



केन्द्रीय कर एवं केन्द्रीय उत्पाद कर आयुक्त का कार्यालय
 OFFICE OF THE COMMISSIONER OF CENTRAL TAX AND CENTRAL EXCISE
 सिकंदराबाद आयुक्तालय: SECUNDERABAD COMMISSIONERATE
 जी एस्स टी भवन हैदराबाद : बशीरबाग :- 500 004
 G S T Bhavan : Basheerbagh: Hyderabad-500 004

C. No. I/22/Oth/23/2020-Admn

Date: 06.10.2021

**E-TENDER NOTICE FOR OUTSOURCING OF HOUSE KEEPING SERVICES FOR
 SECUNDERABAD GST COMMISSIONERATE, HYDERABAD**

Online e tenders are invited by the Commissioner of Central Tax and Customs, Secunderabad GST Commissionerate from registered and experienced firms/companies engaged in business of Housekeeping Services to provide house-keeping services at the following office premises.

Sl.No	Hqrs/Division/Ranges	Address	AREA (Approx)
1	Office of the Commissioner of Central Tax and Customs,	4 th , 5 th . Part of 7 th floor and Control Room Secunderabad GST Commissionerate. GST Bhavan Basheerbagh, Hyderabad-500004	21052 Sft.
2	Office of the Deputy/Asst. Commissioner, Central Tax and Central Excise, Division/Ranges of Secunderabad GST Commissionerate	All divisions of Secunderabad GST Commissionerate	12984 Sft.
3	Office of the Deputy/Asst. Commissioner, Central Tax and Central Excise, Warangal Division Secunderabad GST Commissionerate	H.No. 2-7-391, Sri Sai Niwas, New Venkateshwara Temple, Central Excise Colony, Hanamkonda-506001	12496Sft

Total : 46532 sft

2. The complete tender document containing general terms & conditions, pre-qualification requirements etc. are available on <http://eprocure.gov.in/procure/app> & www.cbec.gov.in and can be downloaded free of cost.

3. The interested Service Providers are requested to quote their rates and submit their tender documents online in the prescribed format, duly signed and stamped as per the below mentioned deadline. There should be attachments for Technical Bid, Financial Bid in BOQ Format and Tender Acceptance Letter. The tender shall be submitted online in two parts, viz., Technical Bid & Price/financial Bid. All the pages of bid being submitted must be signed and sequentially numbered

by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

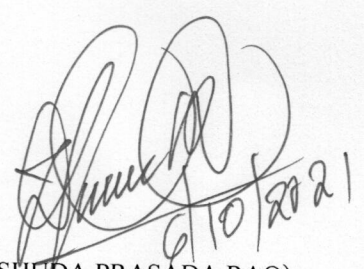
Bid submission last date	:	26.10.2021 at 14.00 hrs
Language of Bid Submission	:	English
Currency	:	Indian Rupees (INR)
Name and Address for Communication and seeking clarification	:	Shri B Narsimha Rao, Superintendent (Admn), Secunderabad GST Commissionerate, Room No. 507, Mob.9492028869/9550227325
Technical Bids will be opened on	:	27.10.2021 at 11.00 hrs
Financial Bids opening	:	Financial bids of those bidders who qualify on evaluation of technical bids would be opened online subsequently.
Period of Hiring	:	ONE YEAR

Interested service providers are advised to visit CPPP website regularly till closing date of submission of tender for any corrigendum/ addendum/ amendment.

4. The incomplete tenders shall be summarily rejected. The Commissioner, Secunderabad GST Commissionerate, Hyderabad reserves the right to accept or reject any or all tenders without assigning any reasons.

5. The instructions useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Encl.:	
Annexure-I	Affidavit
Annexure -II	Tender Acceptance Letter
Annexure- III	Proforma for Technical Bid
Annexure - IV	Financial Bid Undertaking Document
Annexure- V	Performance Security Guarantee Bond Form
Annexure-VI	Instructions for online Bid Submission


(V. VASHUDA PRASADA RAO)
ADDITIONAL COMMISSIONER(P&V)

Copy for information to:

1. The Additional Commissioner, Office of the Chief Commissioner of Central Tax and Customs, Hyderabad Zone, Hyderabad
2. Notice Board of Secunderabad GST Commissionerate.
3. The Superintendent (System) Central Tax and Customs, Secunderabad GST Commissionerate- for publishing in the official website and CBEC website.

1. 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 toilet's walls.
- d) Shifting of furniture, files and other office equipment, whenever required.
- e) Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer table/ chair and electronic gadgets like computer, telephone, fax machines and photocopier machines, sofa-sets, fans etc.
- f) 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.
- g) Internal and external cleaning of doors & cleaning of all frequently touched surfaces like door knobs, lift buttons, staircase railings, chair handles twice at each section with disinfectants.
- 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) General maintenance and up keep of the entire office premises.
- l) The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office premises, other rooms, utensils, toilets etc neat and tidy. Any breach of these conditions will result in the immediate termination of the contract.

2. JOBS TO BE CARRIED OUT WEEKLY.

- a) Cleaning of window panes with mild detergent such as Collin Spray and any other cleaning operation assigned / required.
- b) Vacuum cleaning in the sections, all computers in the office and the sofa-sets, twice a week.

4. CLEANING MATERIALS:

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

5. TERMS AND CONDITIONS

- a. Bidder/s should have experience in housekeeping for at least past three years. Bidder/s providing similar service to other Government Departments will be given preference. Testimonials of good service and good behaviour of labour employed with past and current clients would also be preferred.
- b. Bidder/s shall be duly registered with ESIC, Provident Fund, GST and other relevant statutory authorities dealing with employment of labour. All existing statutory requirements of both the State as well as the Central Govt., shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office. 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. Contractor not registered under the ESIC and Provident Funds Act and other relevant statutory enactments dealing with employment of labour need not apply.
- c. The bidder/s should have complied with various statutory provisions of Service Tax, EPFO, ESIC and other applicable Acts in previous three years.
- d. Bidders should be paying minimum wages and allowances to his employees as prescribed by the respective Central and State Government authorities as and when amended from time to time.
- e. Employing local persons will be given preference. Bidders are allowed to visit the premises to take state of the job or it may deploy sufficient no of persons to carry out the job.
- f. The person employed will be required to work on all days except Sunday and Holidays declared by the Government of India/Local State Authority. All persons employed are expected to be committed, courteous and to follow instructions given to them by this office.
- g. Contractor or its persons employed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.
- h. The duty hours of housekeeping staff would be decided by the Office of the Commissioner of Central Tax and Central Excise, Secunderabad GST Commissionerate. This office reserves the right to call for the services of the housekeeping staff, if required, even on Sundays/Holidays also.
- i. Bidder should state the lump sum amount to be charged on monthly basis, as well as rate per Sq. Ft. per month in financial bid and also state the number of labours to be employed in the technical bid.
- j. Bidder should comply with statutory requirements pertaining to child labour.
- k. Contractor shall be solely responsible for payment of wages/salaries 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 Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
- l. Period of the contract will be for one year from the date of award of contract and as per the requirement of this office as decided by the appropriate authority extendable by one more year at the same rates, terms & conditions subject to the performance of the service provider.

