

Tele:26261008  
Fax:26710163



भारत सरकार / GOVERNMENT OF INDIA  
वित्त मंत्रालय / MINISTRY OF FINANCE  
राजस्व विभाग / DEPARTMENT OF REVENUE

केन्द्रीय करों के प्रधान आयुक्त का कार्यालय, बंगलुरु पश्चिम आयुक्त  
बी.एम.टी.सी. बस स्टैंड बिल्डिंग, पहली मंजिल, बानाशकारी, बंगलुरु-560 070

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL TAX,  
BENGALURU WEST COMMISSIONERATE, BMTc BUS STAND BUILDING,  
FIRST FLOOR: BANASHANKARI, BENGALURU - 560 070**

सी.सं./C.No.I/22/02/2017 BW Admn.

दिनांक/Date:09.08.2017

To,

The Deputy Commissioner,  
Office of the Chief Commissioner of Central Tax,  
Bangalore Zone, Bangalore.

Sir,

Sub: Calling for tenders / quotation notices for housekeeping / security  
services - Reg.

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This office desires to invite Sealed tenders/quotations under Two Bid System i.e., Part - I (Technical Bid) and Part - II (Financial Bid) from reputed Service Providers for providing the housekeeping services and Unarmed Security Service (separately), on works contract basis. In this regard, sealed quotations are invited from reputed Service Providers for undertaking the said tasks.

In this connection, it is requested that the enclosed notice inviting tenders / quotations may please be placed on the official website <http://centralexcisebangalore.gov.in>. The Notice inviting quotation for providing the housekeeping services and Unarmed Security Services, alongwith the terms and conditions are enclosed herewith.

Encl: as above

Yours faithfully,

(DR. SOMANNA .C)

Deputy Commissioner (P&A)  
Bengaluru West Commissionerate



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Fax:26710163



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### TENDER / QUOTATION NOTICE

The Office of the Principal Commissioner of Central Tax, Bengaluru West Commissionerate, Bengaluru invites Sealed tenders/quotations under Two Bids System i.e., Part - I (Technical Bid) and Part - II (Financial Bid) from reputed Service Providers for providing housekeeping services and Unarmed Security Service (separately), on works contract basis. Preference will be accorded to those Service Providers who have sufficient experience in providing such services to various Government Departments, Public Sector Undertakings, Government Autonomous Organizations and reputed Private Organizations. The period of contract shall be for a period of one year from 09.09.2017 to 08.09.2018.

2. Interested service providers may download the contents along with terms and conditions enclosed herewith, from the Departmental website: <http://centralexcisebangalore.gov.in> or obtain the same from the Administration Section located at First Floor, BMTc Bus stand Building, Banashankari, Bengaluru - 560 070 between 10.00 hrs and 17.30 hrs on all working days till 29.08.2017.

3. The tenders should be superscribed as "Tender for Housekeeping Services" or "Tender for Security Service", as the case may be, to be submitted in separate sealed covers and Technical bids and Financial bids should also be submitted in separate envelopes for each services. The tenders should be addressed to the Principal Commissioner of Central Tax, Bengaluru West Commissionerate, BMTc Bus Stand Building, Banashankari, Bengaluru - 560 070 with a separate Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty five Thousands Only) for each service in the form of a Demand draft drawn in favour of PAO, Central Excise, Bangalore. Tenders without EMD will be summarily rejected. The completed sealed tender documents should reach this office on or before **17.00 hrs. by 30.08.2017**. Bids beyond the specific date / time will not be accepted. The interested agencies are advised to

visit the premises of provision of services between 10.00 hrs and 17.30 hrs on any working day till 29.08.2017, with prior permission in order to understand the nature of work / quantum of work in its true perspective to avoid any misunderstanding. The Technical bids will be opened at 11.00 hrs on 31.08.2017 and the financial bids will be opened at 12.30 hrs on 31.08.2017 in presence of the Designated Committee. If any of the bidders desires to participate in tender opening process, they may be present at the venue at aforesaid date and time. This Office reserves the right to reject any prospective application without assigning any reasons. If any information furnished by the agency is found to be incorrect at a later stage, the agency shall be liable to be debarred from providing the services and may also face financial consequences.

For any clarification in the matter and / or for inspection of the premises, prior appointment may be taken from the Superintendent (L&B), Bengaluru West Commissionerate (Ph. No. 26261074).



(HARISH DHARNIA)  
JOINT COMMISSIONER - I

Enclosure: As above

## TERMS AND CONDITIONS

1. The office of the Principal Commissioner of Central Tax, Bengaluru West Commissionerate, Bengaluru 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 personnel, 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.
2. The Service Provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the Office.
3. The Service Provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote good-will and enhance the image of the Dept. The Service Provider shall be responsible for any act of indiscipline on the part of personnel deployed by him. The Service Provider will also provide suitable uniform so as to distinctly identify their personnel in the office at their cost and the same will be worn by the personnel at all times in the office.
4. The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative; organizational matters as all are of confidential/secret nature. In case the Department comes to know about any such act done by the Service Provider's Personnel, the Office reserves the right to cancel the contract and in that case the Security Deposit will be liable to be forfeited.
5. The Service Provider's personnel shall not claim any benefit/ compensation / absorption / regularization of services with this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the individual (whose services are hired from the Service Providers) personnel to this effect will be required to be submitted by the Service Provider to this office.
6. The personnel deployed by the Service Provider shall not have any claim to any 'Master & Servant' relationship against this office.

7. The Service Provider shall ensure proper conduct of their personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, narcotics, paan, smoking and loitering without work.
8. The Service Provider's personnel should be in proper uniform and should possess Identity card during the office hours.
9. 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.
10. The bidder shall be responsible for complying with all statutory requirements in execution of the contract and must abide by the Minimum Wages Act, 1948, Payment of Wages Act, 1936, Workmen Compensation Act, 1923, EPF Act, 1952, Payment of Gratuity Act, 1972, ESI Act, 1948, The Central Labour (R&A) Act, 1970, Payment of Bonus Act, 1965, Income Tax Act, 1962, GST Act, 2017 and any other applicable Acts.
11. The Service Provider shall furnish the bill (in duplicate) towards their services during the month in the first week of the following month. Evidences for ESI / PF benefits given to employees should be furnished. The payments shall be made only when a certificate is produced of satisfactory work from the designated official.
12. Income tax and GST, as applicable shall be deducted at source.
13. The Service Provider shall not sublet transfer or assign this contract or any part thereof to a third party, under any circumstances.
14. The Service Provider shall exercise proper supervision of the work turned out by the deployed personnel by providing the services of a Supervisor who will be stationed in the premises throughout the day.
15. The agency should not have been black listed by any of the Government Departments / Public Sector Undertaking / Government Autonomous Organizations / Private or any other Organizations.

16. The agency should undertake to employ and provide the requisite number of trained personnel for the service.
17. The department will not be liable to pay anything for loss of material or manpower during the period of contract. The agency will be responsible for any loss of property etc., for the negligence of persons employed by it, including civil and criminal liability arising from the acts of its personnel and the department will not be responsible for such acts under any circumstances.

**CONDITIONS TO BE FULFILLED FOR ELIGIBILITY**

1. The bidder should be a registered and well established Housekeeping Agency / Security Agency and should have a sufficient experience in rendering such services to establishments of Central/State/Public Sector Organizations and reputed Private Organizations. A list indicating the departments where the bidder has contract for housekeeping services / security services along with supporting documents should be submitted alongwith the technical bid.
2. The personnel deployed by the bidder 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.
3. The personnel deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated officer of the department.



**DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID**

1. Profile of the company along with financial statements indicating the turnover of the company.
2. List of Govt Sector/Public Sector/ Private Sector/organization wherein the bidder has undertaken such housekeeping services / security services during the previous two years.
3. Certificate from clients for having satisfactorily completed the work of housekeeping / security services.
4. Copies of PAN card, GST Registration Certificate, Certificate of registration with the labour department, registration with EPF / ESI departments etc.
5. Earnest Money deposit of ₹ 25,000/- in the form a Demand Draft drawn in favour of "The Pay and Accounts Officer, Central Excise, Bangalore" should accompany the bid. The EMD shall be returned to all unsuccessful bidders and that in respect of the successful bidder shall be returned on furnishing of a Performance Guarantee deposit equivalent to contract amount of one month, in the form of demand draft.
6. Any other relevant information connected with such services.

## I. CONDITIONS FOR HOUSEKEEPING/CLEANING SERVICES

The Service Provider should ensure that adequate supervision is exercised on the day-to-day functioning of the deployed personnel.

(a) Fitness of the Staff: The agency will employ and provide the requisite number of trained housekeeping staff, not below the age of 18 years, who are medically and physically fit for the job. The agency will also ensure that all the workers are free from any infectious diseases before deployment for the work.

(b) The antecedents of all the housekeeping personnel shall be got verified from the police department by the agency, before deployment for work at the agency's own cost. The department reserves the right to any verification (including police verification) independently and the agency shall provide full co-operation.

