

**कार्यालय सहायक आयुक्त, वस्तु और सेवा कर मंडल,
एस सी ओ 47-51, फौजी परिसर, साई रोड, बद्दी-173205**

**NOTICE INVITING e-TENDER FOR OUTSOURCING HOUSE KEEPING SERVICES
FROM THE DATE OF AWARDING OF CONTRACT UPTO 31.03.2019**

Online e-tenders are invited from reputed **Housekeeping Service Providers** engaged in the business of providing housekeeping services, for and on behalf of the Commissioner, CGST Commissionerate, Shimla for "Outsourcing of Housekeeping Services" in the Office of the Assistant Commissioner, CGST Division, Baddi(H.P.) from the date of awarding of contract upto 31.03.2019.

2. Tender document can be downloaded from the website link <http://eprocure.gov.in> & the filled-in tender forms should be applied through online at <http://eprocure.gov.in>.
3. In case of any difficulty, the bidders may seek clarification for any doubt/query regarding the specification from the Administrative Officer, CGST Division, Baddi on any working day between 11:30am and 4.30pm till one day before the last date of submission of Bids. Contact Numbers are: (01795)244450/51; [email:baddidivision@gmail.com](mailto:baddidivision@gmail.com).
4. Critical Dates:-

Tender publishing/Bid Document Download Date	26.03.2018 06:00PM
Bid submission Start date	26.03.2018 06:00PM
Clarification Start date	26.03.2018 06:00PM
Clarification end date	16.04.2018 06:00PM
Bid submission closing date	17.04.2018 10:00AM
Technical Bid opening date	18.04.2018 11:00AM
Financial Bid opening Date	18.04.2018 03:00PM

5. Manual tender application will NOT be entertained and will be liable for outright rejection.
6. It is suggested that the prospective Bidders shall monitor the <http://eprocure.gov.in> website constantly for any changes / updates.
7. In the event of any of the above mentioned dates being subsequently declared as a closed holiday for this office, the tenders will be opened up on the next working day at the scheduled time.
8. The Commissioner CGST Commissionerate, Shimla reserves the right to accept or reject any or all tenders without assigning any reasons.

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**(Nikhil Kumar Singh)
ASST.COMMISSIONER**

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I. MODE OF TENDERING:

Interested bidders may download the tender enquiry documents (TED) and submit their tenders online at Central Public Procurement Portal website: <https://eprocure.gov.in/eprocure/app> and bid online through the portal www.eprocure.gov.in. The bids are invited in a two bid system (Technical and Financial) from reputed firms engaged in the business of providing housekeeping services and are required to be submitted in two parts, namely, (1) Technical Bid and (2) Financial/Price Bid. The Financial/Price bid should be valid for One (01) year from the date of opening of the Tender. Incomplete bid documents shall be rejected.

II. Performance Guarantee:

The Successful bidder has to submit **10% of the Total Contract Value** as performance guarantee deposit in the form of a Bank Guarantee from a Nationalized Bank/ Scheduled Bank **within 10 days from the date of awarding contract**. The performance guarantee shall be returned to the selected bidder without any interest on the completion of contract period. The validity of the Bank Guarantee should be for 13 months from the date of awarding of contract.

III. The tenderer shall sign and stamp each page of this tender document with Digital Signature Certificate(DSC) and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and upload the same along with the qualifying bid 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.

b. The Bidders should enter the firm's name & the rate per sq.ft per month alone in the financial bid (BoQ) of the given format & upload the same. If Financial Bid(BoQ) is uploaded in Technical BID Cover, it will be liable for rejection.

c. The contractor should pay minimum wages at the prevailing rate as fixed by the **Govt. of India / Labour & Employment, Govt. of Himachal Pradesh**. Besides, ESI, PF, ESI, PF & other statutory payments at the current rate should be paid by the contractor to their employees every month as per the existing rules. **Any breach of this condition will be liable for termination of the contract and forfeiture of Performance Guarantee amount.**

- IV. This office reserves the right to postpone/and/or extend the date of receipt /opening of Quotations or to withdraw the same without assigning any reasons thereof.
- V. 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.
- VI. The tender forms shall be rejected if it is not completed in any aspect.
- VII. Not more than one tender shall be submitted by one contractor 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.
- VIII. Late submission of tenders shall not be accepted.
- IX. The technical bids will be opened first and financial bids of technically qualified bidders alone shall be opened thereafter, in the presence of the Tender Committee. The Bidders, if they wish, may attend the Tender opening proceedings with proper authorization from the bidding firm.

