

LIMITED TENDER ENQUIRY

The office of the Deputy Commissioner, Central Excise & Service Tax Division, Chandigarh desires to invite tenders /Quotations from reputed service providers for providing Housekeeping services of approximately 9556.63 Sqrs feet in the premises of "The office of the Deputy Commissioner, Central Excise & Service Tax Division, Chandigarh & its Range offices" at SCO-48-49, 2nd , 3rd and 4th Floor, Sector -17/A, Chandigarh. Job Sepecitfication and scope of work is mention as Annexure -I.
Bidder may quote the rates as per Square feet basis.

Interested parties may download the contents along with terms and conditions enclosed herewith, from the Departmental website: www.cexchd1.gov.in, or www.cbec.gov.in or obtain the same from the Administrative Officer of this Division office between any working day from 3 PM to 5 PM.

Preference will be accorded to those Service Providers who have sufficient experience in providing such services to various Government Departments, Public Sector Undertaking and Government Autonomous Organizations. The period of contract shall initially be for a period of one year extendable each time at the discretion of the Department.

The tenders should be super scribed "**Tender for Housekeeping Services**" and shall be submitted in **two sealed covers i.e., Technical (Annexure-II) and Financial (Annexure-III)**, addressed to The Deputy Commissioner, Central Excise & Service Tax Division, SCO-48-49, 2nd , 3rd and 4th Floor, Sector -17/A, Chandigarh with and EMD of Rs. 10000/- (Rs. Ten thousand only) . The complete sealed tender documents should reach the office by **1700 hrs. on 08.04.2016**. Bids beyond the specific date / time will not be accepted. **The Technical bids will be opened at 11.00 hrs on 11.04.2016 and the financial bids will be opened at 15.30hrs. on 11.04.2016** in the presence of the designated committee. If any of the bidders likes to participate in tender opening process, they may be present at the venue at aforesaid time. The Office reserves the right to reject any prospective application without assigning any reasons. If any information furnished by the agency is found to be incorrect at a later stage, the agency shall be liable to be debarred from providing the services and may also face financial consequences.

Encl: As above.

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DEPUTY COMMISSIONER

TERMS AND CONDITIONS:-

1. Separate Staff should be deployed for housekeeping services.
2. The scope of work should be earmarked for the housekeeping as per **Annexure I** enclosed.
3. The office of the Deputy Commissioner, Central Excise & Service Tax Division, Chandigarh, may at its discretion at any point of time during the validity of the contract require the service provider to dismiss or remove from the site of work, any persons or persons, as employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
4. The Service provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the Office.
5. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote good-will and enhance the image of the Dept. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
6. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative; organizational matters as all are of confidential/secret nature. In case the Department comes to know about any such act done by the Service Provider's Personnel, the Office reserves the right to cancel the contract. The officer reserves the right to cancel the contract and in that case the security deposit will be liable to be forfeited.
7. The service provider's persons shall not claim any benefit/ compensation / absorption; regularization of services with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the individual (whose services are hired from the Service Providers) persons to this effect will be required to be submitted by the service provider to this office.
8. The persons deployed by the service provider shall not have any claim to any 'Master & Servant' relationship against this office.
9. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
10. The work performance should be satisfactory.

11. The Service Provider shall exercise proper supervision of the work turned out by the deployed persons by providing the services of a Supervisor who will be stationed in the premises throughout the day.
12. He will also provide uniforms for the housekeeping staff so as to distinctly identify his personnel in the office at his cost. The service provider's personnel should be in uniform at all times in the office and should possess Identity card during the office hours.
13. The transportation, food, medical and other statutory requirement under the various Acts/Government, Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
14. The service Provider shall comply with the statutory provisions of the Labour Laws like minimum wages, bonus etc and shall pay the personnel deployed, the minimum wages as per the Central Minimum Wages Act. Complying with the legal rules and regulations of the Central/State Govt. governing such housekeeping contracts would be the sole responsibility of the contractor.
15. The service provider shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month. **Evidences for ESI /EPF benefits given to employees should be furnished.**
16. Income tax as applicable shall be deducted at source.
17. The Service provider shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of the Deputy Commissioner of Central Excise & Service Tax Division, Chandigarh.
18. For any damage occurred while carrying out the work, the contractor shall bear responsibility to fulfill it. Violation of the terms and condition of the contract will be viewed seriously and legal action will be initiated against the contractor. In case of any absence of contractor's personnel, he should deploy other persons / manpower to undertake the housekeeping activities and ensure that the required work will be completed.
19. The rate shall be valid for a period from the date of commencement of the contract to the end of next financial year i.e. **31.3.2017**.
20. The Contract will be awarded for a period from the date of commencement of contract to the end of next financial year i.e. **31.3.2017**.
21. The person supplied by the Service provider should not have any Police records/criminal cases against them. The character and antecedents of persons will be verified by the Service provider before their deployments through local Police, collecting proofs of residence, bank account details, previous work experience and recent photograph and a certificate to this effect is required to be submitted. The Service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The service provider shall immediately withdraw such employee who is found unfit for any reason. No claim will be made by the Department.
22. There is no Master and Servant relationship between the Employees of the Service Provider and this Office and further that the said person of the service provider shall not claim any absorption/regularization/compensation/any other benefit in this office or the

Govt. of India. The Service provider will have to submit the undertaking from the personnel deployed in this office to the above effect.

