Sealed tenders are invited from eligible House Keeping service providers for providing the housekeeping services as mentioned in the Annexure I in the premises of The Office of the Principal Commissioner of Customs, Airport & Air Cargo Complex, Kempegowda International Airport, Devanahalli, Bengaluru as indicated at Annexure II of this tender on work contract basis. Interested parties may download the contents along with terms and conditions enclosed herewith, from the Departmental website: www.bangalorecustoms.gov.in or obtain the same from the Administration Section located at the above mentioned address.

Preference will be accorded to those Service Providers who have sufficient experience in providing manpower to various Government Departments, Public Sector Undertaking and Government Autonomous Organisations. 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.

The tenders should be super scribed “Tender for Housekeeping Services” and shall be submitted in two sealed covers, i.e., Technical and Financial, addressed to the Additional Commissioner of Customs, Airport & Air Cargo Complex, Bengaluru with EMD of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of a Demand draft drawn in favour of PAO, Customs, Bengaluru. Tenders without EMD will be summarily rejected. The completed sealed tender documents should reach the office by 1200 hrs 30.10.2017. Bids beyond the specific date will not be accepted. The tenders will be opened in the presence of the designated committee at 1200 hrs on 31.10.2017. 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 the tendering process.

संलग्नक /Encl: यथापूर्व /as above

(बिपिन कुमार उपाध्याय /BIPIN KUMAR UPADHYAY)
संयुक्त अयुक्त (प्र.) / JOINT COMMISSIONER (ADMIN)
1. The office of the Principal Commissioner of Customs, Airport & Air Cargo Complex, 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 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.

2. 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.

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 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.

4. 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 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) persons 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 office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

8. The service provider’s personnel should be in uniform and should possess Identity card during the office hours.

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 pay the personnel deployed Minimum Wages as per the relevant 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. The agency shall comply with the statutory provisions of the labour laws like, minimum wages, bonus, ESI, PF, etc.

11. 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
12. Income tax as applicable shall be deducted at source.

13. 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 Customs, Airport & Air Cargo Complex, Bengaluru.

14. The Service Provider shall exercise proper supervision of the work turned out by the deployed persons.

(बिपिन कुमार उपाध्याय / BIPIN KUMAR UPADHYAY)
संयुक्त आयुक्त (प्र.) / JOINT COMMISSIONER (ADMN)

19.10.2017
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. 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 ₹ 2 CRORES during the previous 3 financial years.

3. 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.

4. 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.

DOCUMENTS TO BE SUBMITTED ALONG WITH THE 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 of Demand Draft drawn in favour of "The Pay and Accounts Officer, Central Excise and Customs, 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 furnishing of a Performance Guarantee deposit equivalent to contract rates for one month.

6. Any other relevant information connected with such services.

(बिपिन कुमार उपाध्याय / BIPIN KUMAR UPADHYAY)
संयुक्त आयुक्त (प्र.) / JOINT COMMISSIONER (ADMIN)
ANNEXURE - I

DETAILS OF HOUSEKEEPING/CLEANING DUTIES REQUIRED BY THE DEPARTMENT:

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. Dusting and cleaning of Office fixtures and furniture, etc.
2. Sweeping the Office premises/ clearing papers/trash on day to day basis
3. Cleaning of all glass panes of windows and cleaning doors, etc.
4. Cleaning of partitions/almirah and all formica surfaces
5. Housekeeping services such as movement of files/equipments/records within
the office and Periodical cleaning and dusting and maintenance of records in
the record room
6. Locating and finding the required records from the record room
7. Photocopying of office records whenever required by the officers
8. Cleaning of fans, light and electronic equipments telephone Instruments /
Computers and Removing of cobwebs
9. Washing and cleaning of office vehicles
ANNEXURE II

Details of Space / Area where Housekeeping services to be rendered in the Office of the Principal Commissioner of Customs, Airport & Air Cargo Complex, Kempegowda International Airport, Devanahalli, Bengaluru -

<table>
<thead>
<tr>
<th>Area (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Air India SATS Freight Terminal</td>
</tr>
<tr>
<td>2. Menzies Aviation Bobba Pvt. Ltd.</td>
</tr>
<tr>
<td>3. Bengaluru International Airport (24 x 7 service)</td>
</tr>
<tr>
<td>4. DHL Courier Terminal</td>
</tr>
<tr>
<td>5. Air India SATS Cool Port</td>
</tr>
</tbody>
</table>

*Total area* 19398 Sq.m. or 208798 Sq ft.

- 1 Square metre = 10.7639 square feet
### PROFORMA FOR FINANCIAL BID

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Name &amp; Address of the Agency</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Details of rate quoted</td>
<td>Rs. ___ / sq.ft.</td>
</tr>
<tr>
<td>3</td>
<td>Amount quoted per month for 208798 Sq ft. (approx.)</td>
<td>Rs.</td>
</tr>
<tr>
<td>4</td>
<td>Amount quoted per annum for 208798 Sq ft. (approx.)</td>
<td>Rs.</td>
</tr>
<tr>
<td>5</td>
<td>No. of persons to be deployed for housekeeping services</td>
<td></td>
</tr>
</tbody>
</table>

Certified that the above quoted rate complies with the Minimum Wages Act, ESI Act, PF 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.

(Signature of the Authorized Person)

Date:    Name:    
Place:    Designation: