



सीमा शुल्क आयुक्त का कार्यालय, बेंगलुरु सिटी, केंद्रीय राजस्व भवन,  
क्वीन्स रोड, पी.बी.सं.5400, बेंगलुरु 560 001

OFFICE OF THE COMMISSIONER OF CUSTOMS, BENGALURU CITY, C.R.  
BUILDING, QUEENS ROAD, P.B.NO.5400, BENGALURU - 560 001

सीसं C.No.I/22/34/2018 Cus A4

दिनांक Date: 21.02.2019

खुला निविदा पूछताछ / OPEN TENDER ENQUIRY

Sealed tenders are invited from eligible Housekeeping service providers for providing the Housekeeping services at 'The Office of the Commissioner of Customs, City Customs Hqrs., Bengaluru on work contract basis as indicated at Annexure - I. Interested parties may download the contents along with terms and conditions enclosed herewith, from the Department website: [www.bangalorecustoms.gov.in/](http://www.bangalorecustoms.gov.in/) / [www.eprocure.gov.in](http://www.eprocure.gov.in).

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 Deputy Commissioner of Customs, City Customs Hqrs., Bengaluru with EMD of Rs. 10,000/-\* (Rupees Ten Thousand Only) in the form of a Demand Draft drawn in favour of "The PAO, CBIC, Bengaluru". Tenders without EMD will be summarily rejected. The Completed sealed tender documents should reach the office by 11:00 hrs on 26.02.2019.

Bids beyond the specific date and time will not be accepted. The tenders will be opened in the presence of the designated committee at 15:00 hrs on 25.02.2019. 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 the later stage, the agency shall be liable to be debarred from the tendering process.

Encl: As above

(एम रमणा रेड्डी / M. RAMANA REDDY)  
अपर आयुक्त / Additional Commissioner (P&E)  
सीमा-शुल्क मुख्यालय बेंगलुरु / Customs Hqrs., Bengaluru

Submission of tender:

1. The tender shall be submitted in two sealed covers, viz., technical bid and financial bid.
2. 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.
3. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

Annexure - I

Housekeeping Services to be rendered:

Sl.No	Name of the Office	Total Sq.ft	Address
01.	Office of the Commissioner of Customs, City Customs Hqrs., Bengaluru	17249.17	O/o The Commissioner of Customs, 4 <sup>th</sup> floor, 1 <sup>st</sup> floor and main Building of Central Revenue Building, Queens road, P.B. No. 5400, Bengaluru - 560 001.
02.	Office of the Asst./ Dy Commissioner of Customs, Postal Appraising Department, Bengaluru.	1476.20	O/o The Asst./ Dy. Commissioner of Customs, Postal Appraising Department, 1 <sup>st</sup> floor, GPO complex, Vidhana Veedhi, Bengaluru - 560 001.
Total sq.ft		18725.37	

## TERMS AND CONDITIONS

1. The staff should be employed for housekeeping services for A - Wing (C.C, Commr., CIU, SPS chambers & strong room), B - Wing (1<sup>st</sup> & 4<sup>th</sup> floors of Customs sections) and Postal Appraising Department of City Customs Hqrs., Bangalore - 560 001 for the total area of 18,725.37 sq ft.
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 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 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 Department. 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.
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 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 sole 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 & GST as applicable shall be deducted at source.
14. The service provider shall not sublet transfer of assign this contract or any part thereof to a third party without the prior approval of the Commissioner of Customs, 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 the 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 the responsibility to fulfill it. Violations of the terms and conditions of the contract will be viewed seriously and legal action will be initiated against the contractor.
17. In case of any absence of the 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 materials like brooms, mops, phenyl, room freshener, 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.

अपर आयुक्त / Additional Commissioner (P&E)  
सीमा-शुल्क मुख्यालय बेंगलुरु / Customs Hqrs., Bengaluru

### 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 Rs.50 Lakhs during the previous 3 financial years.
3. The persons deployed by the bidder should have sound medical fitness well behaved and should be well experience 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/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, GST Registration, Certificate of registration with the labor department, registration with EPF/ESI department.
5. Earnest Money deposit Rs.10,000/- in the form of Demand Draft drawn in favour of "The Pay and Accounts Officer, Central Excise and 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.

## PROFORMA FOR FINANCIAL BID

1.	Name & Address of the Agency	
2.	Details of rate quoted	
3.	Amount quoted per month for . . . . Sqft. (approx..)	
4.	Amount quoted per annum for . . . . Sqft. (approx...)	
5.	No. of persons to be deployed for housekeeping services.	

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 exclusive of GST or any other tax as applicable.

(Signature of the Authorized)

Date:

Name:

Place:

Designation:

## ANNEXURE - I

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

1. General office sweeping and moping.
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 Almira.
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 the 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 the serving water, beverages and lunch to the officers and also to visitors if so desired by the officers.
16. Moving of dak/ letters to the officers/ 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 calling bell of officers in the absence of Havaldars.
21. Shifting of record and furniture as and when required.
22. Any other work as and when assigned.



FORM - I  
PROFORMA

To,

The Commissioner of Customs,  
C. R. Building, Queens Road,  
P. B. No. 5400,  
Bengaluru - 560 001

Sir,

Sub: Providing housekeeping functions on contract basis - Reg.

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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:

1. Name of the Agency
2. Address of the Agency
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) both landline and mobile
6. E - mail ID 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 Agency.

Thanking You,

Yours faithfully,

Dated:

Place:

Signature of the authorized person  
With name, designation and business address 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<sup>st</sup> 2018
4. Annual Turnover from providing manpower/ similar kind of service (description in brief)

2014 - 2015

2015 - 2016

2016 - 2017

2017 - 2018

2018 - 2019

5. PAN & GST details  
(Certified copies of PAN card and GST registration attached)
6. EPF Registration No.  
(Contribution statement for previous years)

Thanking You,

Yours faithfully,

Dated:

Place:

Signature of the authorized person

With name, designation and business address 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 THE CONTRACT PERSON TO WHOM HOUSEKEEPING FUNCTIONS WERE PROVIDED DURING PAST 3 YEARS

Thanking You,

Yours faithfully,

Dated:  
Place:

Signature of the authorized person  
With name, designation and business address seal

FORM - IV

(DECLARATION LETTER ON OFFICIAL LETTER HEAD STATING THE FOLLOWING)

1. We and our personnel deployed are not involved in any major litigation that may have an impact affecting or compromising the delivery of services required under this tender.
2. We are not black - listed by any Central / State Government / Public Sector undertaking in India.
3. We have read and agreed to the terms and condition laid down by the Office of the Commissioner of Customs, Bangalore for this contract.

Thanking You,

Yours faithfully,

Dated:  
Place:

Signature of the authorized person  
With name, designation and business address seal

FORM - V  
PROFORMA FOR FINANCIAL BID

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

Rate to be quoted only as 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)

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

Thanking You,

Yours faithfully,

Dated:  
Place:

Signature of the authorized person  
With name, designation and business address seal