



कार्यालय : आयुक्त
केन्द्रीय वस्तु एवं सेवा कर (लेखा परीक्षा) आयुक्तालय
OFFICE OF COMMISSIONER
CENTRAL GST AUDIT COMMISSIONERATE,
जी. एस. टी. भवन, एफ-ब्लॉक, ऋषि नगर, लुधियाना
GST BHAWAN, F- BLOCK, RISHI NAGAR, LUDHIANA

C.No.16/Audit/HQRS/Housekeeping Tender/Ldh/2017

Dated: .07.2017

TENDER NOTICE FOR HOUSEKEEPING SERVICES

The office of the Commissioner of Central GST Audit Commissionerate, Ludhiana, invites tenders / quotations from reputed service providers for providing **housekeeping services** for the premise of "The Office of the Commissioner of Central GST Audit Commissionerate, GST Bhawan, F-Block, Rishi Nagar, Ludhiana including Circles" of total area approximately **5000** Sq.Ft. **The job specification is as per Annexure I.**

Interested parties may download the contents along with terms and conditions enclosed herewith, from the Departmental **website: www.cbec.gov.in, <http://centralexciseludhiana.gov.in> and www.eprocure.gov.in** or obtain the same from the Superintendent (Hqrs) of this Commissionerate.

The tenders should be super scribed "**Tender for Housekeeping Services**" and shall be submitted in **two sealed covers i.e., Technical Bid (Annexure-II) and Financial Bid (Annexure-III)**, addressed to the Assistant Commissioner (Admn.) of Central GST Audit Commissionerate, GST Bhawan, F-Block, Rishi Nagar, Ludhiana with an EMD of Rs.10,000/- (Rs. Ten Thousand only) in the form of a Demand Draft drawn in favour of PAO, CBEC, Ludhiana. Tenders without EMD will be summarily rejected. The complete sealed tender documents should reach the office by **1730** hrs. on **28.07.2017**. Bids beyond the specific date / time will not be accepted. **The Technical bids will be opened at 11.00 hrs on 31.07.2017 and the financial bids will be opened 15.00hrs on 31.07.2017** 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.

Deputy Commissioner (Admn.)
Central GST Audit Commissionerate, Ludhiana

TERMS AND CONDITIONS:-

1. Separate Staff should be deployed for housekeeping services.
2. The scope of work should be earmarked for the housekeeping as per **Annexure I** enclosed.
3. The office of the Commissioner of Central GST Audit Commissionerate 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 persons 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.
6. 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. The officer 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 & 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 work performance should be satisfactory.
11. 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.
12. He will also provide uniforms for the housekeeping staff so as to distinctly identify his personnel in the office at his cost. The service provider's personnel should be in uniform at all times in the office and should possess Identity card during the office hours.
- 13. 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.**
- 14. The service Provider shall comply with the statutory provisions of the Labour Laws like minimum wages, bonus etc and shall pay the personnel deployed, the minimum wages as per the Central Minimum Wages Act. Complying with the legal rules and regulations of the Central/State Govt. governing such housekeeping contracts would be the sole responsibility of the contractor.**

15. The service provider shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month. Evidences for ESI / PF benefits given to employees should be furnished.

16. Income tax as applicable shall be deducted at source.

17. 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 Commissioner of Central GST Audit Commissionerate, Ludhiana.

18. For any damage occurred while carrying out the work, the contractor shall bear responsibility to fulfill it. Violation of the terms and condition of the contract will be viewed seriously and legal action will be initiated against the contractor. In case of any absence of contractor's personnel, he should deploy other persons / manpower to undertake the housekeeping activities and ensure that the required work will be completed.

19. The rates shall be valid and fixed for a period from the date of commencement of the contract to the end of next financial year i.e. 31.03.2018, there will be no revision of contract rate in any situation, change in wage rate/tax and in any other regulation will the responsibility of the Contractor.

20. 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. This office shall not entertain any claim arising out or mishap, if any, that may take place. In the event of any liability/ claim falling on the Central GST Audit Commissionerate, Ludhiana, the same shall be reimbursed/ indemnified by the Contractor.

21. The Service Providers 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. Central GST Audit Commissionerate Ludhiana shall have no liability whatsoever in this regard and the Contractor shall indemnify this Central GST Audit Commissionerate, Ludhiana against any/ all claims which may arise under the provisions of various Acts, govt. Orders etc.

22. The Service Provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

23. TERMS OF PAYMENT

a. The contractor will submit the monthly bill for reimbursement in duplicate enclosing 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.

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

c. Actual deployment of personnel & their attendance.

d. Proof of payment made to your personnel for previous months.

e. 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.

f. Central GST Audit Commissionerate, Ludhiana shall release due amount after making recoveries, if any, through crossed account payee cheque in favour of contractor.

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

24. PENALTIES

I. Contractor will attract a penalty proportionately, 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 proportionately per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Audit 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.

25. The service provider's persons shall not claim any benefit/compensation/absorption / regularization of services from/in this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Absorption) Act. 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.

26. That the Service Provider will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund ES! Act etc and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the Service Provider on account of any obligation. **The Service Provider will require to provide particulars of EPF, ESI of its employees engaged in this office.** The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.

27. Payments to the Service Provider would be made only after the receipt of Satisfactory certificate from the Office of respective formation/premises. In case of unsatisfactory performance of work or partial completion of work on any day/period, no charges would be paid for that day /period.

28. The Service Provider shall keep this office fully indemnified against any loss or damage caused by the staff deployed by him. Any accident/casualty occurred during the course of working to any staff engaged by the Service Provider shall be borne by firm and this office will no way be responsible for it or any other clause mentioned above

29. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to The Commissioner of Central GST, Audit, whose decision shall be binding on both the parties.

**Deputy Commissioner (Admn.)
Central GST Audit Commissionerate, Ludhiana**

Copy to:

- 1) The Superintendent (System), Central GST Audit Commissionerate, GST Bhawan, F-Block, Rishi Nagar, Ludhiana for posting the said Tender Notice on the Departmental website immediately. He should also ensure posting of the tender on www.cbec.gov.in , <http://centralexciseludhiana.gov.in> and www.eprocure.gov.in.
- 2) Notice Board of office the Commissioner, Central GST Audit Commissionerate, GST Bhawan, F-Block, Rishi Nagar, Ludhiana

**Deputy Commissioner (Admn.)
Central GST Audit Commissionerate, Ludhiana**

UNDERTAKING BY THE BIDDER

This is to certify that I/we before signing this Tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of the

Service Provider with date

Name of the Firm

Address of the Firm

Seal

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

EMD:

The EMD shall be forfeited:

- a) If the bidder withdraws his bid during the period of bid validity;
- b) The tenderer will be disqualified and EMD forfeited in case of any reference as „defaulter“ by any enforcement authorities;

SPECIAL TERMS AND CONDITIONS FOR HOUSEKEEPING:-

1. The prime object of housekeeping services is to maintain the entire premises in clean and hygienic condition for the full duration of office hours. The premise is to be maintained from hygiene point of view. Staff should be present from 09.00 am to 05.30 pm on all working days and on holidays as and when required. **Bidders will intimate the numbers of persons proposed to be employed by him at the time of opening of the Technical Bid.**

2. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.

3. Tenders received either by post or courier service or in person after the specified time will not be opened or considered;

4. Tenders sent by post, if delivered by the post after the expiry of the specified time will only be recorded but not opened or considered. Such tenders will be opened when a request is made by the tenderer to return any Demand Draft/ Bank Guarantee/Pay Order enclosed as **EMD/BID SECURITY**. In such cases, the DD/Bank Guarantee/Pay Order will be returned in original. The other documents will be recorded and not returned;

5. The Commissioner, Central GST Audit Commissionerate is not bound to accept the lowest tender and reserves the right to reject any or all the tenders, without assigning any reasons whatsoever;

6. The Commissioner, CGST Audit Commissionerate reserves the right to negotiate with lowest of the Tenderers for finalization of the same;

7. Tender will be accepted and contract will be finalized only with those of the Tenderer who in the opinion of the Commissioner, C.Ex., Audit Commissionerate are having the capacity and resources to execute the assigned in the prescribed time;

8. The successful Tenderer will have to execute an agreement in non-judicial stamp paper of Rs.100/- and cost of stamp paper is to be borne by the contractor and he shall be bound by the terms and conditions in the agreement, which in turn will be the same terms and conditions as mentioned in the tender document;

9. Any counter conditions from the contractor other than those specified in the tender document will not be accepted;

TENDER SCHEDULE / QUOTATION:-

1. The tenderer will quote the rate both in figures as well as in words **in the Proforma given at Annexure III**. If there is difference in the rates mentioned in words and figures the rate quoted in the word will prevail. If the rates quoted by any Tenderer are less than the Minimum wages including statutory payment, prescribed by Central Government, such Tenders will be rejected outright. All columns in the Proforma are to be filled up. In case some columns are not applicable, full justification with documentary proof is to be submitted. **Decision of the Commissioner, CGST Audit Commissionerate, in this regard is final & binding;**

2. In case of any variation/revision of taxes after agreement and during the operation of the agreement, the Dept/CGST Audit Commissionerate, Ludhiana shall not revise the contract rate, rate of contract and number of persons deployed will be unchanged during the period of contract;

3. After awarding the contract, the contractor has to produce copies of wage sheets, the details of paid receipt to the concerned organizations like EPF/ESI/SERVICE TAX;

4. Half yearly returns of ESI in Form No. 6;

5. Annual returns of EPF in Form No. 6A;

6. The contractor should remit EPF/ESI amount every month as per the rules in force and he has to submit a certificate showing EPF/ESI Account No....., Name of the employee, wages paid, employers & employees share and total and it should be supported by the copy of the receipted challans;

REGISTRATION WITH LABOUR COMMISSIONER:-

Successful Tenderer shall register themselves with the Assistant Labour Commissioner (Central) as per Central Labour Act 1972 and Contract Labour Rules 1971 as applicable within 10 DAYS of receipt of letter of acceptance of tender. (If applicable).

APPLICABLE LAW AND JURISDICTION:-

All matters connected with this contract shall be governed by the state law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of state Courts at Ludhiana.

**Deputy Commissioner (Admn.),
Central GST Audit Commissionerate,
Ludhiana**

ANNEXURE – I

JOB SPECIFICATIONS AND SCOPE OF WORK BROAD DETAILS OF SCOPE OF WORK:-

1. Cleaning, sweeping moping and wiping of floor, staircase on daily basis including Saturdays or as required by Officer-In-charge. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM;
2. Continuous moping to be done at OFFICE AREA during office hours.
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area;
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster;
5. Cleaning and sweeping of open area including balconies and roof tops with brooms;
6. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by Mali and removal of garbage;
7. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards same will be borne by CENTRAL GST AUDIT COMMISSIONERATE;

A. JOBS TO BE CARRIED OUT DAILY:-

- i) Cleaning of general toilets twice daily (at 8.30 AM & 3.30 PM) with phenol and detergent etc. and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be checked at regular interval every day.
- ii) Daily sweeping and wet moping of corridors staircases and common area with necessary disinfectant materials;
- iii) Cleaning & moping of pantries and electrical rooms once in a day during office hours;
- iv) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol;
- v) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location;
- vi) Dusting and washing of towels, napkins provided from office
- vii) Cleaning of carpets by soft brush;
- viii) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building;
- ix) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases;
- x) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours;
- xi) Cleaning of lift walls with silver/brass liquid cleaner;
- xii) Room fresheners in all office area to be used daily in the morning, supplied by the department.
- xiii) Cleaning of vinyl surfaces, polishing of brassware articles, if any, in office premises;

- xiv) Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by Mali and removal of garbage;
- xv) Bring and serving water, beverages and lunch to the officers and also visitors if so desired by officers;

B. JOBS TO BE CARRIED OUT WEEKLY:-

- i) 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, automatic mopper/scrubbing machine to be used at least once in a week;
- ii) Cleaning of carpets by soft brush;
- iii) Cleaning of glass panes on doors, windows & partitions with soap/cleaning agent;
- iv) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality;
- vii) Cleaning of brass letters by brasso (polish);

C. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS:-

- i) Polishing of brass items with approved brass cleaning material;
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet;
- iii) Dusting of false ceiling etc. with soft broom and cloth;
- iv) Lift lobby and all toilets floors and other areas, as may be directed by Officer-In-charge, shall be cleaned with floor scrubbing machine;

D. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:-

- i) Staircase and IV floor shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floor with soap and water the floor shall be properly wax polished;
- ii) Total office area to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge;

E. WASTE DISPOSAL MANAGEMENT:-

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by BBMP.

F. GENERAL:-

Shifting of furniture/fixture, if any, as authorized by concerned authorities;

Any other work allied to the above may also be entrusted by the competent authorities from time to time;

CENTRAL GST AUDIT COMMISSIONERATE, LUDHIANA reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by CENTRAL GST AUDIT COMMISSIONERATE from pending bill or by raising a separate claim.

**Deputy Commissioner (Admn.),
Central GST Audit Commissionerate,
Ludhiana**

DOCUMENTS TO BE SUBMITTED ALONGWITH THE TECHNICAL 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 during the previous two years.
3. Certificate from clients for having satisfactorily completed the work of housekeeping.
4. Copies of PAN card, Service Tax Registration, Certificate of registration with the labour department, registration with EPF /ESI departments.
5. Earnest Money deposit of 10,000/- in the form a Demand Draft drawn in favour of “The Pay and Accounts Officer, Central GST Audit Commissionerate, Ludhiana.” 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 rates for one month.
6. Authenticated copy of partnership deed in case of partnership firm and power of attorney to the representative of the firm to operate the tender;
7. Any other relevant information connected with such services.

**Deputy Commissioner (Admn.),
Central GST Audit Commissionerate,
Ludhiana**

HOUSEKEEPING SERVICES – TECHNICAL BID

1	Name of the Organization / Firm	
2	Name(s) of the Proprietors/Directors	
3.	Registered Address	
4	Telephone No. and fax No.	
5	Whether firm is registered & license holder under Contract Labour (Regulation & Abolition) Act	
6	Registration No. of the Firm (Copy to be enclosed)	
7	Permanent Account Number of the Firm (PAN)	
8	Copy of Income Tax clearance Certificate (ITCC) to be attached	
9	Provident Fund number allotted by Regional Provident Fund Office.	
10	ESI Registration No.	
11	Details of Service Tax/GST Registration along with evidence	
12	Total Staff/Workers of the Firm	
13	Name(s) of Public Sector/Govt. Organization to whom similar services have been provided by the firm during the last five years (Please attach the job order/service certificate from Govt. Office/Public Sector)	
14	Rate quoted complies with the Minimum Wages Act of Govt. of Punjab/ with all other statutory provisions.	
15	Last three years Audited Statement from Chartered Accountant	
16	List of Clients indicating quantum of work executed with them	
17	Length of experience in the field	
18	Whether firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owners/partners anywhere in India. (If no, a certificate is to be attached in this regard.	

Signatures of authorized signatory

Name _____

Designation _____

SEAL:

PROFORMA FOR FINANCIAL BID

	ADDRESS	AREA (In sq. Feet)	Rate per Sqrs. Feet per month inclusive of all taxes	Total Amount in Rs.
1	Office of the Commissioner, Central GST Audit Commissionerate Ludhiana, GST Bhawan, F-Block, Rishi Nagar, Ludhiana..	5000		

Total amount of Rs. _____

Certified that the above quoted rate complies with minimum wages Act and all the statutory provisions and rules as applicable. **The above rate should be shown inclusive of Service tax or any other tax payable to Government.**

Signature of the Bidder with Date _____

Name of the Firm _____

Office Seal

