

केन्द्रीय कर आयुक्त का कार्यालय
निवारक अनुभाग, मुख्यालय उत्तर पश्चिम आयुक्तालय,
उत्तर विंग दूसरी मंज़िल शिवाजीनगर बी.म.टी.सी बस स्टैंड बेंगलुरु-560051
OFFICE OF THE COMMISSIONER OF CENTRAL TAX
HQRS, BENGALURU NORTH WEST COMMISSIONERATE, SOUTH WING,
2ND FLOOR, SHIAJINAGAR BMTC BUS STAND, BENGALURU-560 051

मि.न./C No. I/22/19/2017/ADMN/BNW

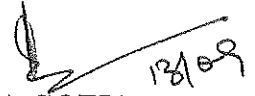
दिनांक /Date: 13/09/2017

OPEN TENDER ENQUIRY NO. 001/2017-18

The Office of the Commissioner of Central Tax Bengaluru North 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 on works contract basis. Preference will be accorded to those Service Providers who have sufficient experience in providing such services to various Government Departments and or Public Sector Undertakings. The period of contract shall be upto 31/03/2018.

2. Interested Service Providers may download the contents alongwith terms and conditions enclosed herewith from the Departmental website- <http://gstkarnataka.gov.in> or obtain the same from the Administration Section located at Second Floor, South Wing, BMTC Bus Stand, Shivajinagar, Bengaluru - 560051 between 10.00 Hrs to 17.30 Hrs on all working days till 20.09.2017.
3. The completed sealed tender documents should reach this office on or before **21/09/2017** by **17:00 Hrs**. Bids beyond the specific date/time will not be accepted. The interested Service Providers are advised to visit the premises of provision of services between 10.00 Hrs to 17.30 Hrs on all working days till 20.09.2017, with prior permission in order to understand the nature/quantum of work. The Technical Bids will be opened at **11.00 Hrs** on **22.09.2017** and the Financial Bids will be opened at **11.30 Hrs** on **22.09.2017** in the presence of the Designated Committee at the Office of the Commissioner of Central Tax, Bengaluru North West Commissionerate, Second Floor, South Wing, BMTC Bus Stand, Shivajinagar, Bengaluru -560051. If any of the Bidders desires to participate in the tender opening process, they may be present at the venue at the aforesaid date and time. This Office reserves the right to reject any application of the prospective bidders without

assigning any reasons. If any information furnished by the Service Provider is found to be incorrect at a later stage, the Service Provider shall be liable to be debarred from providing the services and may also face financial consequences.



(PRIYA GOEL)
JOINT COMMISSIONER (P&V)

TERMS AND CONDITIONS

1. The Office of the Commissioner of Central Tax, Bengaluru North 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 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.
2. The Service Provider shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from this 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 Department. 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.
4. 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.
5. 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) personnel to this effect will be required to be submitted by the Service Provider to this office.
6. The persons 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 his persons in the office premises, and enforce prohibition of consumption of alcoholic drinks, narcotics use, paan, smoking, loitering without work.
8. The Service Provider's personnel should be in uniform and should possess Identity card when working in this office.
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 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.

11. 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. 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.
12. 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 the employees should be furnished. The payments shall be made only when a certificate is produced of satisfactory work from the designated official.
13. Income tax and GST as applicable shall be deducted at source.
14. The Service Provider shall not sublet, transfer or assign this contract or any part thereof to a third party under any circumstances.
15. The Service Provider shall exercise proper supervision of the work turned out by the deployed persons by providing the services of a Supervisor who will be stationed in the premises throughout the day.
16. The bidders shall quote their rates only on per square foot per month basis and not based on the number of persons to be deployed or per person basis. The rates quoted should be inclusive of all mandatory charges/levy and exclusive of Central State GST.
17. 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.
18. The agency should undertake to employ and provide the requisite number of trained personnel for the service.
19. 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 and should have a 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.
2. The bidder should have a minimum turnover of ₹ 50 Lakhs (*Rupees* Fifty lakhs only) during the preceeding 3 (three) financial years.
3. Only the bidders who qualify in the Technical Bid will be eligible to participate in the Financial Bid.
4. The persons deployed by the bidder should have sound medical fitness, shall be 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 office.
5. 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 office.

DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID

1. Profile of the company along with financial statements (Profit & Loss Account/Balance Sheet and Income Tax Returns for last 3 years) indicating the turnover of the company.
2. List of Govt Sector/ Public Sector/ Other Organizations wherein the bidder has undertaken such housekeeping services during the previous two years.
3. Certificate from clients for having satisfactorily completed the work of housekeeping.
4. Copies of PAN card, GST Registration Certificate, Certificate of registration with the labour department, registration with EPF /ESI departments.
5. Earnest Money Deposit of ₹ 25,000/- (Rupees Twenty Five Thousand Only) in the form a Demand Draft drawn in favour of "The Pay and Accounts Officer, Central Tax, Bengaluru" should accompany the bid. The EMD shall be returned to all unsuccessful bidders and that in respect of the successful bidder shall be retained by the Department and shall be returned on completion of the contract.
6. Any other relevant information connected with Housekeeping services.
7. The completed sealed tender documents should reach this office on or before **17.00 Hrs** by **21.09.2017**. Bids beyond the specific date/time will not be accepted. The interested Service Providers are advised to visit the premises of provision of services between 10.00 Hrs to 17.30 Hrs on all working days till 20.09.2017, with prior permission in order to understand the nature/quantum of work. The Technical Bids will be opened at **11.00 Hrs** on **22.09.2017** and the Financial Bids will be opened at **11.30 Hrs** on **22.09.2017** in the presence of the Designated Committee at the Office of the Commissioner of Central Tax, Bengaluru North West Commissionerate, Second Floor, South Wing, BMTC Bus Stand, Shivajinagar, Bengaluru -560051.

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 and the following works in particular

1. Dusting and cleaning of Office fixtures and furniture;
2. Sweeping/ wet mopping of Office premises and Parking Area/ clearing papers / trash on day to day basis
3. Cleaning of toilet with toilet cleaners and deodorants and filling of liquid soaps in containers;
4. Cleaning of all glass panes of windows and cleaning doors;
5. Cleaning of partitions/ almirah
6. Cleaning of all formica surfaces including removal of any stains;
7. Serving of tea/ coffee/ Refreshment to Office Staff and serving of food to officers;
8. Housekeeping services such as movement of files/ equipments/ records within the office.
9. Cleaning of fans, light and other electronic/electric equipments/ telephone Instruments/ Computers/Printers etc.;
10. Washing and cleaning of office vehicles
11. Periodical cleaning and dusting and maintenance of records in the record room/ Store room
12. Locating and finding the required records from the record room
13. Photocopying of office records
14. Watering of plants and removing of cobwebs
15. Room fresheners of ISI Mark or of standard make to be used every morning in the officers' chambers and workstations,
16. 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,

17. 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,
18. 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 9.15 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 Commissioner of Central Tax, Bengaluru North West Commissionerate, Ground/2nd Floor, BMTC Bus Stand Building, Shivajinagar, Bengaluru."

The above office comprises of the following area:

BMTC Bus Stand Complex	Area (approx)
Ground / Second Floor	24,071 Sq. Ft.

Note: In addition to the above area, designated parking area of this office on the 2nd Floor shall also be covered for cleaning.

FORMAT FOR TECHNICAL BID

Sl No	Particulars	Details
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 <i>certificate to be attached</i>)	
7	Firm's Registered Address	
8	Firm's Provident Fund Registration Number (Copy of <i>certificate to be attached</i>)	
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 A Abolition) Act?	If yes, copy of the registration certificate 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	Details of turnover for the firm for the preceding 3 years (Attach copy of P/L Account/Balance Sheet and Income Tax Returns filed with the IT Department)	
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:

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

SI No	Particulars	Details
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)	Rate quoted (per Sq.ft.basis/per month including all mandatory charges/levy etc. (excluding Central & State GST).	Rs.
(b)	Total Monthly charges for the housekeeping services for 24, 071 Sq. Ft.	Rs.
(c)	The total amount quoted per Sq.ft/per month in Rupees for 24, 071 Sq.ft.	Rs.
(d)	Amount quoted per annum for 24,071 Sq. Ft.	Rs.
3	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.

Signature of the Authorized person Name:

Designation