23. Transportation, food medical and other statutory requirements in respect of each personnel of the Service provider shall be the responsibility of the Service Provider.

EMD :

The EMD shall be forfeited:

- a) If the bidder withdraws his bid during the period of bid validity;
- b) The tenderer will be disqualified and EMD forfeited in case of any reference as “defaulter” by any enforcement authorities is received by this office.

SPECIAL TERMS AND CONDITIONS FOR HOUSEKEEPING:-

1. The prime object of housekeeping services is to maintain the entire premises in clean and hygienic condition for the full duration of office hours. The premise is to be maintained from hygiene point of view. Staff should be present from 09.00 am to 05.30 pm on all working days and on holidays as and when required. **Bidders should indicate numbers of persons proposed to be employed by him in respect of above mentioned premise. The minimum manpower requirement going by the internal experience is 06. Rates should only be given as per square foot per month basis only & not as per person basis.**
2. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.
3. Tenders received either by post or courier service or in person after the specified time will not be opened or considered;
4. Tenders sent by post, if delivered by the post after the expiry of the specified time will only be recorded but not opened or considered. Such tenders will be opened when a request is made by the tenderer to return any Demand Draft/ Bank Guarantee/Pay Order enclosed as **EMD/BID SECURITY**. In such cases, the DD/Bank Guarantee/Pay Order will be returned in original. The other documents will be recorded and not returned;
5. The Deputy Commissioner, Central Excise & Service Tax Division, Chandigarh, is not bound to accept the lowest tender and reserves the right to reject any or all the tenders, without assigning any reasons whatsoever;
6. The Deputy Commissioner, Central Excise & Service Tax Division, Chandigarh, reserves the right to negotiate with lowest of the Tenderers for finalization of the same;
7. Tender will be accepted and contract will be finalized only with those of the Tenderer who in the opinion of The Deputy Commissioner, Central Excise & Service Tax Division,

Chandigarh, are having the capacity and resources to execute the assigned in the prescribed time;

8. The successful Tenderer will have to execute an agreement in non-judicial stamp paper of Rs.100/- and cost of stamp paper is to be borne by the contractor and he shall be bound by the terms and conditions in the agreement, which in turn will be the same terms and conditions as mentioned in the tender document;

9. The contractor should certify and affix his signature on each and every page of the tender document and return it along with his acceptance of each of the condition specified on each page of the tender document;

10. Any counter conditions from the contractor other than those specified in the tender document will not be accepted;

TENDER SCHEDULE / QUOTATION:-

1. The tenderer will quote the rate both in figures as well as in words **in the Proforma given at Annexure III**. If there is difference in the rates mentioned in words and figures the rate quoted in the words will prevail. If the rates quoted by any Tenderer are less than the Minimum wages including statutory payment, prescribed by Central Government, such Tenders will be rejected outright. All columns in the Proforma are to be filledup. In case some columns are not applicable, full justification with documentary proof is to be submitted. **Decision of The Deputy Commissioner, Central Excise & Service Tax Division, Chandigarh, in this regard is final & binding;**

2. In case of any variation/revision of taxes after agreement and during the operation of the agreement, The Deputy Commissioner, Central Excise & Service Tax Division, Chandigarh, shall REVISE THE RATE accordingly w. e. f. the date of such revision;

3. After awarding the contract, the contractor has to produce copies of wage sheets, the details of paid receipt to the concerned organizations like EPF/ESI/SERVICE TAX as applicable from time to time.

4. Half yearly returns of ESI in Form No. 6 as may be applicable.

5. Annual returns of EPF in Form No. 6A;

6. The contractor should remit EPF/ESI amount every month as per the rules in force and he has to submit a certificate showing EPF/ESI Account No, Name of the employee, wages paid, employers & employees share and total and it should be supported by the copy of the receipted challans;

REGISTRATION WITH LABOUR COMMISSIONER:-

Successful Tenderer shall register themselves with the Assistant Labour Commissioner (Central) as per Central Labour Act 1972 and Contract Labour Rules 1971

as applicable within 10 DAYS of receipt of letter of acceptance of tender as may be required by laws for the time being in force.

APPLICABLE LAW AND JURISDICTION:-

All matters connected with this contract shall be governed by the state law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of state Courts at Chandigarh.

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DEPUTY COMMISSIONER

ANNEXURE - I

JOB SPECIFICATIONS AND SCOPE OF WORK

BROAD DETAILS OF SCOPE OF WORK:-

1. Cleaning, sweeping moping and wiping of floor, staircase on daily basis including Saturdays except on National Holidays and any other holiday/publish holiday which are mandatory under Labour laws. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM;
2. Continuous moping to be done at the 2nd, 3rd and 4th floor during office hours.
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area;
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster;
5. Cleaning and sweeping of open area including balconies and roof tops with brooms;
6. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by Mali and removal of garbage;
7. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards same will be borne by Central Excise & Service Tax Division, Chandigarh.

A. JOBS TO BE CARRIED OUT DAILY:-

- i) Cleaning of general toilets twice daily (at 8.30 AM & 3.30 PM) with phenol and detergent etc. and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be checked at regular interval every day.
- ii) Daily sweeping and wet moping of corridors staircases and common area with necessary disinfectant materials;
- iii) Cleaning & moping of pantries and electrical rooms once in a day during office hours;
- iv) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol;
- v) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location;
- vi) Dusting and washing of towels, napkins provided from office