SIEMA SHULK AAYUKT KA KARYALAY, BENGALURU SITI SIEMA SHULK, P.B.SRI.S.5400, KY Jalna ROAD, BENGALURU 560 001
OFFICE OF THE COMMISSIONER OF CUSTOMS, BENGALURU CITY CUSTOMS:
P.B.NO.5400; QUEEN'S ROAD: BANGALORE

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OFFICE OF THE COMMISSIONER OF CUSTOMS, BENGALURU CITY CUSTOMS:
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S.I.S. 1/22/07/2015 CUS A4

SIEMA SHULK AAYUKT KA KARYALAY, NAGAR SIEMA SHULK, BENGALURU JISMA KARYALAY SHAMNILA

Office of Commissioner of Customs, Bengaluru City Customs, Bengaluru located at and comprising of

UP AAYUKT SIEMA SHULK Deputy Commissioner of Customs,

DEPOT POSTAL APPRAISING DEPOT

BENGALURU UP VIJAYAPURA POSTAL OFFICE

GND Ground Floor, JI PO KAAMAPAREX SPO Complex,

VIDHAN VEDDI Vidhan Veedhi,

BENGALURU BENGALURU -560001 -1476.2 SASEYER PITH/ SQ.FT

3. ICCHAM PARI UPYUKT SE SANGAM CHAUPDA KO AAYUKTALAY KRE PRASHASAN ADHIKARY MUKYALAY SE PRAPTA KAR SAKTE HAIN.

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

4. VISHYAN SARAKARI VIHAYGAN SARBHAJANIK UPAKRAMO AND SARAKARI SWAYAALMT SANSADHOMS ENDHSE SENGDA SARAHIKA SAIKATA DAI JAHAGHAI. SANSADHI KI PRAVAMIK ADHISH

EAH VARSH TAK HOGI JINDRE VIHAYA KI VIHAYA KHEVAR KARTE HUE EAH VARSH KI ADHISH TAK VIHAYA KHEVAR JAI SAKTE HAIN!
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 निबंध सूचना के उत्तर में बोली को मुहरबंद दो लिफाफे पर बड़े अक्षरों में “हाउसकीपिंग अनुरक्षण के लिए बोली” (तकनीकी बोली और विशेष बोली) अंकित करने के लिए निम्नलिखित पते अभियंताशासित को दिनांक 30.3.2016 के 4.00बजे अपराह्न में उससे पहले प्रस्तुत करना चाहिए। निबंध को दिनांक 31.03.2016 4.00 बजे बोली 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 शूलक का कार्यालय/OFFICE OF THE COMMISSIONER OF CUSTOMS,
बंगलूरु नगर सीमा शूलक/ BENGALURU CITY CUSTOMS
केंद्रीय राजस्व भवन / CENTRAL REVENUE BUILDING
चौथा तल अलेक्स कॉर्प्लस रोड/4TH FLOOR, ANNEXE, QUEENS ROAD,
बंगलूरु / BENGALURU-560 001.

(र.वि. गाणेश प्रसाद/K.V. Ganesh Prasad)
संयुक्त आयुक्त, बंगलूरु सिटी सीमा शूलक
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.
1. The Staff should be employed for housekeeping services for POSTAL APPRAISING DEPOT, Bengaluru Sub Foreign Post Office, Ground Floor, GPO Complex, Vidhan Veedhi, BENGALURU - 560001.

2. The scope of work should be earmarked separately for the housekeeping. 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 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.

(Signed)

(K. V. Ganesh Prasad)

Joint Commissioner
TERMS AND CONDITIONS

1. The Staff should be employed for housekeeping services for POSTAL APPRAISING DEPOT, Bengaluru Sub Foreign Post Office, Ground Floor, GPO Complex, Vidhan Veedhi, BENGALURU -560001.

2. The scope of work should be earmarked separately for the housekeeping. 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.

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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.
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 toilets 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 cal ling 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:

OFFICE OF THE DEPUTY COMMISSIONER,
POSTAL APPRAISING DEPOT
Bengaluru Sub Foreign Post Office,
Ground Floor, GPO Complex, Vidhana Veedhi,
BENGALURU -560001 - 1476 SQ.FT
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.

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.

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.

Thanking you,

Yours faithfully,

Date:  
Bangalore

Signature of the Authorized person
Name:
Designation
Business Address with seal
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 CONTRACT PERSON TO WHOM HOUSE KEEPING FUNCTIONS WERE PROVIDED DURING PAST 3 YEARS

Thanking you,

Yours faithfully,

Date: Bangalore

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

FORM-IV

(DECLARATION LETTER ON OFFICIAL LETTER HEAD STATING THE FOLLOWING)

I. We and our personnel deployed are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.

II. We are not black-listed by any Central/State Government/Public Sector undertaking in India.

III. We have read and agreed to the terms and conditions laid down by the Office of the Commissioner of Customs, Bangalore for this contract.

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)

<table>
<thead>
<tr>
<th>LUMPSUM CONTRACT</th>
</tr>
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<tbody>
<tr>
<td>(RATE QUOTED AT S.L.NOS. X TOTAL AREA IN Sq.FT.)</td>
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<tr>
<td>RS.</td>
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<tr>
<td>RS.</td>
</tr>
</tbody>
</table>

Thanking you,

Yours faithfully,

Date:
Bangalore

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