



सीमा शुल्क आयुक्त का कार्यालय, बेंगलुरु सिटी सीमा शुल्क, पी.बी.सं.5400, क्वीन्स रोड, बेंगलूर 560 001  
OFFICE OF THE COMMISSIONER OF CUSTOMS, BENGALURU CITY CUSTOMS:  
P.B.NO.5400; QUEEN'S ROAD: BANGALORE

सी.सं. I/22/04/2015 CUS A4

दिनांक 21.03.2016

**सीमित निविदा सूचना LIMITED TENDER ENQUIRY**

सामान्य वित्तीय नियम 2005 के नियम 180 अनुसार आयुक्त सीमा शुल्क बेंगलूरु द्वारा सीमा शुल्क आयुक्त का कार्यालय सीमा शुल्क आयुक्तालय केन्द्रीय राजस्व भवन क्वीन्स रोड बेंगलूरु 560001 के निम्नलिखित कार्यालय परिसर के रखरखाव के लिए संविदा के आधार पर हाउसकीपिंग सेवाओं की आपूर्ति करने के लिए नेकनामी सेवा आपूर्तिकारों से सीमित निविदायें आमंत्रित की जाती हैं ।

In accordance with the Rule 180 General Financial Rules, 2005 limited tenders are invited from the reputed service providers for providing the housekeeping services in the premises of Bengaluru City Customs Commissionerate, C.R. Building, Queens Road, Bengaluru -560001, on work contract basis for upkeep of the following offices located as detailed below.

2. सीमा शुल्क आयुक्त का कार्यालय, नगर सीमा शुल्क, बेंगलूरु जिसमें निम्न कार्यालय शामिल है !

Office of Commissioner of Customs, Bengaluru City Customs, Bengaluru located at the Central Revenues Buildings, Queen's Road, P.B. No.5400, Bengaluru -560001 comprising of

**'ए' विंग मैन ब्लिडिंग A wing (Main Building) - 2744.82 से फीट Sq.ft.**

(प्रधान आयुक्त सीमा शुल्क, सीमा शुल्क आयुक्तालय, मुख्य आयुक्त का कार्यालय आयुक्त सीमा शुल्क, अपीलस तथा निजी सचिव के केबिन, सीआईयू, गोदाम, केन्द्रीय राजस्व भवन बेंगलूरु 560001 )

(i.e. The Office of the Principal Commissioner of Customs, Customs Commissionerate, Chief Commissioners Office, Commissioner of Customs (Appeals), and attached PS cabins, CIU, Godown, C.R. Building, Queens Road, Bangalore -560 001

3. इच्छुक पार्टी उपर्युक्त से संबंधित सूचना को आयुक्तालय के प्रशासन अधिकारी मुख्यालय से प्राप्त कर सकते हैं ।

Interested parties may obtain the same for the above office from the Administrative Section of the Commissionerate.


4. विभिन्न सरकारी विभागों सार्वजनिक उपक्रमों और सरकारी स्वायत्त संस्थाओं में ऐसे सेवाओं की आपूर्ति करने में पर्याप्त अनुभवी सेवा आपूर्तिकारों को आग्रता दी जाएगी । संविदा की प्राथमिक अवधि एक वर्ष तक होगी जिन्हें विभाग के विचार पर निर्भर करते हुए एक वर्ष की अवधि तक विस्तृत की जा सकती है।

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

5. इस निविदा सूचना के उत्तर में बोली को मुहरबंद दो लिफाफे पर बड़े अक्षरों में "हाउसकीपिंग अनुरक्षण के लिए बोली" (तकनीकी बोली और वित्तीय बोली) अंकित करते हुए निम्नलिखित पते अधोहस्ताक्षरित को दिनांक 30.3.2016 के 4.00बजे अपराह्न या उससे पहले प्रस्तुत करना चाहिए। निविदा को दिनांक 31.03.2016 4.00 बजे खोली जाएगी।

Response to the tender enquiry should be submitted in two sealed cover super-scribed as Quotation for Housekeeping/Maintenance i.e. Technical bid and financial bid, addressed to the undersigned at the following address on or before 30.03.2016 by 4.00 P.M. The tender will be opened on 31.03.2016 at 4.00 P.M.

पता / ADDRESS: आयुक्त सीमा शुल्क का कार्यालय/OFFICE OF THE COMMISSIONER OF CUSTOMS,  
बेंगलूरु नगर सीमा शुल्क/ BENGALURU CITY CUSTOMS  
केन्द्रीय राजस्व भवन / CENTRAL REVENUE BUILDING  
चौथा तल अनेक्स क्वीन्स रोड/4<sup>TH</sup> FLOOR, ANNEXE, QUEENS ROAD,  
बेंगलूरु / BENGALURU-560 001.



(के.वि. गणेश प्रसाद/K.V. Ganesh Prasad)

संयुक्त आयुक्त, बेंगलूरु सिटी सीमा शुल्क  
JOINT COMMISSIONER

प्रति / Copy to:

1. नोटिस बोर्ड / Notice Board

2.अधीक्षक सिस्टमस / वेबसाइट में अपलोड करने के लिए

Superintendent (Systems), for uploading the tender in website.

## शर्तें / TERMS AND CONDITIONS

1. The Staff should be employed for housekeeping services for A wing (Main Building) (i.e. The Office of the Principal Commissioner of Customs, Customs Commissionerate, Chief Commissioners Office, Commissioner of Customs( Appeals), and attached PS cabins, CIU, Godown, C.R.Building, Queens Road, Bangalore -560 001
2. The scope of work should be earmarked separately for the house keeping. For the purpose of illustration, the scope of work for the housekeeping staff is enclosed as Annexure I.
3. The office of the Commissioner of Customs, 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 person, 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 improper conduct upon receiving written notice from the Office.
5. The service provider's personnel deployed 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 deployed 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.
7. The service provider's personnel deployed shall not claim any benefit/ compensation /absorption; regularization of services with office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970.
8. 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.
9. The service provider's personnel deployed shall not have any claim to any 'Master and Servant' relationship against this office.
10. The service provider shall ensure proper conduct of his personnel's in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, pan-masala, smoking, loitering without work.
11. He shall also provide separate 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.
12. 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. The service Provider shall comply with the statutory provisions of the Labor 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.
13. 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 also be furnished. Income tax 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 without the prior approval of the Commissioner of Customs, Customs Commissionerate, Bangalore. The work performance should be satisfactory.
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. For any damage which occurs 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.
17. 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.
18. All cleaning material like brooms, mops, phenol, room freshener, naphthalene balls, buckets, soaps, cleaning acid, cleaning cloth, vim powder etc., will be provided to the contractor by the Department. Hence, the cost of those materials will not be inbuilt in the quotation.



(के.वि. गणेश प्रसाद/K.V. Ganesh Prasad)

संयुक्त आयुक्त, बेंगलुरु सिटी सीमा शुल्क

**JOINT COMMISSIONER**

### **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 (Rupees Two Crores only) during the previous 3 (three) 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 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 labor 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 Excise & Customs, Bangalore" 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.

## **ANNEXURE I**

### **SCOPE OF WORK FOR HOUSEKEEPING STAFF (Office starts at 08.30 A.M.)**

- 1) General office sweeping and mopping;
- 2) Dusting and cleaning of office fixtures and furniture;
- 3) Sweeping and wet mopping of corridors with necessary disinfectant materials;
- 4) Dusting office partitions and almirahs;
- 5) Waste collection from various areas inside the office;
- 6) Dusting and washing of towels, napkins provided, from office;
- 7) Filling up of wash liquid soap containers;
- 8) Cleaning of toilers with phenyl, deodorants, etc;
- 9) Stains, if any, on floors, sinks etc., shall be removed with chemicals;
- 10) Toilets should be cleaned as and when required (morning, afternoon and evening regularly);
- 11) Cleaning of vinyl surfaces, polishing of brassware articles, if any, in office premises;
- 12) Shifting of furniture/fixture if any as authorized by concerned authorities;
- 13) Any other work allied to the above may also be entrusted by the competent Authorities from time to time;
- 14) To ensure that the officers room is hygienic and clean before the commencement of office hours;
- 15) Bring and serving water, beverages and lunch to the officers and also visitors if so desired by officers;
- 16) Moving of dak/ letters to the officer / official concerned;
- 17) Operating photocopier/ fax machine;
- 18) Preparing paper books/ sets as directed;
- 19) Cleaning and dusting office fixture and furniture;
- 20) Attending the call bell of officers in the absence of Havaldar;
- 21) Shifting of records and furniture as and when required;
- 22) Any other work as and when assigned;

## ANNEXURE - II

The housekeeping services shall be provided in the premises falling under the jurisdiction of 'The Office of the Commissioner of Customs, C.R. Building, Bangalore-560001

The above office comprises of following areas:

- A) सीमा शुल्क, मुख्य आयुक्त का कार्यालय ,सीमा शुल्क,बेंगलूरु अंचल,  
OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS,  
BENGALURU ZONE AND
- B) सीमा शुल्कआयुक्त का कार्यालय  
OFFICE OF THE COMMISSIONER OF CUSTOMS,
- C) सीमा शुल्कआयुक्तअपील्स का कार्यालय  
OFFICE OF THE COMMISSIONER (APPEALS),
- D) सी.आय.यू.विभाग, भांडांगार औरस्ट्रांग रूम  
CIU, GODOWN AND STRONG ROOM

मुख्य भवन , केन्द्रीय राजस्व भवन , क्वीन्स रोड बेंगलूरु 560001  
MAIN BUILDING OF C.R. BUILDING QUEENS ROAD,  
BENGALURU -560 001

- 2744.82क्षेत्र फल / Sq.ft

Proforma for Financial Bid

01 .Name & Address of the Agency

02Details of rate quoted Rs. /sqft

03Amount quoted per month for ----- Sq.ft (approx) Rs.

04Amount quoted per annum for ----- Sq.ft (approx) Rs.

