosed)	
7	Permanent Account No. of the firm (PAN)	
8	Copy of Income Tax clearance Certificate (ITCC) to be attached	
9	Provident fund number allotted by Regional Provident Fund Office.	
10	ESI Registration No.	
11	Total Staff/workers of the firm	
12	Name(s) of Public Sector/Govt. Organization to whom similar services have been provided by the firm during last five years. (Please attach the job order/service certificate from Govt. Office/Public Sector)	

Signature with date
Name of the Firm
Seal

Annexure – II
FINANCIAL BID DOCUMENT

1. Name of the party :
2. Address :
(with Tel No, Fax No)
3. Name & address of the Proprietor/ :
Partners/ Directors (with Mobile Nos)

Sr No	Name of the Office	Area	Monthly rate per square foot	Total amount