

**OFFICE OF THE DEPUTY COMMISSIONER OF CUSTOMS(PREV.)**  
**S.S. TOWER, ROHILKHAND MEDICAL COLLEGE ROAD, PILIBHIT BYPASS ROAD**  
**BAREILLY-243006**

F.No.I(22)03-ADMN/16-17/

Date : 26.3.2018

**TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES**

**INDEX**

<b>S. No.</b>	<b>Description</b>	<b>Page No.</b>
1	Notice inviting tender	2-3
2	Instruction to tenderers	4-6
3	Terms & conditions	7-10
4	Technical Bid	11-12
5	Tender Acceptance letter	13
6	Online Bid submission details	14

## NOTICE INVITING TENDER

NOTICE INVITING E-TENDER IN TWO BID SYSTEM THROUGH E-PROCUREMENT FOR PROVIDING HOUSEKEEPING SERVICES FOR THE OFFICE OF THE DEPUTY COMMISSIONER OF CUSTOMS(PREV.), S.S. TOWER, ROHILKHAND MEDICAL COLLEGE ROAD, PILIBHIT BYPASS ROAD, BAREILLY FROM THE DATE OF AWARDING CONTRACT TO

1. Name of work : Providing House Keeping and Other Services (unskilled workers) w.e.f. APRIL-2018 TO 31.MARCH-2019
2. Details of work area : The office of the Deputy Commissioner of Customs(Prev.), S.S. TOWER, ROHILKHAND MEDICAL COLLEGE ROAD, PILIBHIT BYPASS ROAD, BAREILLY
3. Estimated Cost : appr.Rs.3,00,000/=
4. The tender enquiry documents will be available on official website <http://eprocure.gov.in> and [www.cbec.gov.in](http://www.cbec.gov.in)
5. Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>. Tenderers/Contractors are advised to follow the instructions "Instructions to Bidders for online Bid submission" provided in the Annexure-I for online submission of bids.
6. Service Providers have to follow the "terms and conditions" provided in Annexure-II, "Requirements of Bidder for Online Bid Submission" i.e. Technical/Financial Bids" provided in the Annexure-III & .xls file for online submission of bids and submit an undertaking as prescribed under Annexure-IV and tender acceptance letter as prescribed under Annexure-V. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
7. The tender shall be submitted online in two parts viz. technical bid and 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 etc. shall not be considered. No correspondence will be entertained in this matter.
8. **Tender Purchasing Charges Rs. 150/-** shall be submitted by bidders in the form of Demand Draft from any of the Nationalised Banks in India, drawn in favour of the PAO, Central Excise, Lucknow. **Earnest Money Deposit (EMD)** or **bid security** of Rs.6,000/- (Rs.Six Thousand only) shall be submitted by bidders in the form of Fixed Deposit from any of the Nationalised Banks in India, drawn in favour of the PAO, Central Excise, Lucknow. The Hard Copy of original documents in respect of Earnest Money, must be delivered to the Deputy Commissioner, Customs (P) Bareilly, on or before Technical bid opening date/time as mentioned in critical date sheet. Tenders will be treated as non-responsive and will be rejected, at the initial stage itself, if hard copy of EMD is not received on or before opening of Technical Bid.

9. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the

10. The Critical Dates for the Tender Submission and processing are as under:

Published Date	26 <sup>th</sup> March-2018
Bid Document Download Start Date	26 <sup>th</sup> March-2018
Bid Submission Start Date	27 <sup>th</sup> March-2018
Bid Submission End Date	05 <sup>th</sup> April 2018(4.00 PM)
Technical Bid Opening Date	06 <sup>th</sup> April 2018 (4.00 PM)
Financial Bid Opening Date	06 <sup>th</sup> April 2018 (4.00 PM)

11. Interested service providers are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

12. Not more than one tender shall be submitted by one contactor or contractors 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.

13. In the event of any of the above-mentioned date being subsequently declared as a holiday /closed day for this office, the tenders will be opened on the next working day at the scheduled time.

**(Pradeep Singh Sengar)**  
**Deputy Commissioner**  
**Customs (Prev) Division,**  
**Bareilly**

**INSTRUCTIONS TO THE TENDERERS**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

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

**REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

**SEARCHING FOR TENDER DOCUMENTS**

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

**PREPARATION OF BIDS**

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- a. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- d. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- e. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- f. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- h. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i. Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

**ASSISTANCE TO BIDDERS**

- (i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

**TERMS AND CONDITIONS**

1. Unskilled workers are to be engaged at -

Sr. No.	Name of the office / Department	Address	Services Required
01	Deputy Commissioner Customs Division, Bareilly	S.S.TOWER, ROHILKHAND MEDICAL COLLEGE ROAD, PILIBHIT BYPASS ROAD, BAREILLY-243006	Unskilled Worker -08

