



केंद्रीय वस्तु एवं सेवा कर, लेखा परीक्षा आयुक्तालय, नागपुर
ए - ब्लॉक, चौथा तल, सी जी ओ कॉम्प्लेक्स, सेमिनरी हिल्स, नागपुर - 440006
CGST Audit Commissionerate, Nagpur
4th Floor, 'A' Block, CGO Complex, Nagpur - 440006
Telephone No 0712-2511222

F.No. I(22)03/2019/Admn/Audit

Nagpur, 14th February 2019

**TENDER FOR OUTSOURCING OF HOUSE-KEEPING SERVICES
IN CGST AUDIT COMMISSIONERATE, NAGPUR**

Sealed quotations are invited from registered firms/companies engaged in business of house-keeping Service to provide house-keeping service for the office of the Commissioner, CGST Audit Commissionerate, Nagpur.

Interested agencies/firms may send sealed quotations with separate **Technical and Financial Bids** to **The Commissioner, O/o the Commissioner, CGST Audit Commissionerate, 4th Floor, A-Block, CGO Complex, Seminary Hills, Nagpur - 440006** by **14.03.2019 before 14.00 hrs.** The **technical bids will be opened at 16.00 hrs on 14.03.2019** in the presence of representatives of interested firms, if they make themselves available at that time. Financial bids of those firms, which qualify in technical bids, will be opened on the same day. Tender forms are available at **www.cbec.gov.in; www.cenexcisenagpur.nic.in.**

Service Providers, **who have experience of at least 03 (Three) years of providing services to various Central Government Departments, Public Sector Undertakings and Central Government Autonomous Organizations** may apply for bid.

The period of contract shall be **01.04.2019 to 31.03.2020.** The tenders should be submitted **in two sealed covers.** The first sealed cover should be super scribed with **"Technical Bid for providing house-keeping services"** to "The Commissioner of CGST Audit Commissionerate, Nagpur" containing information as prescribed in the tender document. The second sealed cover should be super scribed with **"Financial Bid for providing house-keeping services"** to "The Commissioner of CGST Audit Commissionerate, Nagpur" and contain information only for the rate for providing the services **on monthly basis** as prescribed in the tender document. Both the sealed covers should be placed in main sealed envelope super scribed **"Tender for providing house-keeping services to the O/o the Commissioner, CGST Audit Commissionerate, 4th Floor, A-Block, CGO Complex, Seminary Hills, Nagpur - 440006"** and should be addressed to "The Commissioner, CGST Audit Commissionerate, Nagpur". The completed sealed tender documents should reach this office by **14.03.2019 before 14.00 hrs.** Bids beyond the specific date & time will not be accepted. The technical & financial bids will be opened in the presence of the designated Committee at **1600 hours on 14.03.2019.** **Financial bids of only those tenders will be opened that qualify in technical bids however the Commissioner, CGST Audit Commissionerate, Nagpur reserves the right to open all bids.**

The office reserves the right to reject any tender without assigning any reason. If any information furnished by the agency is found to be incorrect even at a later stage, the agency shall be liable to be debarred from the tendering process and black listed for the future.

The tender details are also available at Notice Board of the CGST Audit Commissionerate, Nagpur and official website www.cbec.gov.in; www.cenexcisenagpur.nic.in.

For any clarification in the matter and/or for inspection of the premises prior appointment may be made with Shri A.K. Pandey, Assistant Commissioner (P&V), CGST Audit Commissionerate, Nagpur at the office or on telephone on 0712-2511226.

sd/ r

(A.K. Pandey)

Assistant Commissioner (P&V)
CGST Audit Commissionerate
Nagpur

Copy to:-

1. PA to Commissioner, CGST Audit Commissionerate, Nagpur - for information.
2. The Additional Commissioner, CGST Audit Commissionerate, Nagpur - for information.
3. The Superintendent (Computer Cell), Nagpur-I hqrs., CGST & Central Excise, Nagpur - for uploading the tender notice on CBEC & Department website immediately.
4. Notice Board

sd/ r
02/2019

(A.K. Pandey)

Assistant Commissioner (P&V)
CGST Audit Commissionerate
Nagpur

TENDER DOCUMENTS
FOR PROVIDING HOUSE-KEEPING SERVICES TO
O/O THE COMMISSIONER,CGST AUDIT COMMISSIONERATE, NAGPUR.

