

कार्यालय आयुक्त, केंद्रीय वस्तु एवं सेवा कर आयुक्तालय, अलवर
OFFICE OF THE COMMISSIONER OF CENTRAL GOODS AND SERVICE TAX, ALWAR
 ए' ब्लॉक, सूर्य नगर, अलवर (राज.) / 'A' Block, Surya Nagar, Alwar (Raj.)-301001

फा.सं.: - 1-22(7)प्रशा./अलवर/2014/Pt1/

दिनांक:- .02.2022

कार्यालय के लिए हाउसकीपिंग कार्य हेतु ई-टेन्डर निविदा आमंत्रण

On behalf of the President of India online e-Tenders are invited from reputed Parties/ Agencies for annual contract for Housekeeping services for the office buildings at the locations tabled below for the period from 1st April 2022 to 31st March, 2023. Interested parties / agencies who have experience in Housekeeping services to a Government office and also willing to comply with the terms and conditions annexed to this notice, may submit their bids online on or before 15th March, 2022 by 05:00 PM.

1. Details of Work area:-

क्रम सं.	कार्यालय का नाम व पता	कार्यालय क्षेत्र का विवरण	अनुमानित कुल कारपेट एरिया	अनुमानित कुल रिक्त एरिया
1.	केंद्रीय वस्तु एवं सेवाकर आयुक्तालय (मुख्यालय), केंद्रीय वस्तु एवं सेवाकर संभाग- A एवं B, 'ए' ब्लॉक, सूर्य नगर, अलवर। पिन न. 301001 एवं केंद्रीय वस्तु एवं सेवाकर रेंज- गुप्तेश्वर रोड, शिक्षक कॉलोनी, दौसा। पिन न.. 303303	43 कमरों, 12 शौचालयों, सीढियों, बरामदों/ गैलरियां, कार्यालय परिसर, वाहन स्टैंड, बाग-बगीचे एवं विभागीय गेस्टहाउस	1. मुख्यालय भवन: लगभग 754.30 वर्गमीटर 2. संभाग भवन: लगभग 356.20 वर्गमीटर 3. दौसा भवन: लगभग 114.92 वर्गमीटर	लगभग 2799.50 वर्गमीटर

2. The Tender enquiry documents will be available on official website <http://eprocare.gov.in> and <http://centralexcisejaipur.nic.in> on from 23.02.2022.

3. **Bid Submission:** Bids shall be submitted online only at CPPP website: <https://eprocare.gov.in/eprocare/app>. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the CPP Portal Helpdesk.

4. Service Providers have to follow the "Terms and Conditions" provided in Annexure-I, Scope of work as provided in Annexure-VI and "Requirements of Bidder for Online Bid Submission" i.e. **Technical/Financial Bids** provided in the Annexure-II & Annexure-III 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.

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.

5. Earnest Money Deposit (EMD) or bid security of Rs. 10,000/- (Rs. Ten Thousand Only) shall be submitted by bidders in the form of Account Payee Demand Draft/ Banker Cheque from any of the Nationalized/Commercial Banks in India, drawn in favour of The Administrative Officer, CGST Commissionerate, Alwar. The Hard Copy of original documents in respect of Earnest Money must be produced, 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. The EMD will be forfeited if the firm refuses to provide its services after found successful in the e-tender due to any reason.

6. The bid forms and other details can be obtained from the website www.eprocure.gov.in (CPPP Portal).

7. A Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> shall not tamper/ modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned.


8. The Critical Dates for the Tender ID no.:- I-22(7)Admn/Alwar/2014/Pt.1 for bid Submission and processing are as under:

Published Date	23 th February, 2022 (10.00 A.M.)
Bid Document Download Start Date	23 th February, 2022 (10.00 A.M.)
Bid Submission Start Date	23 th February, 2022 (10.00 A.M.)
Premise(s) Visit	23 th February, 2022 to 10 th March, 2022 (11.00 A.M. to 05:00 P.M.)
Bid Submission End Date	15 th March, 2022 (05:00 P.M.)
Technical Bid Opening Date	16 th March, 2022 (05:10 P.M.)
Financial Bid Opening date (Those bidders who have qualified in the Technical Bids)	As decided by the e-Procurement Committee.

9. 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.

10. 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 for rejection.

11. 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.