1. Only bids received on CPP Portal will be considered for opening. Bids in any physical form sent through fax/email/courier/post/ delivered personally will not be considered.
2. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
3. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
4. All columns in the tender document should be duly filled in and no column should be left blank. "Nil" or "Not applicable" should be marked, where there is nothing to report. All the pages of the tender document should be signed by the service provider. Any other cutting or use of white ink should be duly initialed by the bidder.
5. In case space in tender document is found to be insufficient, the bidder may use separate sheet to provide full information.
6. The bidder should not withdraw / modify the offer in terms of price and other terms and condition quoted in the Technical or Financial bids.
7. There should not be any deviation in terms and condition as have been stipulated in the tender document.
8. Service provider shall have the experience of minimum 2 years of providing house-keeping services to offices.
9. Preference will be accorded to those service providers who have sufficient experience in providing Housekeeping services to various Government Departments/Public Sectors Undertakings, etc.

10. The payment terms mentioned in the financial bid shall be strictly followed and no deviations will be allowed.

11. The Service Provider shall undertake all types of housekeeping work viz., cleaning dusting, toilet cleaning etc. in general and the following works given below -

<b>Sl. No.</b>	<b>Details of works to be performed by the unskilled workers in closed area</b>
01	Dusting and cleaning of Office fixtures and furniture etc.
02	Sweeping/wet mopping of office premises/clearing papers/trash on day to day basis
03	Cleaning of toilet with toilet cleaners and deodorants etc.
04	Cleaning of glass panes of windows and cleaning doors etc.
05	Cleaning of partitions/almirahs
06	Cleaning of paintings, maps, etc.
07	Housekeeping services such as movement of files/equipment/records within the office
08	Cleaning of fans, light and electronic equipments, telephone instructions/computers/photo Copiers/CPU/Printers/Stabilisers, etc.
09	Periodical cleaning and dusting and maintenance of records in the record room
10	Locating and finding the required records from the Record Room
11	Photocopying of the office records
12	Watering of plants
13	Removing the cobwebs
14	Other related work

<b>Sl. No.</b>	<b>Details of works to be performed by the unskilled workers in open area</b>
01	Sweeping of entire area on daily basis and maintaining cleanliness
02	Collection of garbage (waste materials, papers, plastic, leaves and its disposal
03	Removal of unwanted shrubs, weeds etc on regular basis in garden area
04	Watering of plants, and maintenance of lawns etc
05	Other related work

12. The office of the Commissioner, Customs (Prev.) Commissionerate, Lucknow, 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 person 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.

13. 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 of improper conduct upon receiving written notice from the office/officer.

14. The Service Provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote goodwill and enhance the



image of the Department. The Service Provider shall be responsible for any act of indiscipline on the part or part of persons deployed by him.

15. The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, and 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.
16. The Service Provider's persons shall not claim any benefit/compensation/absorption; regularization of service with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
17. The persons deployed by the Service Provider shall not have any claim to any "Employer and employee" relationship against this office.
18. The Service Provider shall provide the list of the persons deployed and shall maintain the details of all the persons deployed at various offices mentioned above.
19. The Service Provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering.
20. 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.
21. Complying with the legal rules and regulations of the Central/State Government, governing such housekeeping contracts would be the sole responsibility of the contractor. The agency shall comply with the statutory provisions of the labour laws like Minimum Wages, Bonus, EPF, ESI etc.
22. 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 the employees should be furnished.
23. Income Tax as applicable shall be deducted at source and the liability of payment of taxes (Service Tax, etc.) shall be on the service provider.
24. The Service Provider shall not sublet, transfer or assign his contract or any part thereof to a third party without the prior approval of the Commissioner.
25. The Service Provider shall exercise proper supervision of the work done by the deployed persons.
26. The Service Provider should be registered and well established in Housekeeping and should have a sufficient experience in rendering such services to establishment of Central/State/Public Sector Organizations. A list indicating the Departments where the bidder has contract for Housekeeping services along with supporting documents should be submitted with bid.
27. The persons deployed by the Service Provider should have sound medical fitness, well behaved and should be well experienced and trained adequately to handle any type of cleaning/housekeeping and other works entrusted to them by the department.
28. The persons deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated office of the department.

29. Canvassing in any form will automatically disqualify the offer.
30. Being a Central Government Office, no security Deposit / advance payment will be paid. The quotes of bidders who insist on advance deposit may not be considered for further evaluation.
31. The Office of the service provider/bidder should be located in UP and the proof of address of the office in Uttar Pradesh (UP) would have to be furnished as a part of the tender.
32. Security Deposit/Performance Security: On acceptance of tender, the successful bidder must provide Security Deposit/Performance Security in the form of Fixed Deposit Receipt or Bank Guarantee from any of the Nationalised Banks in India, equal to 10% of the value of the Contract in favour of the Additional Commissioner, Customs(Prev.) Commissionerate, Lucknow Commissionerate. Performance security should remain valid for a period of Sixty days beyond the date of completion of all contractual obligations of the contractor. The Security Deposit will be refunded only after the successful completion of the contract. The deposit is liable to be forfeited, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened/ breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the department that the contractor firm may invite upon themselves due to any of the reasons specified above.
33. No tender will be accepted by fax, email, telex or any other such means.
34. Tender is likely to be rejected because of non-fulfillment of any of the above terms.
35. All disputes lie within the jurisdiction of Lucknow only. The Commissionerate, reserves the right to reject all or any tender without assigning any reason thereof.
36. Service Tax (at applicable rates) will be paid extra over and above the rates quoted by the bidders.
37. The Budget for the Financial Year 2018-19 is Rs.3,00,000 lakhs Approx (inclusive of all taxes).

**TECHNICAL BID FOR PROVIDING HOUSE-KEEPING SERVICES**

01	Name of Registered Firm/Company	
02	Status of ownership (Proprietary/Partnership/Company)	
03	Address of the Firm/Company (with Tel. No./Fax No. & email)	
04	Name and address of the Proprietor/Partner/Director with mobile number	
05	Year of registration/incorporation (certified copy of RC is to be attached)	
06	Contact Person (s) with mobile number	
07	Details of EMD of Rs.30,000/-	
08	PAN Card No. (certified copy of PAN Card is to be attached)	
09	Service Tax No. (certified copy of Service Tax Registration is to be attached)	
10	E.S.I & EPF Registration numbers	
11	Annual Turnover of last 3 years	
12	Details of the offices where the house keeping and other services has been/ are being provided: 1) Name/Address of the office(s) 2) No. of years for which service has been/is being provided (certified from the office(s) mentioned above regarding the house keeping service is to be attached)	
13	Details of prior experience of house keeping and other services	

**Declaration**

- (i) I/We have read and understood the detailed terms and conditions of the tender applicable to the subject offer as supplied with the bid documents and agree to abide by the same in totality.
- (ii) It is hereby declared that the particulars for providing house-keeping services are true and correct as per my knowledge and belief and in the event of any of the same being found to be not true. I/We shall be liable to such consequences / lawful action as Department may wish to take.
- (iii) It is hereby declared that the service provider is not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
- (iv) It is hereby declared that the service provider is not black-listed by any Central/State Government/Public Sector Undertaking in India.

Signature of Service Provider  
Seal of the Firm/Company

## List of Enclosures

Attested photocopies / certified true copies of the following documents are required to be annexed/uploaded with the Technical Bid. Technical Bids received without these documents are liable to rejection. Originals of these documents / certificates shall be produced at the time of execution of the Agreement / Contract.

1. Certified copy of the registration certificate of the firm/company.
2. Certified copy of PAN Card.
3. Certified copy GSTN Registration.
4. Certified copy registration with Ministry of Labour/EPF/ESI.
5. Certificate from various office(s) where the house-keeping services has been provided satisfactorily (no. of years of providing services shall be mentioned).
6. Proof of Registered Office / Branch Office of Company/Firm/Agency in Uttar Pradesh (UP).
7. Signed and scanned copy of proof for payment of Earnest Money Deposit.

Signature of Service Provider  
Seal of the Firm/Company

TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

\_\_\_\_\_  
as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_ to \_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**Online Bid Submission Details**

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in Two Covers as explained below :-

COVER-1 (Following documents to be provided as PDF file)			
S. No.	Documents	Content	File Type
1	Technical Bid	Signed & scanned copy of Technical Compliance Sheet with Technical supporting documents as per specification mentioned in Annexure-I & II	.pdf
2		Signed & scanned copy of Sales Tax/VAT Registration, Income Tax PAN, Service tax registration, any other registration.	.pdf
3		Signed & scanned copy of proof for payment of Tender document cost (Tender fee)/ Earnest Money Deposit	.pdf
4		Copy of certificate for EMD exemption, if claiming	.pdf
5		Signed & scanned copy of Tender acceptance letter & Letter of authorization to submit bid.	.pdf
6		An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central / State/UT Government institution and there has been no litigation with any government department on account of Housekeeping services	.pdf
7		Vendor Bank Account details including Account No., IFSC code etc	.pdf
COVER-2 (Following documents to be provided as EXCEL file)			
S. No.	Type	Content	
1	Financial Bid	Price bid (BOQ) to be filled in Excel format as per instruction given in price bid	.Excel

Note- All the documents and BOQ have to be digitally signed by the bidder.

Signature of Service Provider  
Seal of the Firm/Company