LIST OF ANNEXURES

Annexure A : Areas to be covered under housekeeping services

Annexure B : Scope of Work

Annexure C: Eligibility Criteria-Conditions to be satisfied in the qualifying BID.

Annexure D : General terms and conditions

Annexure E : Qualifying/Technical Bid Document

Annexure F: Wage break-up-to be furnished by the successful bidder upon awarding of contract.

Annexure G: Checklist

Annexure H:- Undertaking by the Bidder

Annexure I:- Financial Bid format

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Annexure – A**AREAS TO BE COVERED UNDER HOUSEKEEPING SERVICES**

S.No.	Place	Area in Sq. Feet (Sq. ft) pertaining to Baddi Division and Range offices
1	Central GST Division, 1 st Floor, Fauji Complex, Sai Road, Baddi	5597 Sq. Ft. (Approx.)
2	Central GST Range-I,II,III & IV Ground Floor, Fauji Complex, Sai Road Baddi	3985 Sq. Ft. (Approx.)

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ANNEXURE – B

SCOPE OF WORK

i. DAILY REQUIREMENTS:

- a) Sweeping and wet mopping of the entire area including the lobby corridor and staircase daily.
- b) Furniture like tables, chairs, visitor's chairs, sofas, almirahs, etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine and fans etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particleboard, glass and aluminum channels in the entire office should be cleaned daily.
- c) Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, 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 of the systems room, record 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.
- h) Shifting of furniture and other equipments and files whenever required.
- i) Attending to works in the office like changing of tube lights, bulbs and such other minor works whenever required and cleaning / dusting the same.
- 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 office gadgets are not tampered with during the cleaning operation.
- l) Conference Rooms and Auditoriums shall be cleaned before and after every meeting.
- m) Cleaning of outside open area.
- n) Any other misc.work of unskilled nature, as & when assigned by the caretaker.

ii. WEEKLY SERVICES (Saturdays)

- a. Removal of cobwebs in the corridors and lavatories.
- b. Removal of dust accumulated on the walls, windows panes and ventilators and exhaust fans in the toilets.
- c. Thorough washing, rubbing and cleaning of corridors using Scrubber machine.
- d. Dusting of All name boards, wall panels paintings etc., should be carried out at regular intervals.

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ANNEXURE – C

ELIGIBILITY CRITERIA - CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

- i. Bidder should have minimum 2 years of experience in providing housekeeping services to various Central/State Govt. Organizations/Public Sector Undertakings/ Educational Institutions.
- ii. The bidder must have ESI, EPF & GST Registration.
- iii. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act.
- iv. The Annual Turnover statement for the last 2 years should be enclosed along with the qualifying bid certified by a Chartered Accountant.
- v. Income Tax returns for the past 2 assessment year, viz.,2017-18 & 2016-17 (copy should be uploaded)
- vi. The bidder should quote the number of persons proposed to be deployed for the Housekeeping work in the Technical Bid.
- vii. Whether the firm is registered under Contract Labour(Regulation & Abolition) Act. Registration no. Of the firm with supporting document to be uploaded.

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ANNEXURE - D

GENERAL TERMS AND CONDITIONS:

1. The persons employed should work on all days except Sundays and National holidays.
2. The working hours will be from 09.00 a.m. to 05.00 p.m. daily.
3. A skeleton staff would be required beyond that on all working days to cater for emergency services.
4. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered and should not have been convicted for any offence. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language.
5. If a particular person is absent on any day another person should be deployed in his/her place.
6. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.30 a.m. daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
7. The personnel will report to the Officer-in-charge assigned by the Department daily.
8. The contractor should pay minimum wages at the prevailing rate as fixed by the Govt. of India / Labour & employment Department, Govt. of Himanchal Pradesh. Any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI, PF & other statutory payments at the current rate should be paid by the contractor to their employees every month as per the existing rules.
10. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
11. The contractor should ensure that there is no scope for any grievance from their employees 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 this Department.
12. Mode of payment will be monthly and payments to the Housekeeping Contractor will be through e-payment. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.
13. 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.
14. 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, and forfeiture of Performance Guarantee.

15. The contract will be in force from the date of awarding of contract upto 31.03.2019. However, this office reserves the right to offer a shorter duration contract.

16. All the required Housekeeping consumables will be supplied by the Department.

17. Under no circumstances, the rates for the above services can be hiked during the tenure of the contract and no request would be entertained for that purpose.

18. If the contract is terminated before completion of a month the amount payable to service provider will be calculated on pro-rata basis.

19. Deployment of child labour by the service provider is strictly prohibited.

20. It is categorically clarified that engagement of service provider does not in any way confer any right on the persons deployed by him to claim any regular employment in this office or in any other government office. This work is purely on contract basis.

21. Service provider shall be fully responsible for theft, burglary, fire or any misbehavior deeds by his staff.

22. Any mis-declaration with respect to any of conditions of tender, if any, is noticed subsequently, would render the contract null & void and forfeiture of Performance Guarantee.

23. The contractor/service provider shall in no case lease/transfer/sublet/appoint caretaker for services.

24. The Service Provider should ensure that sufficient number of persons is deployed for carrying out the housekeeping work. In the event of contract personnel being on leave/absent, the contractor shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the contractor shall make provision for 'leave reserve'. In case of non-carrying of duties, a penalty double than per day charge on *pro-rata* basis from the monthly bill of the service provider will be deducted.

25. **The minimum personnel required to upkeep the entire area may be around 4 or more. The Bidders may see the area for housekeeping work physically before submitting their Tender Document, if they wish.**

26. **The Increase in wages on account of increase in Dearness Allowance to be announced by the Government of India, on April & October of every year should be foreseen and taken into account by the bidders while quoting the bid amount and must be adhered to strictly. No excess amount will be paid over and above the bid amount.**

27. The Bidder, within 10 days after awarding of contract, should give a declaration to the effect that the antecedents of the proposed housekeeping personnel are verified and that no criminal cases are pending against them.

28. The Firm must produce their monthly bill for the services rendered alongwith the Statement of Wages credited into the Bank Account of the Housekeeping Personnel and the proof for remittance of the statutory deductions like ESI, EPF etc alongwith the Firm's contribution to the respective (ESI / EPF / Bonus & other statutory payments) Accounts of the deployed personnel.

29. In case, any deviation of payment of wages & other benefits to the contract employees with that of the committed wage structure/benefits as notified by the Government of India from time to time, the contract will be terminated and also the

performance guarantee amount will be forfeited under intimation to the Labour Ministry.

30. The Firm should ensure that the salary for the housekeeping staff is credited in the respective bank accounts of the employees within first 5 working days of every month.

31. **The Firms submitting conditional offers are liable for outright rejection.**

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ANNEXURE - E**NOTICE INVITING e-TENDER FOR OUTSOURCING HOUSE KEEPING SERVICES FROM 01.04.2018 OR THE DATE OF AWARDING OF CONTRACT UPTO 31.03.2019****QUALIFYING/TECHNICAL BID DOCUMENT:-**

1	Name of the registered firm/company	
2	Address (With Tel No., Fax No.)	
3	Name & Address of the proprietor/ Partners/Directors (With Mobile No.)	
4	Contact person(s) (mobile number)	
5	No. of years of experience in providing Housekeeping Services & Self Declaration	
6	Audited Annual Turnover Statement (Last 2 years) Certified by Chartered Accountant(upload copies)	
7	Permanent Account Number (PAN)	
8	Details of GST, ESI & EPF Registration along with proof	
9	No. Of Persons proposed to be deployed	
10	Registration no. of the firm under Contract Labour(Regulation & Abolition) Act. with supporting document.	

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 will be blacklisted; performance guarantee will be forfeited and will not qualify to have any dealing with the Department in future.

(Signature of Authorized signatory with Name & date)

ANNEXURE-F**ANNEXURE -TO BE FURNISHED BY THE SUCCESSFUL BIDDER-
Monthly Wage Breakup(Per person)**

<u>Sl No.</u>	<u>Description</u>	<u>Percentage (if any)</u>	<u>Amount (Rs)/ Number/Sq. Ft.</u>
1.	Basic Pay + DA per Person per Day		
2.	EPF – Employers’ Contribution per Person per Day		
3.	ESI - Employers’ Contribution per Person per Day		
4.	Employers’ Contribution per Person per Day		
5.	Other Statutory salary components (If any) per person per day		
6	Gross Wages per Person per Day (Sl No.1+Sl No. 2+Sl no.3+Sl No.4+Sl No.5)		
7	Wages per month per person		
8	Service Charges (profit margin) by the contractor per person per Month		
9	Total Charges – per person per month		

Monthly Rate/ per Sq. Ft. (in words): (Rupees _____)

“Certified that the above quoted rate complies with Minimum Wages as prescribed by the Govt. of India/Labour & Employment Department, Govt. of Himachal Pradesh and All the statutory provisions and rules as per Govt. of India etc. The above mentioned rates harmonizes with the rates quoted in the BoQ in the financial BID”. 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 will be blacklisted; performance guarantee will be forfeited and will not qualify to have any dealing with the Department in future.