The tender consists of three parts:

- Part A – Terms and conditions
- Part B - Technical bid
- Part C – Financial bid

Both Part B and C should be sealed in separate envelopes and super-scribed in bold letters:

- a. “Technical bid for providing house-keeping services” to office of the Commissioner of CGST Audit Commissionerate, Nagpur.
- b. “Financial bid for providing house-keeping services” to office of the Commissioner of CGST Audit Commissionerate, Nagpur.

Both these envelopes should be then placed in a single sealed cover super-scribed **“Tender for providing house-keeping services”** to office of the Commissioner of CGST Audit Commissionerate, Nagpur.

The bids (technical bid first followed by financial bid) will be opened on 14.03.2019 at 1600 Hours at Office of the Commissioner of CGST Audit Commissionerate, Room No. 410, 4th Floor, A-Block, CGO Complex, Seminary Hills, Nagpur – 440006. Financial bids of only those bidders, whose technical bids are found valid, eligible and acceptable, shall only be opened on **14.03.2019** at 1600 Hours.

Part A :-

TERMS AND CONDITIONS

1. The Terms and condition shall form part of tender to be submitted by the bidder to office of the office of the Commissioner of CGST Audit Commissionerate, Nagpur.
2. All bidders are requested to submit the tender document (Technical & Financial bids) duly filled in with relevant information supported by relevant documents at the following address:-
The Commissioner, CGST Audit Commissionerate, 4th Floor, A-Block, CGO Complex, Seminary Hills, Nagpur – 440006.
3. All columns in the tender document should be duly filled in and no column should be left blank. “NIL” or “Not applicable” should be marked, where there is nothing to report. All the pages of the tender document should be signed by the service provider. Any other cutting or use of white ink should be duly initialled by the bidder. This office reserves the right to reject the incomplete tender or in case information submitted is found to be incorrect.
4. In case space in tender document is found to be insufficient, the bidder may use separate sheet to provide full information.
5. Tender documents received after due date and time i.e. 1400 Hours on **14.03.2019** shall be rejected outright and no correspondence in this regard shall be entertained.
6. The bidder should not withdraw / modify the offer in terms of price and other terms and condition quoted in the Technical or Financial bids.

7. There should not be any deviation in terms and condition as have been stipulated in the tender document.

8. Service provider must have the experience of minimum 03 (Three) years of providing house-keeping services to various Central Government Departments, Public Sector Undertakings and Central Government Autonomous Organisations.

9. The payment terms mentioned in the financial bid shall be strictly followed and no deviations will be allowed. **The rates must be quoted on per square feet per month (excluding GST) basis indicating number of persons proposed to be engaged by the bidder. GST shall be paid by this office on submission of proof of payment of the same.**

10. The Service Provider shall undertake all types of House-keeping work viz., cleaning, dusting, toilet cleaning etc. in general and the following works in particular at all the offices mentioned as below:-