05No. of persons to be deployed for housekeeping services No.

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 work contract. The above rate is inclusive of Service Tax or any other tax payable to the Government.

Date:

Signature of the Authorized person  
Bangalore

Name:  
Designation



Proforma for Financial Bid

- 01 . Name & Address of the Agency
- 02 Details of rate quoted Rs. /sqft
- 03 Amount quoted per month for ----- sq.ft.  
(approx) Rs.
- 04 Amount quoted per annum for ----- sq.ft.  
(approx) Rs.
- 05 No. of persons to be deployed for housekeeping  
services No.

Proforma for Financial Bid

- 01 .Name & Address of the Agency
- 02Details of rate quoted Rs. /sqft
- 03Amount quoted per month for ----- Sq.ft (approx) Rs.
- 04Amount quoted per annum for ----- Sq.ft (approx) Rs.
- 05No. of persons to be deployed for housekeeping services No.

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 work contract. The above rate is inclusive of Service Tax or any other tax payable to the Government.

Date:

Signature of the Authorized person  
Bangalore

**FORM I**  
**PROFORMA**

To,  
The Commissioner of Customs,  
P.B.No.5400  
C.R. Building  
Queens Road,  
BANGALORE

Sir,

Sub: Providing housekeeping functions on contract Basis- reg.

\*\*\*\*

I have read and examined in detail the tender document in respect of providing housekeeping functions on contract basis and I do hereby express our interest to provide such services.

**Correspondence Details:**

Our correspondence details are

1. Name of the Company
2. Address of the Company
3. Name of the contact person to whom all reference shall be made regarding this tender
4. Designation and address of the person to whom all references shall be made regarding this tender
5. Telephone No. (with STD Code)
- Landline: 1.
- 2.
- Mobile 1.
- 2.
- 3.

6. E-mail of the contact person
7. Fax No.(with STD Code)

**Documents forming part of the bid**

1. Form 2 : Minimum Eligibility
2. Form 3 : Prior Experience
3. Form 4: Declaration letter
4. Form 5 : Financial Bid
5. Earnest Money Deposit
6. Letter of authorization in the name of the contact person representing the company

Thanking you,

Yours faithfully,

Date:  
Bangalore

Signature of the Authorized person  
Name:  
Designation  
Business Address with seal

FORM-II

MINIMUM ELIGIBILITY

The details in respect of the company are as given under:

1. Name of the Company
2. Year of Registration/incorporation  
(Certified copy of RC is attached)
3. Number of Employees as on March 31, 2010  
(Proof of Employees Register is attached)
4. Annual Turnover from providing manpower/similar kind of service  
(Description in brief)

2011-12

2012-13

2013-14

2014-15

2015-16

5. PAN & Service Tax detail  
(Certified copies of PAN Card and Service tax registration attached)

6. EPF Registration No.  
(Contribution statement for previous years)

Thanking you,

Yours faithfully,

Date:  
Bangalore

Signature of the Authorized person  
Name:  
Designation  
Business Address with seal

FORM III  
PRIOR EXPERIENCE

(USING THE FORMAT BELOW, PROVIDE INFORMATION IN RESPECT OF EACH DEPARTMENT/AGENCY TO WHOM MANPOWER WAS PROVIDED BY THE COMPANY DURING THE LAST THREE YEARS)

NAME OF THE COMPANY/FIRM/AGENCY  
ALONG WITH ITS ADDRESS AND DETAILS OF CONTRAT PERSON TO WHOM HOUSE KEEPING  
FUNCTIONS WERE PROVIDED DURING PAST 3 YEARS

Thanking you,

Yours faithfully,

FORM-II  
MINIMUM ELIGIBILITY

The details in respect of the company are as given under:

1. Name of the Company
2. Year of Registration/incorporation  
(Certified copy of RC is attached)
3. Number of Employees as on March 31, 2010  
(Proof of Employees Register is attached)
4. Annual Turnover from providing manpower/similar kind of service  
( Description in brief)  
  
2011-12  
2012-13  
2013-14  
2014-15  
2015-16
5. PAN & Service Tax detail  
(Certified copies of PAN Card and Service tax registration attached)
6. EPF Registration No.  
(Contribution statement for previous years)

Thanking you,

Yours faithfully,

FORM V  
PROFIRNA FOR FINANCIAL BID

1. Name of the Company, address etc.
2. Details of rate quoted

Rate to be quoted only on per square foot per month basis.

(Figures may be written in words as well as figures. In case of any discrepancy between figures and words, the written words will be taken for consideration)

(Note: No cutting or over-writing will be allowed. Any financial bid with over-writing or cutting will be disqualified)

<b>LUMP SUM CONTRACT</b>	
<b>(RATE QUOTED AT SL.NOS. X TOTAL AREA IN SQ.FT.)</b>	
RS.	/- PER MONTH
RS.	/- PER MONTH

Thanking you,

Yours faithfully,

Date:  
Bangalore

Signature of the Authorized person  
Name:  
Designation  
Business Address with seal