- n) Any statutory levy in respect of the services being provided found leviable at any time shall be borne by the contractor only even if not already included in the contract.
- o) Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- p) 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 Govt. Office. Any litigation on this account would render the contract liable for termination.
- q) The Contractor will provide his staff with the necessary uniform (for Gents- Shirt – Sky blue / trouser navy blue; for Ladies- Salwar Kameez/Saree in similar combination and Shoes). The cost will be borne by the service provider. Contractor is required to verify the antecedents of persons employed including past police records, before deploying the persons in this office.
- r) Photographs, full address and telephone number of all housekeeping personnel should be provided to the competent authority of this department for records.
- s) Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for all persons deployed by him for short duration. The Commissionerate shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Commissionerate, the same shall be indemnified by the Contractor on his cost.
- t) Contractor shall in no case lease/transfer/sublet or appoint care taker for services.
- u) No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate.
- v) The Central Tax and Customs, Secunderabad GST Commissionerate (hereinafter referred to as the Commissionerate) reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
- w) The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.
- x). In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.
- y) Rates/Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address.
- z) 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 contractor in the Rates/Quotations and accepted by the Commissionerate.
- aa) No other allowances of any kind including transport/food/clothing /washing/overtime etc will be paid by this office.
- bb) 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 the Contractor intends to terminate the contract with this Dept., has to give the termination notice within three months prior notice with proper reasons in writing.
- cc) The contractor will be responsible for the good conduct and high degree of discipline of all workers deployed and will be liable legally for any harm or loss arising to any person

whomsoever, in whatever form, from misconduct or any act of negligence. Omission or commission whether intentional or otherwise, of the contractor or any of the worker deployed by the contractor in the course of providing any services stated in this contract and will bear full responsibility and cost of the such behaviour.

- dd) After the award of contract, the contractor shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.
- ee) The department will not be a party to any dispute between Contractor and workers engaged by the Contractor. The issues/disputes relating to the contractor and their workers have to be redressed by the Contractor 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 issues either with any Government department or otherwise.

6. TERMS OF PAYMENT

- i) The tenderers will quote their rate only on per square foot per month basis and not based on the number of persons to be deployed or per person basis. The deduction towards EPF, ESI & bonus etc. should be inclusive in the rates quoted as per square feet per month and the same would not be payable over and above the rate thus quoted. **In no case the wages proposed per person per month should be less than the standard minimum wages envisaged by the labour Dept. (incl. of all statutory levies & taxes).**
- ii) The contractor will submit the monthly bill for reimbursement in duplicate which shall be got certified by the officer-in charge as per his satisfaction regarding the provision of services. **The contractor shall make regular and full payment of labour wages which should not be less than that fixed under minimum wages.**
- iii) The Contractor is responsible for payment of salaries and other statutory payment to the workers on monthly basis as applicable to them under law. The contractor should ensure that the same are paid on time **by 10th** of every month without waiting for the payment of the bill by the Department.
- iv) **After awarding a contract, the contractor should furnish performance security deposit amount equal to one month's payment in favour of the Commissioner, Central Tax & Customs, Secunderabad GST Commissionerate in the form of Fixed Deposit Receipt or Bank Guarantee from a Commercial Bank. The Performance Guarantee will be returned to the selected bidder without any interest after 1(one) month from the completion of contract period.**

7. PENALTY CLAUSE:

This office reserves the right to deduct the amount as determined by this office on reasoned and proportion basis, in case if any irregularity in provision of services or of any non-compliance of directions of this office effects the provision of services.

8. MODE OF SUBMISSION OF BIDS:

1. Pre-qualification criteria:

The agency shall satisfy the following conditions to participate in the tender process. **(Documentary proof shall be enclosed)**

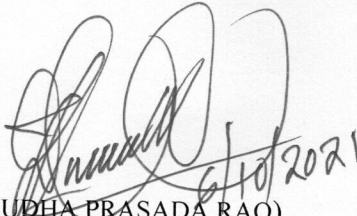
- (a) **Experience:** The Bidder should have experience in the similar field of providing housekeeping services in the big organizations and or Government Departments/PSU for the last three years. Relevant proof in support shall be submitted.

- (b) **Legal Valid Entity:** The bidder shall necessarily be a legally valid entity either in the form of a company registered under the companies ACT, 1956 or a limited liability partnership or a partnership firm or a proprietary concern or an association of persons. A proof for supporting the status of the bidder shall be submitted. i.e., copy of certificate of incorporation or partnership deed etc.,
- (c) **Financial Capacity:** The bidder should have the minimum annual turnover of **Rs. 75 lakhs (Rs Seventy-Five Lakhs only)** each in the last **three** financial years, individually or as a consortium.
- (d) **Registered Firm:** The Bidder should be registered with the GST, Income tax and also registered under labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation. Relevant proof in support shall be submitted.
- (e) **Man Power:** The Bidder should have on its roll a minimum of 50 manpower engaged in the similar nature of housekeeping services as on the last date of submission of the bid. Relevant proof in support shall be submitted.