No.	Details of works to be performed by the unskilled workers in closed/open area
01	Dusting and cleaning of Office fixtures and furniture etc.,
02	Sweeping/wet mopping of office premises/clearing papers/trash on day to day basis
03	Cleaning of toilet with toilet cleaners and deodrants etc.,
04	Cleaning of all glass panels of windows and cleaning doors etc.,
05	Cleaning/dust removal of partitions/almirahs.
06	Cleaning of paintings, maps, etc.
07	House-keeping services such as movement of files/ equipment/records within the office premises.
08	Cleaning of fans, light and electronic equipments, telephone instruments/computers/Photo Copiers/CPU/Printers/Stabilizers, etc.
09	Periodical cleaning and dusting and maintenance of records in the record room
10	Locating and finding the required records from the Records Room.
11	Photocopying of the office records as and when required
12	Watering of plants each day (2-3 times)
13	Removing the cobwebs
14	Miscellaneous service such as making sitting arrangements of officers in meetings, serving of drinking water/refreshment in the office in meetings/officer's cabins.
15	Shifting of furniture & other equipment and files, attending the doorbell of officers, delivery of Dak, bills, letters and other documents to the concerned person/authority, whenever required.
16	Other related work ordered by Senior Officers.
No.	Details of works to be performed by the unskilled workers in open area
01	Sweeping of entire area on daily and maintaining cleanliness
02	Collection of garbage (waste materials, papers, plastic, leaves and its disposal)
03	Removal of unwanted shrubs, weeds etc on regular basis from the plants put inside the office area
04	Watering of plants
05	Other related works

11. SCOPE OF WORK : Daily services

The premises of the Office of the Commissioner, CGST Audit Commissionerate, Nagpur is located at 4th Floor, A- Block, (East & West Wings) CGO Complex, Seminary Hills, Nagpur - 440006 and the area of the Office space (approximately) is as under.

Sl. No.	Name of the Building/Location	Covered Area (Sq. Ft.)	Open Area (Sq. Ft.)	Total Area (Sq. Ft.)	Work Area
1.	Office of the Commissioner, CGST Audit Commissionerate, Nagpur, 4 th Floor, A- Block, (East & West Wings) CGO Complex, Seminary Hills, Nagpur - 440006	9029 sq. ft.	2000 sq. ft. (approx.) including toilets, space in between both east & west wings & corridor area	11029 sq. ft. (approx.)	Providing the housekeeping & other services as quoted in point no. 10 of term & reference.

12. The office of the Commissioner of CGST Audit Commissionerate, Nagpur may at its discretion, at any point of time, during the validity of the contract, require to dismiss or remove from the site of work, any person 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.

13. 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 of improper conduct upon receiving written notice from the office/ officer.

14. 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.

15. The Service Provider's personnel shall not divulge or disclose to any persons, any details of office, operational process, technical know-how, security arrangements, and 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.

16. The Service Provider's personnel shall not be entitled to claim any benefit/ compensation/ absorption; regularization of service with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 etc.

17. The persons deployed by the Service Provider shall not have any claim to any "Employer and employee" relationship against this office.

18. The Service Provider shall furnish the full details regarding residential address, age, qualification, parentage etc. along with photographs & telephone number of all housekeeping personnel for record.

19. The Service Provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering.

20. 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.

21. Bidders Should be paying minimum wages to their employees in time, as prescribed by Govt. of India Ministry of Labour & Employment office of the Deputy Chief Labour Commissioner (Central, Nagpur 440006 (MS) as per latest norms (As amended time to time). Also, the agency shall comply with the statutory provisions of the labour laws like Minimum Wages, Bonus, EPF, ESIC etc. They should have registration with EPF, ESIC etc. and enclose the proof of registration with the bid documents.

Apart from the above all existing statutory regulations of both the State as well as the Central Govt., shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office whenever required. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.

22. 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 ESIC/EPF benefits given to the employees should be furnished.

23. Payment to the Service Provider will be made by direct credit to their account only through RTGS. Applicable TDS under income tax & GST shall be deducted as per the rates notified by the tax authorities;

24. The Service Provider shall not sublet, transfer or assign his contract or any part thereof to a third party without the prior approval of the Commissioner of CGST Audit Commissionerate, Nagpur.

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

26. The Service Provider should be registered and well established House-Keeping firm/agency and should have a sufficient experience in rendering such services to establishment of Central/State /Public Sector Organizations. A list indicating the Departments where the bidder has contract for House-keeping services along with supporting documents should be submitted with bid.