(Signature of successful bidder/Authorized Signatory) With Name and Date and Office Seal

Note:

Upon awarding of contract, the successful bidder should furnish this annexure within a week from the date of awarding of contract.

ANNEXURE- G**Checklist for Technical Bid to be uploaded.**

Document	Uploaded(tick whichever is applicable) (For Bidders Use)	Verification (For Office Use only)
Name of the registered firm/company	Yes/No	
Address (With Tel No., Fax No.)	Yes/No	
Name & Address of the proprietor/ Partners/Directors (With Mobile No.)	Yes/No	
Contact person(s) (mobile number)	Yes/No	
No. of years of experience in providing Housekeeping Services & Self Declaration	Yes/No	
Audited Annual Turnover Statement (Last 2 years) Certified by Chartered Accountant	Yes/No	
Permanent Account Number (PAN)	Yes/No	
Details of GST, ESI & EPF Registration along with proof	Yes/No	
No. Of Persons proposed to be deployed	Yes/No	

Date:

Name & Signature of Bidder (With seal)

(For Office Use Only)

Qualified for Financial Bid

Yes/No

Signature of Evaluation Committee

1.

2.

3.

4.

ANNEXURE-H

NOTICE INVITING e-TENDER FOR OUTSOURCING HOUSE KEEPING SERVICES FROM THE DATE OF AWARDING OF CONTRACT UPTO 31.03.2019

UNDERTAKING BY THE BIDDER

I/We undertake that our/my firm M/s.....
.....has not been blacklisted by any Govt./Dept
/Public Sector Undertaking/Autonomous Body.

2. I Son / Daughter / Wife of
Shri..... Proprietor /Partner / Director
/authorized signatory of M/s.....
is competent to sign this declaration and execute this tender document:

3. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:

4. The information/documents furnished along with 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 undertake to pay the minimum wages to the employees as per the Notifications of Govt. of India's / Labour & Employment Department, Govt. of Himachal Pradesh, issued from time to time alongwith other statutory payments like EPF/ESI/Bonus, etc.

6. I/we undertake to produce the receipts like GST paid, ESI, EPF remitted into the employees account, etc on monthly/bi-monthly basis.

7. I/we understand that in case any deviation is found in the above statements at any stage, the contract will be terminated by the Dept, my concern/firm/co. shall be blacklisted, the performance guarantee will be forfeited and shall not be entitled to have any dealing with the Department in future.

Date: _____
Place: _____
Signature of the authorized Signatory of the
firm/ Company/Organization Office Stamp
/Seal

ANNEXURE-I

PRICE/ FINANCIAL BID DOCUMENT

(a) Schedule of price bid in the form of BOQ_Housekeeping.xls

PRICE BID UNDERTAKING**Schedule of price bid in the form of BOQ_Housekeeping.xls**

The below mentioned Financial Proposal/Commercial bid format is provided as BoQ_Housekeeping.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ_Housekeeping.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and tenderer is liable to be banned:

S.No.	Place	Area in Sq. Feet (Sq. ft) pertaining to Baddi Division and Range offices	Price per sqft per month inclusive of all taxes	Total amount in Figure inclusive of all taxes	Total Amount in word
1	Central GST Division, 1 st Floor, Fauji Complex, Sai Road, Baddi	5597 Sq. Ft. (Approx.)			
2	Central GST Range-III,III & IV Ground Floor, Fauji Complex, Sai Road Baddi	3985.26 Sq. Ft. (Approx.)			
Total in figure					
Total In Words					

1. The rates shall be quoted in Indian Rupee only.
2. The rates will be inclusive of all taxes, fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.
3. In case of any discrepancy difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
4. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

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(Nikhil Kumar Singh)
ASST.COMMISSIONER