8.2 Other Terms & Conditions:

- i. The quotations should be uploaded within the bid end time in the annexures attached along with the supporting documents.
- ii. The Department reserves the right to reject any or all the tenders without assigning any reason whatsoever.
- iii. At any time prior to the date of submission of bids, Commissioner may for any reason, whether at its own initiative or in response to clarification requested by a prospective bidder, modify the bid documents by amendment.
- iv. In order to afford reasonable time to the prospective bidders to take the amendments into account in preparing their bids, the Commissioner, may, at his discretion, extend the deadline for the submission of bids suitably.
- v. An evaluation of the firm for its reputation, infrastructure, system management & capability to provide required personnel etc. will be done by the department before finalizing the tender.
- vi. The successful bidder has to submit a Performance guarantee @ 5% of the Annual value of the contract in the form of Bank Guarantee within ten days after receipt of communication of successful bid. The security should be in form of irrevocable Bank Guarantee issued by a nationalized bank in favour of Commissioner and valid for the contract period of **12/24 months** from the date of execution of agreement of contract in the form provided in the Tender document at **ANNEXURE-V**. Such Guarantee shall remain in force for the period of the contract. In case the contract is extended as per mutual agreement the period of validity of the Bank Guarantee should be for a period up-to two months following the period of contract.
- vii. In the event of termination of the contract by the successful bidders without notice and before the contractual period, the Bank Guarantee is liable to be forfeited.
- viii. The Department shall return the Bank Guarantee after the expiry of the agreement period after adjusting the dues, if any, which are to be recovered from the bidder for the losses/lapses as determined by the Commissioner.
- ix. Compliance Report on all the terms and conditions of the contract must be submitted by the bidder as per the ANNEXURE-II.

- x. The Pre – qualification and technical bids will be evaluated for satisfaction of the terms of the tender.
- xi. Conditional tenders are liable to be rejected.
- xii. The rate will be inclusive of all taxes (**inclusive of applicable GST**), fees, levies etc. and any revision in the statutory taxes, fees, and minimum wages will be the responsibility of the bidder. The bidder should submit the breakup of minimum wages per person per month.
- xiii. The Commissioner is not bound to accept the lowest bid. The Commissioner reserves the right to award the work to more than one agency depending upon exigencies and requirements.
- xiv. The Commissioner reserves the right to disqualify such bidders who have a record of not meeting the contractual obligations against earlier contracts entered into with Commissioner or with any Central or State governments.
- xv. The Commissioner reserves the right to award the work on experimental basis for a period of not less than 2 weeks and not more than 12 weeks, to see and evaluate the performance of the bidder, before formal award of the tender. The bidder will do the work as per the terms and conditions of the tender.
- xvi. Notwithstanding anything contained in aforesaid paras, Commissioner may award the work order to the successful bidder immediately on opening of the financial bid. The work order will be communicated to the contact id or address as provided by the successful bidder in the tender.
- xvii. The timelines for submission of ‘Bank Guarantee’ and start of service will commence from the date of receipt of communication of successful bid.
- xx. The service providers will be short listed on the basis of their technical competency, eligibility, past credentials, testimonials, references and suitability after opening of technical bids. Financial bids of only those bidders who are short-listed on the basis of Technical Bid will be opened. The decision will be governed by the rates per sq. ft. per month, number of persons to be deployed and the bid with lowest quotation among the opened bids will normally be approved.
- xxi. This office reserves the right to reject/cancel any/all bids in part/full without assigning any reason for the same. The decision of this office in this regard will be final and will not be open to question by any person in any form in any forum.


(V. VASUDHA PRASADA RAO)
ADDITIONAL COMMISSIONER(P&V)