27. The persons deployed by the Service Provider should have sound medical fitness, well behaviour and should be well experienced and trained adequately to handle any type of cleaning/House-keeping and other works entrusted to them by the department.

28. The persons deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated office of the department.

29. Contractor will attract a penalty of Rs. 500/- (Rupees five hundred only) per day per person in case the person fails to carry out the said services due to his absence or any other reason.

30. Canvassing in any form will automatically disqualify the offer. The contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

31. Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees Forty thousand only) per application in form of Demand Draft issued by any nationalized Bank in favour of "The Commissioner, CGST Audit Commissionerate, Nagpur" shall accompany the qualifying bid. Qualifying bids without EMD (Except MSEs) will be rejected; EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders withdraws or the details furnished in Part-B and Part-C are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD and EMD of successful bidder will be returned on furnishing performance guarantee as detailed below.

32. It is necessarily required to have a Service/Branch office of the service provider/bidder located in Municipal limits of Nagpur City and the proof of address of the office in Nagpur would have to be furnished as a part of the tender. Quotations with non-adherence to the said clause will not be considered.

33. No tender will be accepted by fax, email, telex or any other such means.

34. Performance Guarantee:- The successful bidder has to submit performance guarantee of an amount equivalent to 5% of the annual contract value as specified in the bid documents in the form of Bank Guarantee or a demand draft of an equal amount issued by a Nationalised Bank issued in favour of "The Commissioner, CGST Audit Commissionerate, Nagpur" & payable at Nagpur before execution of the contract Performance Guarantee should remain valid for a period of 60 (sixty) days beyond the date of completion of the contract. The Performance Guarantee shall be returned to the selected bidder without any interest on the completion of contract period.

No interest or any other amount, whatsoever, shall be paid by this office. The security deposit (Bank Draft) will be refunded within 60 days after successful completion of the contract.

35. Tender is likely to be rejected because of non-fulfillment of any of the above terms.

36. The party desirous of remaining present at the time of opening of tenders may attend at the above mentioned time and date.

37. The contract shall be awarded for a period starting from 01.04.2019 or date of executing the contract, whichever is later and it shall be valid up to 31.03.2020. However the contract period may be extended if found satisfactory.

38. There has to be un-skilled persons, deployed for the work of house-keeping services and miscellaneous office work for CGST Audit Commissionerate, Nagpur, at any time during the contract period. The deployed persons should be available for a minimum of eight hours of the day, which may be extended.

39. All the consumable cleaning & house-keeping material will be provided by this Commissionerate.

40. The contractor will provide his staff with the necessary uniform (two pairs) and the same is to be compulsorily worn by them all the time when on duty. The cost of the uniform will be borne by the Service provider.

41. This office reserves the right to postpone/extend the date of receipt/opening of Rates/Quotations or to withdraw the same or reject all or any tender without assigning any reason thereof. If any disagreement or dispute arising between the vendor and the Government under or in connection with the terms and conditions, they shall make every effort to resolve amicably by direct informal negotiation, even then, if any disagreement or dispute arising between them shall be settled under the Court of Law within its jurisdiction at Nagpur. The resultant contract will be interpreted under Indian Laws.

(A.K. Pandey)