अपर आयुक्त (का. एवं सत.)
केंद्रीय वस्तु एवं सेवाकर आयुक्तालय
अलवर

GENERAL TERMS AND CONDITIONS

1. Terms and Conditions are as under:-

- i. The applicants should be capable of providing services of such nature and should furnish an undertaking to the effect that all relevant labour laws are being complied with and also that they are capable of holding and controlling the man power without any legal encumbrances; the firm must be registered with the Labor Commissioner, for providing the required number of labourers, and should also possess valid PAN number, GST Registration (if applicable), ESI, EPF registration as applicable.
- ii. The Service provider (Bidder) should possess ISO 9001:2005, or latest updated version of the Certification in providing Housekeeping Facility Services. Necessary supportive document shall be enclosed to the bid.
- iii. The service provider must have experience of minimum 3 years (Only providing in House Keeping Service) with Government/PSU Organization and have to enclosed the satisfactory letter/ Experience Certificate of housekeeping services in this regard.
- iv. For the aforesaid work, the Service Provider shall quote rate per Square feet per month which should be inclusive of wages as per Minimum Wages Act of Central Govt., EPF, ESI, & levies, service charges if any etc. but exclusive of GST, along with no. of persons to be deployed for the work . The prevailing rate of basic wages as per the location of the offices may be quoted.
- v. The deduction 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 by the department over and above the rates thus quoted. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified in this regard from time to time.
- vi. The Sweeping & cleaning services should be provided on all days from 08.00 am to 04.00 pm (including lunch-break of half hour) except Sundays & Gazette Holidays. The service provider will provide one attendant for the Round the Clock duty for guest house.
- vii. The personnel employed should attend to work punctually and complete the cleaning work of the entire office premises before 09.30 am daily. The personnel will perform all the duties assigned by the Service Provider and as specified by the Department from time to time.
- viii. The successful bidder will be required to give letter of acceptance within 3 days of enter into an agreement for the work contract.
- ix. The Service Provider shall deploy only those personnel whose antecedents have been verified by the Police.
- x. All the workers deployed at the location shall be in proper uniform with ID cards displayed prominently on their person, which shall be provided by the Service Provider. This office shall not provide any accommodation/ food/ uniform to the housekeeping attendants.
- xi. The Contractor's authorized representative carrying valid ID cards shall only be allowed to enter this office. Within the premises of the office, the contractor's personnel shall not do any private work, except their assigned duties, and will not entertain any guests/ outsiders etc.
- xii. The Service Provider shall arrange necessary Insurance cover for all the persons deployed by him.
- xiii. This Office shall not entertain any claim arising out of mishap, etc. if any, that may take place while discharging the duties by the personnel(s) provided by the Service Provider. In the event of any liability/ claim falling on this Commissionerate, the same shall be reimbursed/ indemnified by the Service Provider.
- xiv. The workers engaged by the Service Provider for the said work will not have any right /claim whatsoever, for direct recruitment of temporary or permanent employment in the Government of India.

- xv. The Contractor shall be fully responsible for theft, burglary, loss, breakage or fire etc. or any mischievous deeds by his staff.
- xvi. The Contractor should not indulge in employing child labor.
- xvii. The Service Provider who is awarded the work by the Department is not permitted to Subcontract the subject work.
- xviii. The Cleaning material such as bucket, groom, toilet cleaner, floor cleaner, urinal cakes, cleaning powder, phynayl, handwash, toilet cleaning brush, water vipers, dustbin, room spray, scrubbing pad, nefthlene bowls, glass cleaner, soap will be supplied by the department.
- xix. There should not be overloading of work on personnel deployed.
- xx. The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.
- xxi. The personnel will report to the officer in charge assigned by the department i.e. PRO/ Estate Officer. If a particular person is absent on any day, another person shall be deployed in his/her place. For any absence and non-engagement, no housekeeping charges shall be paid.
- xxii. The service provider shall ensure that there is no scope for any grievance from the personnel on delayed payment of housekeeping charges.
- xxiii. The Service provider shall pay wages to the laborers engaged by them for the work as per Minimum Wages Act, fixed by Central Government, as amended from time to time. Any anticipated increase in the wages must be factored in the rates being quoted. The department shall be in no way responsible or liable for payment of salaries, bonus, gratuity, allowances or any type of payment to them.
- xxiv. All deductions towards PF, ESI etc must be factored in the rates being quoted per sq. ft. per month basis. Service Provider will pay monthly wages to its employees according to the minimum wages act, decided by the Central Government failing which contract will be cancelled. In case of increment in the minimum wages, as per latest government laws if service provider recommends necessary amendment will be made during the contract, department decision will be final in this matter.
- xxv. Against Income Tax, Under Section 194(c) of Income Tax Act and the rules framed thereunder, the Department is free to deduct the amount at the rate applicable under the rules from the monthly due and payable to the Agency as TDS and shall issue suitable TDS certificate to that effect to the Agency.
- xxvi. The Service Provider shall indemnify and keep indemnified this office against any acts of omission or commission from the personnel engaged for work and this office shall not be liable to pay any damages or compensation to such person or to third party. All such damages caused by the housekeeping personnel shall be charged to the Service Provider and recovered from its dues/ bills.
- xxvii. The bidders who intend to bid and intend to visit the aforesaid premises to acquaint themselves of the work to be carried out in the said premises, the scope of work etc. can do so from any working day between 11:00 am to 5:00 pm **before 08.03.2022**. The name of contact persons are as under: -
1. Deepak Kumar, Administrative Officer, Room No.- 0.01
- xxviii. The contract can be terminated by the department without assigning any reason at any time. The Service provider shall not terminate the contract without giving proper notice of at least two months.
- xxix. This office reserve rights to curtail/ Increase number of employees at any time during the contract period and proportionate Amount will be curtail/ Increase from the Contracted Amount.

xxx. TERMS OF PAYMENT

- a) The contractor will submit the monthly bill in duplicate for reimbursement along with certificate of work completion by the officer in charge. The bill will be paid after making recovery/TDS deduction etc., if any.
- b) Service provider will provide a certificate every month that it has made full payment to its personnel/ laborers as per minimum wages act and has complied the rules and regulations of PF/ ESI and GST/ Service Tax Provisions. **Service Provider will submit the Challan regarding "PF/ ESI" for every last month to this office failing which payment for the next month will not be made.**
- c) In case of any complaint of non-fulfillment of any obligation under contract executed between the Service provider and department, this office reserves the right to deduct the amount due from contract from monthly bills as well termination of the contract.
- d) If this office is informed that service provider is not making payment at the desired minimum wages, then the due payment will be recovered from the Bill and the remaining balance will be provided to Service Provider.
- e) **The Contractor will pay the monthly salary to all the personnel deployed at this office before 7th day of every month, fails to this the contract will summarily be terminated. However, the monthly payment made to the Contractor or not by this office on time.**

xxxii. PENALTIES

- a) The Contractor will attract a penalty of an amount of Rs. 200/- (Rs. Two Hundred Only) per day per person, in addition to deduction of the wages, in case a person fails to carry out the housekeeping services due to his absence or any other reason, which shall be recovered from the bills or otherwise.
- b) The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.
- c) In the event of failure in maintaining the housekeeping services on any day up to satisfactory, in part or full, the contractor is liable to penalty @ Rs. 200/- (Rs. Two Hundred Only) per day, which shall be recovered from the bills or otherwise.

xxxiii. **SECURITY DEPOSIT/PERFORMANCE SECURITY:** On acceptance of tender, the successful bidder must provide Security Deposit/Performance Guarantee in the form of Fixed Deposit Receipt or Bank Guarantee from any of the Nationalized/Commercial Banks in India, **equal to 5% value of the Contract in favour of The Administrative Officer (DDO), Central GST Commissionerate, Alwar.** 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/Performance Guarantee will be refunded without any interest 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.

DECLARATION

I undertake that I have read all the general terms and conditions and will abide by the same.

