

	<p>केंद्रीय शुल्क के प्रधान आयुक्त का कार्यालय OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL TAX हैदराबाद जीएसटी आयुक्तालय HYDERABAD GST COMMISSIONERATE जीएसटी भवन, एल बी स्टेडियम रोड, बशीर बाग, हैदराबाद-500 004 GST BHAVAN, L B STADIUM ROAD, BASHEERBAGH, HYDERABAD-500 004 Phone No.040-23241117 / 23240725 Fax No. 040-23299204 e-mail:cgst.hydcmmr@gov.in</p>	 <p>IS 15700 : 2005 Certified Commissionerate</p>
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C.No.I/22/54/2019-Admn.

Date: .12.2021

Additional Terms and Conditions:

1. The criteria and capability for qualifying the technical bid in addition to the terms and conditions mentioned in the bid document are as under:
 - i) The bidder should possess a Permanent Account Number (PAN) of the firm.
 - ii) The bidder should possess Employees Provident Fund Number allotted by Regional Provident Fund Office of the Firm.
 - iii) The bidder should possess ESI Registration Number of the firm.
 - iv) The bidder should possess GST Registration Number in Telangana and should also have the Head office/Branch office of the firm in Hyderabad.
 - v) The bidder should possess Local Government Labour License and also its validity period.
 - vi) Last Three (03) years income Tax returns of the firm.
 - vii) The bidder should have experience in housekeeping personnel to various PSUs/Government Organisations for last three (03) years.
 - viii) Any pendency in payment by Service Provider for EPF & ESI would lead to disqualification. Certificate of payment of ESI & EPF for the last month of financial year shall be submitted to this office.
 - ix) All these documents should be in the name of PAN holder.
 - x) All these documents should be uploaded in GeM portal.
2. The details of the office premises along with the location and the area are as follows:

S.No	OFFICE AREA	AREA (Approx)
1	Office of the Principal Commissioner, Central Tax, Hyderabad Commissionerate, occupying Ground floor, 1 st , 2 nd , 3 rd floors & part of 4 th floor and Terrace. It includes corridors, stair cases and Wash rooms at Ground floor, 1 st , 2 nd , 3 rd floors and the open area around the building. Total Area of 67,635 sq ft	43,393 Sq.ft Closed area. + 24,242 Sq.ft Open area.

3. **The bidders need to quote their rates only as per Sq. ft. per month basis for the area mentioned as above and in no case, the wages proposed per person per month should be less than Standard Minimum Wages as fixed by the Labour department from time to time (inclusive of all statutory levies and Taxes). As the area to be covered by the Housekeeping Agency for the purpose of Cleaning etc is considerably more having surrounding areas of the Building, parking areas, terrace etc. preferably a minimum staff of 20 members to be provided for the said work.**

4. The bidder should ensure that total number of persons to be engaged should be in tune with the bid notified.
5. The bidder may be informed to this office about the number of persons likely to be deployed in the said location for housekeeping services so that there is no exploitation of work from the deployed staff.
6. Tax Deducted at Source (TDS) shall be deducted as per the provisions of Income Tax Law and GST Law, as amended from time to time and a certificate to this effect shall be provided to the Agency by the department.
7. Bidder should not indulge in employing child labour or any other malpractice in relation to labour laws or any other laws applicable to the services provided by the bidder.
8. Bidder/s shall be duly registered with ESIC, Provident Fund, Income Tax, GST, Labour and other relevant statutory authorities in connection with their service activities. All existing statutory requirements of both the State as well as the Central Govt., shall be adhered to by the Service Provider and all the records maintained thereof shall be available for scrutiny by this office whenever required. Any failure to comply with any of the above regulations or any deficiency in service will render the contract liable for immediate termination without any prior notice. Service Providers not registered under the ESIC and Provident Funds Act, Labour and other relevant statutory enactments concerning with their own personnel need not apply.
9. The bidder/s should have complied with various statutory provisions of GST, EPFO, ESIC and other applicable Acts in previous three years.
10. Bidders should be paying minimum wages and allowances to their personnel as prescribed by the respective Central and State Government authorities as per the latest rates and when amended from time to time.
11. Bidder shall quote their rates for the service to be provided. These should include all amounts payable towards latest Central Government Basic wages @ Rs.523/-, VDA @ Rs.131/- as per Order No.1/26(5)/2019-LS-II dated 28.10.2021, EPF @ 13%, ESI @ 3.25%, Bonus on wages @ 8.33%, any other statutory/miscellaneous allowances, employer's contribution etc. including GST of 18%. If required, this office may request the bidder to submit the breakup of the rates quoted for providing housekeeping service before finalizing the bid process.
12. In case of any default by the Service Provider in any of the terms and conditions (whether General or special), the Hyderabad GST Commissionerate may, without prejudice to any other right/remedy, which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving One month's notice in writing to the Service Provider.
13. 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 may arrange necessary insurance cover for persons deployed by him even for short duration. The Hyderabad GST Commissionerate shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this office, the same shall be reimbursed/indemnified by the Service Provider.
14. The Service Provider or his personnel deployed are barred from forming association and indulging in any Union activities within the office premises. Such activities on this count would render the contract liable to termination without any notice.

15. The Service Provider shall be solely responsible for any/all disputes between him and the personnel deployed by him. The Department will not entertain any such dispute and there should be no claim or liability against Hyderabad GST Commissionerate, Hyderabad or any of its officers on this account. The Service Provider will keep the Hyderabad GST Commissionerate, Hyderabad indemnified against all actions.
16. The Service Provider should specifically note that the engagement of the service provider under this contract does not in any way confer any right on the Service provider or the persons that may be deployed by him in this office, for claiming any regular employment in this office or any other Government office. The Service provider should also obtain a written undertaking from the persons deployed by him to work in this office that they are fully aware that their deployment to work in this office does not confer any right on them for claiming any regular employment in this office or any other Government Office. Attested copy of such undertaking has to be submitted to the Department at the time of signing of Contract.
17. The housekeeping services shall be provided generally from Monday to Saturday in a week. A weekly off may be ensured by the Service Provider to the housekeeping staff upon mutually agreeable basis with the department.
18. The cleaning material will be provided by the Department in such quantity and of such quality as determined by proper officer of the Department.
19. This office reserves the right to call for the services of the housekeeping, if required, even on Sundays/Holidays whenever required. The service provider should maintain a chart of cleaning carried out with date and time and a signature of the officer in-charge of the department should be obtained against each task.
20. Frisking of the hand baggage of the housekeeping staff deployed should be done by the supervisor of the service provider daily at the time of in and out of the housekeeping staff.
21. The service provider should not change the housekeeping staff deployed without the prior approval of the proper officer of the department. Any change if required should be informed to the department well in advance and necessary changes should only be effected after approval of the department.
22. The service provider should ensure completion of the cleaning activities well before the start of office hours itself and should not cause any hindrance to the department in their day to day work.
23. The housekeeping staff should maintain utmost discipline. Consumption of pan / gutka / smoking in office / arguing with the staff of the department / non-obeyance of orders will be viewed seriously and may lead to termination of the contract.
24. The service provider should instruct his housekeeping staff not to sit in the officers chambers / use the land line phones / computers etc., any non-compliance would attract penalty.
25. Service Provider shall be solely responsible for prompt payment of wages / salaries / compensations with other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissionerate shall have no liability whatsoever in this regard and the Service Provider shall indemnify this Commissionerate against any / all claims which may arise under the provisions of various Acts, Govt. Orders etc.

26. Period of the contract shall be for a period of one year from the date of awarding of this contract and as per the requirement of this office as decided by the appropriate authority. The Contract may be renewed/ extended for such further period, as may be decided by the Principal Commissioner / Commissioner or terminated and / or fresh tenders invited. Decisions of the Department will be final here.
27. Any statutory levy / taxes / fees / charges / penalties / fines etc., in respect of the services being provided found leviable / payable at any time shall be borne by the Service Provider only even if not already included in the contract.
28. Service Provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by his personnel / equipment.
29. It is clarified in no ambiguous terms that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in the official premises for claiming any regular or part time employment in this office or any other Government Office. Any demand/litigation on this account would render the contract liable for termination.
30. The Service Provider will provide his staff with the necessary uniform (for Gents- Shirt – Sky blue / trouser – navy blue; for Ladies- Salwaar Kameez / Saree in similar combination and Shoes). The cost will be borne by the service provider. Service Provider is required to verify the antecedents of persons employed including past police records, before deploying the persons in this office to execute contracted services. Police verification for deployed staff shall be ensured by the service provider.
31. The Service Provider will, prior to the commencement of the operation of contract, make available details of all housekeeping personnel viz. Photographs, Aadhar card, full address and telephone number of should be provided to the Competent authority of this department for records. Such particulars, should, inter-alia, include age, date of birth, photograph, local and permanent address, qualification etc of the employees so deployed. Any change or addition in this regard should be notified to the Deputy /Assistant Commissioner (Admn) of Hyderabad GST Commissionerate, Hyderabad.
32. Service Provider shall in no case lease / transfer / sublet or appoint another caretaker for services.
33. No other person except Service Provider's authorized representative shall be allowed to enter the premises of the Commissionerate. Supervisor shall be designated to supervise the work of housekeeping staff.
34. The Service Provider should ensure punctuality of the personnel deployed for executing the housekeeping services. The deployed personnel should be instructed not to gossip with the staff of the department or speak on mobiles during working hours. The housekeeping staff should not read or handle any files or correspondence of the department. Their role during the contract should be restricted only to movement of files.
35. The Commissionerate reserves the right to postpone and / or extend the date of receipt /opening of Rates / Quotation or to withdraw / cancel the same, or to change all or any terms and conditions without assigning any reason thereof.
36. The Service Providers must comply with the specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained.
37. No other allowances of any kind including transport / food / clothing / washing / overtime etc whatsoever will be paid by this office.

38. Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 1 (one) months' notice in writing without assigning any reason and if the Service Provider intends to terminate the contract with this Dept., has to give the termination notice three months in advance with proper reasons in writing.
39. The Service Provider will be responsible for the good conduct and high degree of discipline of all his workers deployed, and will be liable legally for any harm or loss happening to any person whomsoever, in whatever form, from misconduct or any act of negligence, Omission or commission, whether intentional or otherwise, of the Service Provider or any of the worker deployed by the Service Provider in the course of providing any services stated in this contract and the Service Provider shall bear full responsibility and cost of the same.
40. Any complaint from the users / staff off the user department with respect to the behaviour / uniform will be viewed seriously and it will be brought to the notice of the service provider, who shall take suitable action and report compliance to the user department within 24 hours from the date of such complaint.
41. The department will not be a party to any dispute between Service Provider and workers engaged by the Service Provider. The issues/disputes relating to the Service Provider and their workers have to be redressed by the Service Provider himself. The department will not be responsible for any dispute relating to their welfare, health and other facilities including their deployment and retrenchment etc., or any other direct/indirect issues either with any Government department or otherwise.
42. The service provider is required to pay salaries / wages of contracted staff deployed at the consignee location i.e on their own and then claim payment from the buyer along with the statutory document like PF, ESIC, Bonus etc. on monthly basis. The bank statement of payment done to staff should be enclosed in the monthly bill.

SCOPE OF WORK:

OFFICE AREA:

- a) Cleaning, sweeping and wet mopping of the entire area including the lobby, toilets/washrooms and lift shafts etc. on every working day.
- b) Collection of all sweepings, garbage and waste material and their effective disposal.
- c) Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like Phenyl, Harpic, Vim and Surf etc. thrice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls. Shifting of furniture, files and other office equipment, whenever required.
- d) Dusting and cleaning of all furniture like tables, chairs, racks, Almirahs, computer table/ chair/sofa sets and electronic gadgets like computers, telephone, fax machines, photo copier machines, fans etc.
- e) Cleanings of pantry area, wiping and cleaning of wooden Formica and glass surfaces, window sills and frames and plant pots and removal of stagnant water.
- f) Miscellaneous Services including serving of drinking water / refreshment, etc., during Conference / Meetings / Seminars and during visit of Assessee in Headquarters office, running of Xerox machines, fax machine and making of course material etc and including those which may be required by this office by deploying dedicated personnel.

- g) Internal and external cleaning of window panels, doors and fans/electrical fittings.
- h) Cleaning of venetian blinds, ceilings, walls, AC duct, grills and beams.
- i) Cleaning of entire floor space, glasses and pantry with detergents.
- j) Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
- k) Watering of plants and garden in and around the building and cleaning on garden area on daily basis.
- l) Cleaning of terrace and solar power plant on monthly basis.
- m) General maintenance and up keep of the entire office premises.
- n) The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office, other rooms, toilets etc neat and tidy. Any breach of these conditions will result in the immediate termination of the contract.
- o) Any other miscellaneous work related to the above.

COMMON AREA:

- a) Sweeping the corridors and stair cases daily.
- b) Removing of Garbage daily.

JOBS TO BE CARRIED OUT WEEKLY:

- a) Cleaning of window panels with mild detergent such as Colin and any other cleaning operation assigned / required.
- b) Vacuum cleaning in the Computer section, all computers in the office and the sofa-sets, twice a week.
- c) Sweeping and cleaning parking areas and disposal of the wastes.

OTHER CONDITIONS

- a) Sweeping, cleaning, dusting, multi-tasking etc. shall be completed before 9.00 AM every day.
- b) The working hours will be from 08.00 to 17.45 hrs daily including lunch break of half an hour generally from Monday to Saturday and a weekly off may be ensured by the service provider upon mutually agreeable basis with the department.
- c) If the personnel are required on Sunday/Gazetted holiday, no extra charge will be paid to the contractor.
- d) Manpower required for execution of the entire work, including transport, shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his/her place.

CLEANING MATERIALS:

The cleaning material will be provided by the Department in such quantity and of such quality as determined by proper officer of the Department.

OTHER INSTRUCTIONS :

1. No.of Housekeeping persons proposed to be engaged has to be entered in Annexure 1 and the signed copy has to be uploaded in Gem portal along with other documents.
2. The Technical Bid of the firms will be rejected if they fail to upload the documents/Annexures as mentioned in the GeM Tender Document and the Additional Terms & Conditions document.

Sd/-
(A DEEPTHI VIKRAM REDDY)
JOINT COMMISSIONER(P&V)

ANNEXURE-I

(To be given on Company Letter Head)

1] No. of Housekeeping persons proposed to be engaged :-

[Signature of Authorized Person with stamp]

Note : (To be uploaded in GeM portal along with other documents)