



GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE

**OFFICE OF THE COMMISSIONER (A.R),
CUSTOMS, CENTRAL EXCISE & SERVICE TAX APPELLATE TRIBUNAL:
WTC BUILDING: FKCCI COMPLEX: K. G. ROAD: BANGALORE-560 009.**

COMMR (AR) /14/2016/ OE (Gen)

Date: .03.2017

LIMITED TENDER ENQUIRY NO. 01/2016-17

The office of the Commissioner(AR), CESTAT , FKCCI Complex, KG Road , Bangalore 560009, invites sealed tenders/quotations from reputed service providers, for providing the house keeping services, as mentioned in the Annexure enclosed, in the premises of the *Office of the Commissioner(AR), CESTAT , FKCCI Complex, KG Road , Bangalore 560009* and as mentioned in the **Terms and Conditions** annexed to this letter.

2. Service providers who have sufficient experience in providing such services to various Government Departments, Public Sector Undertakings and Government Autonomous Organisations alone may apply. The period of contract shall be for a period of one year. (from 1.04.2017 to 31.03.2018) extendable at the discretion of the Department.

3. The envelopes containing the quote/tender should be super-scribed as *Quotation for Housekeeping/Maintenance* and addressed to **The Commissioner (A.R), Customs, Central Excise & Service Tax Appellate Tribunal, (CESTAT), WTC Building, FKCCI Complex, K.G. Road Bangalore 560009**. The completed sealed Tender should reach this office by 17.00 Hrs on 22.03.2017. Bids beyond the specified date/time will not be accepted. The Quotations will be opened on 24.03.2017 at 16.30 Hrs in the presence of the designated committee. If any of the bidders like to participate in the tender opening process, they may present themselves at the venue at aforesaid time. This 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 providing the services and may face financial consequences. The bidder may inspect the premises on any working day during working hours, if needed.

Encl : as above

(P. HEMAVATHI)
COMMISSIONER(A.R)
CESTAT, BANGALORE

TERMS AND CONDITIONS

1. The scope of work for housekeeping is enumerated below.
2. The office of the Commissioner (AR), CESTAT, FKCCI Complex, KG Road, Bangalore 560009, may at its discretion at any point 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 employees by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
3. 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.
4. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote goodwill 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.
5. The service provider's persons shall not claim any benefit/compensation/absorption/regularization of services with office under the provisions of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertakings 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" relationships against this office.
7. The Service Provider shall be solely responsible for all the claims of his employees and the said employees shall not make any claim whatsoever with or against the Department.
8. 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.
9. The persons deployed should have knowledge of the local language and should not be changed without prior intimation to the designated officer of the department.
10. He will also provide separate uniforms at his cost for the housekeeping staff so as to distinctly identify his personnel in the office. The service provider's personnel should be in uniform at all times in the office and should possess identity card during office hours.
11. The transportation, food, wages 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.
12. 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.
13. THE Service provider shall be responsible for maintaining records pertaining to payment of Wages Act and also for depositing the PF/ESI contributions with authorities concerned and providing proof to the Department.

14. 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 the employees should be furnished.
15. Income tax as applicable shall be deducted at source.
16. 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(AR), CESTAT , FKCCI Complex, KG Road , Bangalore.
17. The work performance should be satisfactory.
18. For any damage occurred while carrying out the work, the contractor shall bear responsibility to fulfil 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 person/manpower to undertake the housekeeping activities and ensure that the required work will be completed.
19. All cleaning materials like brooms, mops, phenol, room freshener, naphthalene balls, buckets, soaps, cleaning acid, cleaning cloth, Vim powder etc shall be provided to the contractor by the Department. Hence, the cost of those materials will not be inbuilt in the quotation.
20. The Commissioner (AR) may cancel the tender process at any time without assigning any reason.

CONDITIONS TO BE FULFILLED FOR ELIGIBILITY :-

During the last two years, the firm/contractor should have fulfilled all the conditions stipulated below:

1. Housekeeping work including building maintenance;
2. The firm should have maintained a building with high class interiors of not less than 10,000 sq.ft area every day, complying with the above criterion during the last two years in Central Government/Central PSUs.
3. The firm should have the experience of cleaning building premises, cleaning of structural glazing Interior and Exterior surfaces, cleaning and maintaining toilets, furnished office spaces.
4. The annual turn over shall not be less than Rs. 20.00 lakhs for the past three years.
5. The statutory requirements, including the Minimum Wages Act, labour regulations prescribed by Central, State or local bodies should be complied with by the service provider.
6. The Tenderer will quote the rate both in figures as well as in words in the proforma for financial bid enclosed. If there is difference in rates mentioned in the words and figures, the rates quoted in words will prevail. If the rate quoted by any Tenderer is less than the minimum wages including statutory payment prescribed by Central Government, such tenders will be rejected outright.
7. In case of any variation /revision of taxes or change in rate of Variable Dearness Allowance communicated by the Office of the Chief Labour Commissioner, after agreement and during the operation of the agreement, this shall **REVISE THE RATE accordingly w.e.f the date of such revision.**
8. 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.

9. Half Yearly returns of ESI in Form No 6
10. Annual returns of EPF in Form No 6A.
11. 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. It should be supported by copy of the receipted challans.

THE INTENDING FIRMS/CONTRACTORS SHOULD SUBMIT THE FOLLOWING DOCUMENTS ALONG WITH THE APPLICATION.

- (1) Certificate from the client for having satisfactorily completed the work as per the conditions stipulated above (Mention area of the building)
- (2) Profile of the company with the financial statement indicating the turn over for the last two years;
- (3) Infrastructures facilities and mechanical equipment available.
- (4) List of maintained companies with phone numbers and contract persons in the last two years with detail of work done explained by way of photographs and details attested by the concerned companies.
- (5) Copies of PAN Card, Service Tax registration, Certificate of Registration with the Labour Department, Registration with EPF/ESI departments.
- (6) Any other relevant information connected with such projects.
- (7) Income tax returns for the past three years.

For further details, you may contact the Superintendent of Central Excise(Admn), CESTAT, WTC Building, FKCCI Complex, K.G. Road Bangalore 560009 on any of the working days.

ANNEXURE

**OFFICE OF THE COMMISSIONER (A.R)
CUSTOMS, CENTRAL EXCISE & SERVICE TAX APPELLATE TRIBUNAL
WTC BUILDING : FKCCI COMPLEX : K. G. ROAD : BANGALORE 560 009**

**TERMS & CONDITIONS OF THE CLEANING HOUSE KEEPING/ MAINTENANCE
RATE CONTRACT AGAINST OUR LIMITED TENDER ENQUIRY DATED .**

1. PERSONNEL REQUIRED :

- (1.1) The personnel to be deployed should be well experienced and trained adequately to handle any type of cleaning/ housekeeping and other work entrusted to them by the Office of The Commissioner (A.R), CESTAT, WTC Building, FKCCI Complex, K.G. Road Bangalore 560 009.
- (1.2) The personnel to be deployed should have sound medical fitness, good physique, moral character and experience in Cleaning/Housekeeping line.
- (1.3) The personnel to be deployed should have knowledge of local language.
- (1.4) The personnel deployed should not be changed without prior notice to the undersigned.

(2.) NAME OF THE WORK: Quotation for Housekeeping work includes maintenance i.e. cleaning of floor, toilets, Glass Doors, windows, light fixtures, office/modular furniture, office equipments like photocopiers, Computer Systems, Compactors, Storage racks, Printers, Telephone Instruments and other office accessories, maintenance of potted plants kept within/outside office etc. for the Office of The Commissioner (A.R), Customs, Central Excise & Service Tax Appellate Tribunal, WTC Building, FKCCI Complex, K.G. Road Bangalore 560009.

The above premises cover an approximate area of 2700 sq ft.

(3.) DUTIES OF CLEANING/HOUSEKEEPING PERSONNEL:

- (3.1) The scope of work of this cleaning Contract Service is detailed below which includes the following:

The Contractor shall undertake all types of work viz, cleaning, dusting, toilet cleaning and the following work in particular.

((3.i) DAILY WORK :

- (a) Dusting of cleaning of tables, chairs, trays, telephones, filing cabinets, cub-boards, paper racks, tables, fans, photocopier machines, printers, computer systems etc.
- (b) Wet mopping of corridors and rooms.
- (c) Dusting of cleaning of office furniture including work stations;
- (d) Dusting of wooden panels in the premises, including stairs and railings
- (e) Cleaning of toilets with toilet cleaners and deodorants etc.
- (f) All toilets in the premises and other areas should be cleaned minimum twice a day.
- (g) Collecting waste papers and other waste from various places and deporting it to dumping areas.
- (h) Shifting of furniture and records and its rearrangement as and when required.
- (i) Serving of tea/coffee as and when required.
- (j) Maintaining of the plotted plants within/outside the office.
- (k) Such other cleaning or up keeping work as may be entrusted by the competent authority.

(l) Office of the Commissioner (A.R), CESTAT, WTC Building, FKCCI Complex, K.G. Road Bangalore 560 009 will provide only required quantity of water for cleaning.

(3.ii) EMERGENCY WORK:

- a. Cleaning and removing of Blockage work at pipes in toilets and building premises.

(3.iii) WEEKEND WORK:

- (a) Dusting of ceilings, walls, light shades, frames, fans etc.
(b) Cleaning internally, externally glasses of all windows once in a week
(c) Cleaning of all the furniture and office equipments in the office
(d) Brushing and washing of floors, stairs with necessary detergents. Cleaning with chemicals etc. if required.
(e) Removing stains from walls/floors.
(f) Removing cobwebs once in a week.

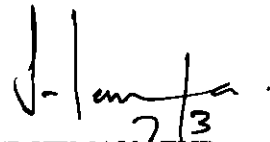
(4) **INSPECTION:** The Contractor should see that the staff deployed properly clean all the floors engaged for the purpose by 08:30 AM. The Contractor should exercise check at regular intervals on personnel and ensure prompt service.

PAYMENT OF BILL: The Contractor shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month.

REPORTING OF CLEANING/HOUSEKEEPING PERSONNEL: The personnel deployed by the contractor shall report to the Officer designated by the Commissioner(A.R.), in charge of housekeeping work and shall follow the instructions in respect of allocation of work on a day to day basis.

MISCELLANEOUS: Complying with the legal rules and regulations of the State Governments and Central Government governing the work contract would be the sole responsibility of the contractor.

The Contractor shall ensure that the required work would be completed even in the absence of the person(s) he deploys for the same.



(P HEMAVATHI)
COMMISSIONER (A.R)
CESTAT, BANGALORE