



केन्द्रीय कर के प्रधान आयुक्त का कार्यालय, जीएसटी आयुक्तालय बेंगलूर पूर्व
OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL TAX
GST COMMISSIONERATE, BENGALURU EAST
ट्रैफिक एण्ड ट्रांसिट मैनेजमेंट सेंटर सी.एम.टी.सी बस स्टैंड:
TRAFFIC & TRANSIT MANAGEMENT CENTRE: BMTC BUS STAND:
ओल्ड एयरपोर्ट रोड डोमलूर: बेंगलूर- 560 071
HAL AIRPORT ROAD: DOMMALURU: BENGALURU - 560 071

सी.सं. I/22/20/2017-B.East (Admin)

दिनांक: 24.10.2017

OPEN TENDER ENQUIRY

The office of the Principal Commissioner of Central Tax, GST Commissionerate, Bengaluru East, Bengaluru, invites tenders /quotations from the reputed service providers who are engaged in providing the Housekeeping Services, on work contract basis. Preference will be accorded to those service providers who have sufficient experience in providing such services to various Government Departments, Public Sector Undertaking and Government Autonomous Organizations having similar infrastructure. The period of contract shall initially be for a period of one year extendable each time at the discretion of the Department by a term of one year.

2. Interested parties may download the contents along with terms and conditions enclosed herewith, from the Departmental website <http://centralexcisebangalore.gov.in>. www.cbec.gov.in or obtain the same from the Administration Section located at the mentioned address.

3. The tenders should be super scribed "Tender for Housekeeping Services" to be submitted in sealed cover, addressed to Office of the Principal Commissioner of Central Tax, GST Commissionerate, Bengaluru East, BMTC (Traffic and Transit Management Center) building, Old Airport Road, Dommaluru, Bengaluru- 560071 with a separate EMD of Rs. 10,000/- each (Rupees Ten Thousand Only) in the form of a demand draft in favor of PAO, Central Excise, Bengaluru. Tenders without EMD will be summarily rejected. The completed sealed tender documents should reach the office on **20.11.2017**. Bids beyond the specific date / time will not be accepted. The bids will be opened at **15.00** hrs on **21.11.2017** in the presence of the designated committee. If any of the bidders likes to participate in tender opening process, they may be present at the venue, at aforesaid time. The 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.

Sd/-

(H SOIKHANTHANG)
JOINT COMMISSIONER

Enclosure: As above

TERMS AND CONDITIONS

1. The staff should be employed for Housekeeping Services for the floors from 2 to 6 including vehicle parking area.
2. The scope of work should be earmarked separately for the Housekeeping. For the purpose of illustrations the scope of work for the housekeeping staff is enclosed as Annexure-I
3. The Office of the Principal Commissioner of Central Tax, GST Commissionerate Bengaluru East, 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 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.
4. 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.
5. 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 persons deployed by him. He will also provide suitable uniform so as to distinctly identify his personnel in the office at his cost and the same will be worn by the personnel at all times in the office.
6. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical knowhow, 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.
7. The service provider's persons shall not claim any benefit/compensation/absorption; regularization of services with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the individual (whose services are hired from the Service Providers) persons to this effect will be required to be submitted by the service provider to this office.
8. The persons deployed by the service provider shall not have any claim to any 'Master and Servant' relationship against this office.
9. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
10. The service provider's personnel should be in uniform and should possess Identity card during the office hours.

11. 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.
12. The service provider shall store the materials required on a monthly basis at the premises. They should ensure that all the toilets are regularly provided with deodorants. Air Fresheners are to be used in the Chamber of the Officers as per requirement.
13. Service providers shall pay the personnel deployed minimum wages as per the relevant Act. 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, etc.
14. The service provider shall furnish the bill (in duplicate) towards his services for 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 for each floor.
15. Income tax as applicable shall be deducted at source.
16. The service provider shall not sublet, transfer or assign this contract or any part thereof to a third party without the prior approval of the Principal Commissioner of Central Tax, GST Commissionerate, Bengaluru East.
17. The service provider shall exercise proper supervision of the work performed by the deployed persons by providing the services of a Supervisor who will be stationed in the premises throughout the day.
18. The service provider shall ensure that deductions towards PF and ESI etc. be factored in rates being quoted on per square feet per month basis and the same would not be payable over and above the rates thus quoted. The service provider shall be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.
19. The bidders shall quote their rates only on per square feet per month basis and not based on the number of persons to be deployed or per person basis.
20. 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 in every month without waiting for the payment of the bill by the department.

CONDITIONS TO BE FULFILLED FOR ELIGIBILITY

1. The bidder should be a registered and well established Housekeeping service agency and should have sufficient experience in rendering such services to establishments of Central/State/Public Sector Organizations having similar infrastructure. A list indicating the departments where the bidder has contract for Housekeeping services along with supporting documents should be submitted with the bid. Certificate from clients for having satisfactorily completed the work of Housekeeping services .
1. The bidder should have a **minimum turnover of Rs. 5 Crores** (Rupees Five Crores only) during the previous 3 (three) financial year.
2. The persons 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 persons 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.