(Signature of Authorized Signatory with date and seal)

TECHNICAL BID (QUALIFYING BID DOCUMENT)

1	Name of the Registered Firm / Company	
2	Status of ownership Proprietary /Partnership / Company	
3	Address of the Firm / Company (with Tel. no./ Fax no. and Email)	
4	Name & Address of the Proprietor / Partners / Director with mobile numbers	
5	Contact Person (s) (with mobile number)	
6	Details of EMD of Rs. 10,000/-	
7	PAN No. of the firm as allocated by the Income Tax Department	
8	GST Registration Number, if applicable	
9	Details of registration with E.S.I & Provident Fund	
10	No. of persons to be deployed for contract	
11	License No. obtained from Labor Commissioner with expiry date	

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage; I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

The following documents are to be furnished/ uploaded by the Service Provider along with **Technical Bid** as above:

- i) Signed and Scanned copy of proof for payment of Earnest Money Deposit
- ii) Signed and Scanned copy Certificates like PAN No, Service Tax/ GST Registration (if applicable), ESI, EPF Registration etc.
- iii) Signed and Scanned Copy of Tender Acceptance Letter & Letter of authorization to submit bid.
- iv) 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 IT services.
- v) Signed and Scanned copy of Labor License obtained from Labor Commissioner.
- vi) Signed and Scanned Copy of **Technical Bid Format**.
- vii) Signed and Scanned Copy of Experience Certificate [**not the Agreement or Work Order Copy**] specially handling of House Keeping Services in Central/ State/UT Government institution.

PRICE/ FINANCIAL BID DOCUMENT

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of BOQ_Housekeeping.xls

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,
The Principal Commissioner,
Central Goods & Service Tax Commissionerate,
Alwar.

Dear Sir/Madam,

I submit the Price Bid for _____ and related
Activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid, Annexure III inclusive of all applicable taxes except Service Tax.

Yours faithfully

**Signature of
Authorized Representative**

UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s..... has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I Son/Daughter/Wife of Shri..... Proprietor/Partner/Director/Authorized signatory of M/s am competent to sign this Declaration and execute this tender document.

3. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

4. The information / documents furnished along with the above application are true and correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date:
Place:

Signature of the authorized Signatory of the firm/
Company/Organization
Office Stamp/Seal:

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

Date:

To,
The Principal Commissioner,
Central Goods & Service Tax, Commissionerate,
'A' Block, Surya Nagar, Alwar.

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 website(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/ organization too has 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 our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization 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)

SCOPE OF WORK

1. The scope of work for housekeeping of office buildings is as under:-

- (i) Cleaning, sweeping and wet mopping of the entire area including the lobby, Stair-cases, corridors, passages etc.
- (ii) Collection of all sweeping garbage and waste materials and their effective disposal.
- (iii) Cleaning of toilets, urinals, W/C along with attached water tanks and washbasins, using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and as further required.
- (iv) Shifting of furniture, files and other office equipments whenever required.
- (v) Dusting and cleaning of all furniture like table, chairs, racks, almirah, computer tables, chairs, and electronic gadgets like computers, telephones, fax machines, photo copier machines, sofa sets, fans etc.
- (vi) Cleaning and wiping of wooden Formica, glass surfaces, window sills, frames, plant pot sand removal of stagnant water. Filling of water in coolers/watering indoor plants in the office.
- (vii) Services such as serving of drinking water/ refreshments etc. during Conferences/ meetings, Seminars and visit of assesses to headquarters. Cleaning of open area within the office campus and in front of the main gate in case of emergency.
- (viii) Maintaining the name boards (Brass and plastic) of all the officers/sections, notice board sand all such other display boards that require regular cleaning and polishing.

2. Miscellaneous Conditions:

- i) Sweeping, cleaning, dusting etc. shall be completed before 9:30 a.m. every day.
- ii) The Contractor shall on award of the contract, furnish the list containing name and address of the workmen sent to this office for performing Housekeeping services.
- iii) The Contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of this office.
- iv) The personnel will render services everyday including Saturday except on National Holiday. In case of emergencies, very rarely, work may be required on Sundays also.
- v) They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.
- vi) Materials, consumables required for housekeeping and maintenance of toilet/bathroom shall be provided by the department.

CHECK LIST OF DOCUMENTS TO BE SUBMITTED.

BID CHECKLIST

Bidder is required to fill-up this checklist and enclose along with the envelope containing the Earnest Money:

Sl.	Item Description	Yes/No	Bid Reference
1	Earnest Money Enclosed		
2	Tender Acceptance Letter		
3	Letter of authorization to submit bid.		
4	An undertaking that the agency has not been blacklisted		
5	Technical Bid Undertaking		
6	Financial/Price Bid Undertaking		

****Do not upload the irrelevant Documents otherwise the Tenders will be treated as non-responsive and will be rejected.**