Assistant Commissioner (P&V)
CGST Audit Commissionerate
Nagpur

PART B

TECHNICAL BID FOR PROVIDING HOUSE-KEEPING SERVICES

01	Full particulars of the service provider; (i) Name of the firm/company: (ii) Full address of office: (iii) Telephone No./Mobile No. (iv) E-Mail Address:	
02.	Full particulars of person(s) offering the house-keeping and other services and submitting the tender:	
03	Year of registration/incorporation of firm/company (certified copy of RC is to be attached)	
04	PAN Card No. (certified copy of PAN Card is to attached)	
05	Details of EMD	
06	GST Registration No. (Copy of GST Registration is to be attached)	
07	Number of unskilled House-keeping workers that will be provided by the bidder/service provider	
08	Details of the offices where the house-keeping and other services has been/are being provided; 1) Name/Address of the office(s) 2) No. of years for which service has been/is being provided (certificate from the office (s) mentioned above regarding the house-keeping service is to be attached (at least 05 years)	
09	Total staff / workers of the firm	
10	Has any of your Director/ Partner/ Entrepreneur ever been convicted under law?	YES/NO If yes, please provide details.
11	Details of prior experience of house-keeping and other services	
12	Details of EPF Certificate (attach copy)	
13	Details of ESIC Certificate (attach copy)	
14	Any employee of the Office of the Commissioner, CGST Audit Commissionerate, Nagpur on your Bard or Share Holder in Contractor's Entity.	YES/NO If yes, please provide details.
15	Has your firm/company ever been Black listed at any time in the past by any organization?	YES/NO If yes, please provide details.

16	Any other information contractor may like to furnish	
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Declaration

- (i) I/We have read and understood the detailed terms and conditions of the tender applicable to the subject offer as supplied with the bid documents and agree to abide by the same in totality.
- (ii) It is hereby declared that the particulars for providing house-keeping services are true and correct as per my knowledge and belief and in the event of any of the same being found not to be true. I/We shall be liable to such consequences/lawful action as the Department may wish to take.
- (iii) It is hereby declared that the service provider is not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
- (iv) It is hereby declared that the service provider is not black-listed by any Central/State Government/ Public Sector Undertaking in India.

(Signature of Authorised Signatory with date)

List of Enclosures

Attested photocopies/certified true copies of the following documents are compulsorily to be annexed with the Technical Bid. Technical Bids received without these documents are liable to rejection. Originals of these documents/certificates shall be produced at the time of execution of the Agreement /Contract.

1. Certified copy of the registration certificate of the firm/Company,
2. Certified copy of PAN Card,
3. Certified copy of GST Registration,
4. Certified copy of registration with Ministry of Labour /EPF/ESIC,
5. EMD (All firms except MSEs)
6. Certificate from various office(s) where the house-keeping services has been provided satisfactorily (no. of years of providing services shall be mentioned).

PART-C

FINANCIAL BID FOR PROVIDING HOUSE-KEEPING SERVICES

Sl. No.	Description	Number of Persons (to be provided)	Rate (per square feet per month)	Total Rate
1	Rate per square feet per month (No. of workmen to be provided is to be mentioned. However, quotation is to be strictly per square feet per month)			
2	Services Charges			
3	EPF as applicable			
4	ESIC as applicable			
5	GST at applicable rate (Labour charges +EPF+ESIC)			
6	Gross Amount Payable per month (1+2+3+4+5)			(in Rs.)
7	Gross Amount payable per Month :- in Rupees (Word)			

Declaration

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorised Signatory with date)

Note:

1. The rate quoted must be on per Sq.ft. per month basis and not on the No. of persons to be deployed or performed basis. However, while arriving the rates per sq.ft. per month basis, bidder shall consider the minimum wages as per law for those persons. The service charges are to be added as per the guidelines of Central Govt. authorities. To keep uniformity among the bidders for covering total Area of 11,029 Sq.ft. (approx.) and deployment of 06 (Six) persons may be considered.
2. The rate quoted shall include minimum wages as per law and employees contribution of EPF, ESIC, GST TDS at applicable rates or at the time of offering tender (as described in terms & conditions).
3. Thus, the contractor shall make regular and full payment of labour wages which should not be less than fixed under minimum wages at as per the rates prescribed by the office of the Chief Labour Commissioner, (Central), Nagpur(MS).
4. No. Cutting or over writing will be allowed. Financial Bid containing any over writing or cutting will not be considered and will be rejected.
5. Bidders shall also provide separate sheet mentioning the details of basic minimum wages/ EPF/ESIC etc.
6. All the rates must be written both in figures and in words. In case of discrepancy between the words and figures, the rates indicated in words shall prevail.