MODE OF SUBMISSION OF BIDS

The sealed tenders should be addressed to: - “ **The Commissioner, Office of the Principal Commissioner of Central Tax, GST Commissionerate, Bengaluru East, BMTC (Traffic And Transit Management Center) building, Old Airport Road, Dommaluru, Bengaluru – 560 071.**”

The bidders are required to submit two bids, i.e., Technical bid and Financial bid in the prescribed Proforma which may be obtained from the website or from this office. In the technical bid, the bidder will provide:-

- 1) Details of his PAN Number, Applicable GST registration and details of ESIC, PF etc., (attach photo copy)
- 2) Details about his experience in the field, and the other organisations for which he is providing such services along with testimonial. **Certificate from clients for having satisfactorily completed the work** of Housekeeping services.
- 3) Details regarding compliance of statutory laws, number of persons proposed to be deployed etc. In the financial bid he will submit the quotation for his charges.
- 4) The bidders shall submit the documentary evidence regarding statutory compliances viz. Service Tax/ GST returns as applicable, returns and payment of ESI and EPFO for previous year along with Technical bid.
- 5) Earnest Money Deposit of Rs.10,000/- in the form of a Demand Draft drawn in favour of “ the Pay and Accounts Officer, Central Excise, Bengaluru” 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 completion of the contract.

It should be written boldly on top of both the envelopes as ‘ **TECHNICAL BID**’ and ‘**FINANCIAL BID**’. Both the envelopes should be submitted in a single sealed cover duly addressed and superimposed with the words ‘**QUOTATIONS FOR HOUSE KEEPING**’ on top. The service providers will be shortlisted 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. Bids will be submitted in the administration section, Second Floor, Room No , BMTC (Traffic And Transit Management Center) building, Old Airport Road, Dommaluru, Bengaluru.

ANNEXURE – I

SOCPE OF WORK FOR HOUSEKEEPING STAFF (Office starts at 8:30 A.M.)

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

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

1. General office sweeping and mopping;
2. Dusting and cleaning of office fixtures and furniture including glass panes of windows and doors etc;
3. Sweeping and wet mopping of corridors with necessary disinfectant materials;
4. Dusting office partitions and almirahs
5. Waste collection from various areas inside the office;
6. Dusting and washing of towels, napkins provided, from office;
7. Filling up of wash liquid soap containers;
8. Cleaning of toilets with phenyl, deodorants, etc;
9. Stains, if any, on floors, sinks etc., shall be removed with chemicals;
10. Toilets should be cleaned as and when required (morning, afternoon and evening regularly);
11. Cleaning of vinyl surfaces, polishing of brassware articles, if any, in office premises;
12. Shifting of furniture/fixture if any as authorized by concerned authorities;
13. To ensure that the officers' room are hygienic and clean before the commencement of office hours;
14. Bring and serve water, beverages and lunch to the officers and also visitors if so desired by officers;
15. Moving of dak/letters to the officer/official concerned;
16. Operating photocopier / fax machine;
17. Preparing paper books/sets as directed;
18. Attending the calling bell of officers in the absence of Havaldar;
19. Shifting of records and furniture as and when required;
20. Watering of plants and removing of cobwebs;
21. Cleaning of fans, light and electronic equipments, telephone Instruments/Computers
22. Any other work allied to the above may also be entrusted by the competent authorities from time to time.

The above office comprises of the following area:

BMTC(TTMC) Bus Stand Complex, Domlur	Area (approx.)
Floors from 2 nd to 6 th floor including vehicle parking area	56,376 Sq.ft. distributed in five floors which includes individual parking allotted to this department on each floor of 5300 Sq. ft. in addition of extra space at 6 th floor of 8415 Sq.ft.

Financial Bid

The Housekeeping Services shall be provided in the premises falling under the jurisdiction of 'The Office of the Principal Commissioner of Central Tax, GST Commissionerate, Bengaluru East, and O/o. the Commissioner of Central Tax (Appeals-I, II and Customs), Bengaluru-560071

Proforma for Financial Bid:

01. Name & Address of the Agency:
02. Details of rate quoted Rs. /Sq. ft
03. Amount quoted per month for 56,376 Sq.ft. in addition of 8415 Sq.ft. (including all Taxes, statutory levies & EPF/ESIC/S.Tax etc.,)
04. Amount quoted per annum for 56,376 Sq.ft. in addition of 8415 Sq.ft.
05. No. of persons to be deployed for Housekeeping Services:
06. Validity period of rates quoted:

[Note: Cost of cleaning materials should not be included in the above rates, as the cleaning material will be provided by the department.]

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 work contract. The above rate is inclusive of Service Tax or any other tax payable to the Government.

Date:
Bangalore

Signature of the Authorized person
Name:
Designation

PROFORMA FOR TECHNICAL BID
(For Housekeeping / Cleaning Services)

1	Name of the Organization/Firm	
2	Name(s) of the proprietor(s)/Director(s)	
3	Firm Registration Number	
4	Firm Registered Address	
5	Firm Provident Fund Registration Number	
6	Firm ESI Registration Number	
7	Firm PAN Number	
8	Firm Service Tax/GST Registration Number	
9	Firm TDS Registration Number	
10	Total Number of Staff/Workers of the Firm/Organization	
11	Firm Activities (separate sheet can be enclosed, if necessary)	
12	Whether the firm is registered or license holder under Contract Labour (Regulation & Abolition) Act	If Yes, copy of the registration certificate to be enclosed
13	Name of the Organizations to whom the House Keeping work has been provided by the firm during the last 5 years	Please attach the job order/Service Certificate
14	Attach the Last 3 years firm's Income Tax Returns	
15	Attach the last 3 years firm's PF, ESI, Service Tax Challans and Returns	

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 inclusive of all taxes payable to the Government.

Date:
Bangalore

Signature of the Authorized person
Name:
Designation