



**OFFICE OF THE COMMISSIONER
CUSTOMS, CENTRAL EXCISE & SERVICE TAX
MANIK BAGH PALACE, POST BAG NO.10, INDORE – 452 001 (M.P.)**
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F.No.I(18)HouseKeeping/2014-2015

Indore,dtd.13.03.2014

TENDER NOTICE

Sealed tenders are invited from reputed registered firms for engagement of unskilled workers for House Keeping of Headquarter Offices, Indore, Ujjain, Pithampur, Gwalior and Ratlam Divisions. The Tender should be submitted in sealed covers along with **FDR of Rs. 50,000/- as a Earnest Money** in the name of Commissioner, Office of the Commissioner, Customs, Central Excise & Service Tax, Manik Bagh Palace, Post Bag No.10, Indore-452 001 (M.P.) on or before **26/03/2014 at 11.00 hrs** & the same will be opened at **12:00 hrs** on the same day in the presence of bidders, . Details regarding general terms and conditions, pre-qualification requirement for award of contract and proforma for quoting rates can be had from Administrative Officer(Hqrs.), Customs, Central Excise & Service Tax, Administration Branch, Manik Bagh Palace, Indore of this office hours on any working days. Details can also be accessed on departmental web site www.cbec.gov.in & www.centralexciseindore.nic.in.

While submitting quotations, bidders must submit the proforma duly filled in and signed for having accepted the general terms and conditions(Annexure-I), special terms and conditions (Annexure-II) and per-qualification (Annexure-III)(Technical bid-Annexure I to III) in one envelope and financial bid(Annexure-IV) in another envelope. Both the sealed envelopes be placed in separate sealed cover super scribing it **“Quotations/rates for supply of unskilled works(Labour) for House Keeping on contract basis”**.

Contractors who do not fulfill the pre-qualification requirement will not be considered. for Financial bids. Agencies who fulfill the terms and conditions will be opened separately.

The Commissioner, Customs, Central Excise & Service Tax , Indore reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

(V.K. Jain)
Assistant Commissioner

Copy to :-

1. The Webmaster,CBEC, New Delhi for pasting the Tender Notice(total 08 pages)on CBEC website immediately please.
2. The Superintendent(Computer), Central Excise Hqrs., Indore for pasting the notice on website: www.cbec.gov.in & www.centralexciseindore.nic.in.
3. The Notice Board of Central Excise & Customs, Indore Commissionerate

(V.K.Jain)
Assistant Commissioner

GENERAL TERMS AND CONDITIONS

1. Rates/Quotations duly filled in, will be received upto the date and time mentioned in the letter.
2. The Commissionerate of Customs, Central Excise & Service Tax, Indore (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.
3. The Contractors are required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexures enclosed.
4. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. 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.
5. Rates/Quotations should be submitted and signed by the firm with its current business address.
6. The rates shall be valid for a period of at least three calendar months from the date of opening.
7. The Contractors should satisfy themselves before submission of the Rates/Quotations to the Commissionerate that they meet the qualifying criteria and capability as laid down in the Annexure.
8. 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.
9. Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.
10. 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 any persons deployed by him even for short duration. The Commissionerate shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this Commissionerate, the same shall be reimbursed/indemnified by the Contractor.
11. Contractor shall in no case lease/transfer/sublet/appoint care taker for services.
12. No other person except Contractor's authorised representative shall be allowed to enter the Commissionerate.
13. Within the premises of the Commissionerate, the Contractor's personnel shall not do any private work other than their normal duties.

14. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep the Commissionerate indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

15. Contractor shall be solely responsible for payment of wages/salaries 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.

16. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

17. All consumables and material used by the contractor shall be provided by this Commissionerate.

18. It is made clear 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 this office for claiming any regular or part time employment in this office or any other Govt. Office.

We agree to the above terms and conditions.

Signature with Date _____

Name of the Firm _____

Seal _____

SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING

1. SCOPE OF WORK

- i. The prime object of house keeping services is to maintain the entire premises in a tip top condition. The premises is to be maintained from hygienic point of view.
- ii. The broad details of work covered under the scope is enumerated as follow:
 - a. Cleaning, sweeping and wiping of floors.
 - b. Thorough cleaning of toilets/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.
 - c. Shifting of furniture and other items/stores from one place to another as required by the administration.

2. JOBS TO BE CARRIED OUT DAILY

- i. Cleaning of toilets, windows, wash basin & other fittings and water Coolers, removing of all dust, unwanted materials, cleaning to be done with phenyl/lyzol twice a day.
- ii. Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.
- iii. Removing dust from floors, windows, doors, books, journals, furniture, fixtures, telephone, cupboard, air conditioners, almirah, filling cabinets, glass panes, collecting waste paper, unwanted material and its disposal at indicated locations.
- iv. Cleaning of rooms by mopping floor with cloth soaked in water and disinfectant of ISI mark.
- v. Providing toilets with liquid soap, naphthalene balls and deodorant blocks, Liquid soap is to be kept in turn it upside down and pour type steel or plastic containers.

3. JOBS TO BE CARRIED OUT WEEKLY

- i. Washing of floors with surf/vim/soap and water or any other cleaning operation.
- ii. If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the Contractor.

4. MISCELLANEOUS CONDITIONS

Sweeping, cleaning dusting, Gardening etc. shall be completed before 9.00 AM everyday.

The contractor shall refill the sanitary cubes, cakes, odonil, air purifier, naphthalene balls, chemicals, disinfectants, detergents, liquid soap, acid etc. from time to time and as and when required.

Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.

The contractor shall, on award of the contract furnish the list containing names and addresses of the workman sent to the Commissionerate for housekeeping services.

The services provided by the contractor shall be to the satisfaction of the Commissionerate.

The contract rates shall include cost for all essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of the Commissionerate.

The contractor shall have no claim against the Commissionerate in respect of any work which may be withdrawn.

The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall be subject to check by the concerned officer of the Commissionerate. The personnel will render services every day including SATURDAYS except on NATIONAL HOLIDAYS (i.e. 26th Jan, 15th Aug, 2nd Oct, Holi, Diwali and Sundays and any other holidays/public holidays which are mandatory under labour laws). They will maintain cleanliness of toilets, lavatories, pantry, floors etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment of this shall be made. The rate of items of schedule of work include the cost of this provision as well.

Materials, consumables, appliances, tools and tackles shall be provided by the Commissionerate. No. of persons deployed it is sole discretion of the Department

5. TERMS OF PAYMENT

1. Salary will be given to unskilled labour at every 10th of each month in presence of Superintendent (Hqrs).

2. The contractor will submit the monthly bill for reimbursement in Triplicate enclosing the certificates as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.

3. The contractor shall make regular and full payment of labour charges through cheque, salaries and other payments as due, as per the labour laws to its personnel deputed under service contract and furnish necessary proof whenever required.

4. Actual deployment of personnel & their attendance.

5. Proof of payments to individual, payment sheet duly attested made to your personnel for previous months.

i. Proof of challan/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for the payment made towards applicable provident fund. ESI & EDLI for the previous month and proof of payment towards compliance of other statutory provision like Bonus for the previous month.

ii. The Commissionerate shall release due amount after making recoveries, if any, through crossed account payee cheque in favour of contractor.

iii. The contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor and amount deducted from salary/wages of deployed personnel towards their contribution to provident fund in Form-5, Form 6-A, & Form 3-A.

iv. In case, the Commissionerate receives any complaint regarding non-payment of wages to our personnel the amount payable to these personnel will be recovered from your bill and paid to such personnel.

v) Police Verification of all the unskilled Labour will be done by Contractor.

6. PENALTIES

i. Contractor will attract a penalty of Rs.108/- (Rs.One hundred eight only) per day, per person, in case the person fails to carry out the house keeping services due to his absence or any other reason.

ii. In the event of failure in maintaining the house keeping services on any day upto the desired standard, in part or full, the contractor is liable to penalty @ Rs.250 (Rupees two hundred fifty only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Commissionerate will be final and binding on the contractor and shall not be subject to dispute or arbitration.

iii. Contractor shall ensure that peace and order is maintained in the premises.

iv. Contractor would ensure that all its personnel would behave courteously and decently with employees of the Commissionerate and also ensure goods manners.

7. CHARGES AND PAYMENTS

Bills chargeable to the Commissionerate shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment or any obligation under the contract, the Commissionerate reserves the right to deduct the payments due from the contractor from monthly bill(s).

We agree to the above terms and conditions

Signature with Date _____

Name of the Firm _____

Seal _____

Technical Bid

ANNEXURE-III

Pre-qualification requirements for award of contract for Housekeeping (unskilled works)

01.	Name of the organization / Firm	
02.	Name(s) of the Proprietors/Directors	
03.	Registered Address	
04.	Telephone No. Fax No.	
05.	Whether firm is registered & licence holder under Contract Labour (Regulation & Abolition) Act	
06.	Registration No. of the Firm (Copy to be enclosed)	
07.	Permanent Account No. of the firm (PAN)	
08.	Copy of Income Tax clearance Certificate (ITCC) to be attached for the year 2011-2012	
09.	Provident fund number allotted by Regional Provident Fund Office.	
10.	ESI Registration No.	
11	Service tax registration No.	
12.	Name(s) of Public Sector / Govt. Organization to whom similar services have been provided by the firm during last five years. (Please attach the job order/service certificate from Govt.Office/Public Sector)	

Signature with Date _____

Name of the Firm _____

Seal _____

Financial Bid

ANNEXURE-IV

PROFORMA FOR QUOTING RATES

1.	Description of payment Rate per month Total Rate	Rate per month as per Indore Labour commissioner's rate	Rate as per Sq. Ft. per month basis
2.	Wages per person as per the notification issued by Indore Administration under the Minimum Wage Act		Built Up Area=162990 Sq.Ft. (including basement) Open Space/Garden=406070Sq.Ft. Guest House = 7310 Sq.Ft. ----- TOTAL 576370 Sq.ft. ----- No. of Bathrooms & Toilets in Commissionerate are 59 only
3.	ESIC as per the rules, if any		
4.	EPF as per the rules, if any		
5.	The number of personnel required with respect to the building/area proposed to be covered and norms adopted for working out no of personnel	60	
6	Service Charge		
10.	Total		
11.	Service Tax		
12.	Grand total (per month)		
13.	Grand total (per year)		

Signature with Date _____

Name of the Firm _____

Seal _____