The Service Provider shall undertake all types of work viz. cleaning, dusting, toilet cleaning, general duties etc., and the following works in particular -

1. Dusting and cleaning of Office furniture and fixtures, etc.,
2. Sweeping /wet mopping of Office premises/ clearing papers/trash on day-to-day basis,
3. Dusting and washing of towels / napkins provided to the officers,
4. Cleaning of toilet with toilet cleaners and deodorants, etc.
5. Filling up of soap liquid in containers,
6. Cleaning of all glass panes of windows and cleaning doors, etc.
7. Cleaning of partitions / almirah,
8. Cleaning of all laminated surfaces including removal of any stain,
9. Serving of food to the Officers,
10. Serving of tea / coffee to Office Staff,
11. Housekeeping services such as movement of files / equipments / records within the office.
12. Cleaning of fans, light and electrical equipments / telephone Instruments / Computers / Printers etc.,
13. Shifting of furniture / fixture, if any, as authorized by the concerned authorities,
14. Washing and cleaning of office vehicles,
15. Periodical cleaning and dusting and maintenance of records in the record room / Store room,
16. Locating and finding the required records from the record room,
17. Photocopying of office records,
18. Moving of dak / letters to the officers / officials concerned,
19. Watering of plants and removing of cobwebs,

20. Room fresheners of ISI Mark or of standard make to be used every morning in the officers' chambers and workstations,
21. Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets / rooms, corridors with soap, detergents, kerosene / petrol or any other chemicals, usage of automatic mopper / scrubbing machine, cleaning of carpets by soft brush etc., should be done once in a week,
22. Polishing of brass items with approved brass cleaning material, cleaning of carpets in rooms by vacuum cleaners without damaging the carpet, dusting of false ceilings with soft broom / cloth, washing and cleaning of passages and parking areas should be done once in a fortnight,
23. In addition to the above, any other related work assigned by the Officers of this office at any point of time.

The cleaning activities viz., sweeping, mopping and wiping of floors, staircase should start at 8.00 AM so as to complete the same before 9.30 AM.

**The bidder should possess / procure needful equipments, gadgets, room fresheners and other cleaning / washing materials required for smooth housekeeping and cleaning services. No additional cost towards the same will be borne by the department.**

The payment will be made to the housekeeping service agency on monthly basis against bills after due verification of attendance of the personnel deployed and satisfactory performance certified by the officer-in-charge, as per the agreement by the department. The housekeeping service agency will be responsible for payment of salaries, all statutory dues etc of the personnel engaged in housekeeping/ cleaning work.

The Housekeeping Services shall be provided in the premises falling under the jurisdiction of "The office of the Principal Commissioner of Central Tax, Bengaluru West Commissionerate, BMTC Bus Stand Building, Banashankari, Bengaluru."

The above office comprises of the following area:

<b>BMTC Bus Stand Building</b>	<b>Area (approx)</b>
Ground/first/second floors	88,432 Sq. Ft.

**Note:** In addition to the above area, basement parking area shall also be covered for cleaning on monthly basis.

## **II. CONDITIONS FOR SECURITY SERVICES TO BE PROVIDED**

1. Fitness of the Staff: The agency will employ and provide the requisite number of trained security staff, not below the age of 18 years, who are medically and physically fit for the job. The agency will also ensure that all the workers are free from any infectious diseases before deployment for the work.
2. Decisions relating to contract: The decisions of the competent authority, i.e., the Principal Commissioner of Central Tax, Bengaluru West Commissionerate, in all matters of contract shall be final and binding on both the parties - the department and the agency.
3. The antecedents of all the security personnel shall be got verified from the police department by the agency, before deployment for work at the agency's own cost. The department reserves the right to any verification (including police verification) independently and the agency shall provide full co-operation.
4. The bidder should provide security services at the premises of the Principal Commissioner of Central Tax, Bengaluru West Commissionerate, BMTC Bus Stand Building, Banashankari, Bengaluru - 560 070, round the clock on all days including Saturdays, Sundays and Holidays. The above premises cover 3 floors and basement parking. The building housing the Central Tax office is a furnished office with installation of expensive office equipments and furniture etc, apart from sensitive official files, documents and records. Sufficient number of guards and supervisors have to be deployed to guard the building.
5. The bidder should have sufficient experience in the field of providing security services to the establishments of Central/State/Public Sector Undertakings and reputed private organizations. A list of companies/departments where security is being deployed by the bidder alongwith the relevant supporting documents have to be furnished alongwith the bid. The list of Government organizations where the bidder is currently providing security services is also to be provided along with the supporting documents.
6. The bidder should quote the total amount per month and also indicate the tax factor for providing Security Services at the office premises.
7. The Security personnel deployed should have sufficient experience in providing security services with clean antecedents duly verified and be in good health, be medically fit. The contractor shall ensure round the clock high standard security on a 24X7 basis to safeguard the premises and assets of the department.

8. The deployed personnel shall maintain law and order in the premises. The bidder should ensure that adequate supervision is exercised over the personnel deployed on a day-to-day basis.
9. The bidder should indicate the PAN number, GST Registration Number / GSTIN, ESI and EPF Nos. and also submit the copies of necessary registration certificates.
10. The payment will be made to the security agency on monthly basis against bills after verification of attendance of the personnel deployed as per the agreement, by the department. The security agency will be responsible for payment of salaries, all statutory dues etc of the personnel engaged in security work.
11. In case of any doubt or need of any inquiry the bidder may contact the undersigned on any of the working days.
12. The antecedents of all the security personnel shall be got verified from the police department by the agency, before deployment for work at the agency's own cost. The department reserves the right to any verification (including police verification) independently and the agency shall provide full co-operation.

The Security Services shall be provided in the premises falling under the jurisdiction of "The office of the Principal Commissioner of Central Tax, Bengaluru West Commissionerate, BMTc Bus Stand Building, Banashankari, Bengaluru - 560 070."

### FORMAT FOR TECHNICAL BID

1	Name of the Organization/ Firm	
2	Full postal address with pincode	
3	Phone Number(s) and mobile number(s) of the responsible person	
4	Fax Number and E-mail ID	
5	Name(s) of the Proprietor/Director(s)/ Partner(s)	
6	Firm's Registration Number (Copy of certificate to be attached)	
7	Firm's Registered Address	
8	Firm's Provident Fund Registration Number (Copy of certificate to be attached)	
9	Firm's ESI Registration Number (Copy of certificate to be attached)	
10	Firm's PAN Number (Copy of PAN to be attached)	
11	Firm's GST Registration Number (Copy of certificate to be attached)	
12	Registration number of the tenderer / firm with other Government department, if any (Copy of certificate(s) to be attached)	
13	Total Number of Staff /workers of the Firm / Organization	
14	Firm's Activities (Separate sheet can be enclosed, if necessary)	
15	Whether the firm is registered or license holder under Contract Labour (Regulation & Abolition) Act?	If Yes, copy of the registration certificate to be enclosed
16	Name of the Organizations to whom the House Keeping work has been provided by the Firm during the last 2 years	Attach the job Order / Service Certificate
17	List of organizations to whom the services are being provided currently	Attach the job Order
18	Attach the Last 2 years Income Tax Returns filed by the Firm	
19	Copy of Income Tax clearance certificate (ITCC) for the last year to be attached	
20	Any other relevant information	

Date :  
Bangalore

Signature of the Authorized person  
Name:  
Designation

**PROFORMA FOR FINANCIAL BID**  
**(For Housekeeping / Cleaning services)**

1.	Name and Address of the Agency	
2	The cost for providing housekeeping services per month as per scope of work in the tender document	
(a)	Number of housekeeping personnel to be deployed	
(b)	Rate quoted (per Sq.ft.basis/pm including all mandatory charges/levy etc. (excluding Central & State GST to be provided)	Rs.
3	Any other additional charges if required to be specified detailed break up shall be enclosed with regard to the statutory liabilities	Rs.
4	Total Monthly charges for the housekeeping services for 88,432 Sq. Ft.	Rs.
5	The total amount quoted per Sq.ft/per month in Rupees for 88,432 Sq.ft.	Rs.
6	Amount quoted per annum for 88,432 Sq. Ft.	Rs.
7	Remarks if any	

Certified that the above quoted rate complies with the minimum wages Act and all the legal rules and regulations of the State Government and Central Government governing the works contract. The above rate is exclusive of GST.

Date :  
Bangalore

Signature of the Authorized person  
Name:  
Designation

**PROFORMA FOR FINANCIAL BID**  
**(For Security services)**

1.	Name and Address of the Agency	
2.	Amount of Salary per person	Rs.
3.	Number of personnel	6
4.	Total amount of Salary for 6 personnel	Rs.
5	Agency Service Charges (excluding Central & State GST to be provided)	Rs.

Certified that the above quoted rate complies with the minimum wages Act and all the legal rules and regulations of the State Government and Central Government governing the works contract. The above rate is exclusive of GST.

Date :  
Bangalore

Signature of the Authorized person  
Name:  
Designation



**UNDERTAKING**

1. I / We undertake that I/We have carefully studied all the terms and conditions of the contract and understood the parameters of the proposed work and shall abide by them;
2. I / We hereby certify that none of my relative(s) is / are employed in the Bengaluru West Commissionerate, Banashankari, Bengaluru;
3. I / We, further undertake that the information in this tender are true and correct in all respects.

Date :  
Bangalore

Signature of the Authorized person  
Name and full address:  
Designation:

