

	<p>प्रधान आयुक्त कार्यालय, सीमा शुल्क(निवारक), जामनगर Office of the Commissioner of Customs, Customs (Prev.), Jamnagar सीमा शुल्क भवन, विक्टोरिया ब्रिज के समीप, जामनगर – 361001 Seema Shulk Bhavan, Near Victoria Bridge, Jamnagar-361001 दूरभाष : +91 288 2772701 फेक्स नंबर: 0288 2772702 Email ID : commr-custjmr@nic.in</p>
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F.No. : I/11-02/ADM/HQ/Housekeeping/2022-23

Dated:08 .12.2022

GEM BID NOTICE

Subject: Notice for inviting bid for providing HOUSEKEEPING SERVICES at the Office of the Commissioner of Customs (Prev.), HQ., Jamnagar.

The Office of the Commissioner, Customs (Prev.), Jamnagar invites bid (in prescribed format) from registered Agency/Contractors for providing Housekeeping Services for the Office of Commissioner, Customs (Prev.), Jamnagar, located at Seema Shulk Bhavan, Nr. Victoria Bridge, Jamnagar (hereinafter referred to as the "said Office" for a period of 1(One) year.

02. The complete bid document containing general terms & conditions, pre-Qualification requirements etc. are available on <http://gem.gov.in> and can be downloaded free of cost.

03. The interested Service providers who comply with the terms and conditions and scope of work of this bid provided in the Annexure-I may submit their bids in the prescribed format with all necessary documents online with digital signature at <http://gem.gov.in> on or before bid submission closing date & time.

04. Bidder who has downloaded the bid from the <http://gem.gov.in> shall not temper /modify the bid form and bid template in any manner. In case if the same is found to be tempered / modified in any manner, bid will be completely rejected and bidder is liable to be banned.

05. Intending bidders are advised to visit <http://gem.gov.in> regularly till the closing date of submission of bid for any corrigendum/addendum/amendment.

06. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered as final.

07. The quoted rate shall remain firm/unchanged throughout the tenure of the contract and no revision is permissible for any reasons.

08. Submission of Bid:-

a. The bid shall be submitted online in two parts viz. Technical Bid and

Financial Bid.

- b. All the pages of bid being submitted must be signed and numbered sequentially by the bidder irrespective of nature of content of the documents before uploading.
- c. The offers submitted by Fax/email/Post will not be considered. No correspondence will be entertained in this matter.

(Chuna Ram)
Additional Commissioner (P&V)

Annexure-I

Terms & Conditions

General Rules and Directions for the Guidance of the Bidder:

Section I

1.1 Scope of Bid

1.1.1. The Commissioner of Customs (Prev.), (hereinafter referred to as the Buyer), invites e-Bids for **“Providing Housekeeping Services”** for the office located at Office of the Commissioner, Customs (Prev.), Jamnagar, located at Seema Shulk Bhavan, Nr. Victoria Bridge, Jamnagar as defined in the bid documents (hereinafter referred to as the “Service”).

1.1.2. Duration of the Contract:

The contract period is for a period of **One year from the date of award of contract.**

1.1.3. All equipment and cleaning supplies will be provided by the Office of the Commissioner of Customs (Prev.), Jamnagar.

1.1.4. Area:

Sl. No.	Name of the Office	Location	Area (Covered/Uncovered area in Sq. ft.)
1	Office of the Commissioner, Customs (Prev.), Jamnagar	Seema Shulk Bavan, Nr. Victoria Bridge, Jamnagar-Rajkot Highway, Jamnagar	1,03,277,23 (attached as per ANNEXURE III)

Cleaning Schedule:

The contractor’s cleaning schedule shall be planned to include daily, weekly and monthly cleaning activity. The contractor shall periodically review

and revise the cleaning schedule in consultation with this office and submit a copy of the same to the Public Relation Officer.

The Building located on Jamnagar-Rajkot Highway, Jamnagar comprises of Ground floor plus 2nd floor to 5th floor including the area as mentioned in ANNEXURE-III. The contractors shall deploy sufficient number of employees on each floor of the Building keeping in view the requirements.

(A) Office Spaces:

- i. All the office floor area including officer's chambers, staff halls, visitors' room, form stores, record rooms, facilitation counter, canteen etc. shall be cleaned and mopped once daily and scrubbed once in a week. They shall do extra mopping at entrance of this Building on rainy days to avoid slippage.
- ii. Furniture like tables, chairs, visitors' chairs, computer tables, almirahs etc. and electronic gadgets like computers, telephones, fax machines, photocopier machines etc. installed in the above mentioned areas shall be made dust-free and dusting shall be done daily. The doors, windows, partition, Venetian blinds and curtains shall be kept clean by wiping them once in a week.
- iii. All records are kept in the almirahs and racks. The dust getting accumulated over them shall be vacuum cleaned once in a fortnight, that too only on a working day in the presence of the official who is in possession of such records or such other designated official.
- iv. The lobbies at the building shall be spic-and-span and dry mopping of dust and dirt shall be done as and when stains or foot marks appear. All items of furniture installed at the lobbies viz. tables, chairs, glass doors partitions etc. shall be dusted at regular intervals on all working days.
- v. The electrical fittings like tube lights, fans etc. shall be cleaned once in a week. Artificial plants, door mats and carpets shall be cleaned on a weekly basis.
- vi. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs whenever required. Artificial plants, doormats and carpets should be cleaned daily and natural plants are to be watered daily.
- vii. The contractor is also liable for cleaning and maintenance of any additional office area / toilets / common area / Garden area / Parking area added up during the contract period.

(B) TOILETS

- (i) The office building has common toilets and attached toilets. All the toilets shall be cleaned and made fit for use by 09:15 a.m. on working days. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned at least four times daily. Toilet floors shall always be kept dry.
- (ii) The electrical fittings like tube lights, fans, exhaust fans etc.

shall be cleaned once in a week.

(iii) Any leakage in the toilets, faulty taps and valves shall be brought to the notice of the Public Relation Officer, immediately.

1.2. ELIGIBILITY CRITERIA:

Only those Agency/Proprietary Firm/Partnership Firm/Company who fulfill the following minimum criteria need to submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds:

1. The bidder should have the Registration of (a) PF Registration (b) ESI Registration (c) GST Registration and details of the same are provided/attached in the Bid.
2. It should have PAN, GST Registration (proof in this regard may be attached with the bid).
3. It is obligatory for the contractor that workers are paid at least minimum wages according to minimum wages fixed by the Central Government from time to time.
4. They should have no Police case against them in any of the Police Station of India. Self-undertaking to be attached with the bid documents.
5. It should have been registered under Relevant Act and a copy each of the registration shall be attached with the bid.
6. It should not have been blacklisted by any Government Organization. Undertaking in this regard is to be furnished.

With regard to the various proof / supporting documents produced by the bidders for establishing that they meet the various eligibility conditions, it shall be the department's prerogative to decide whether the document produced is valid evidence or not and to call for additional proof. If required.

All the Documents in proof of meeting eligibility criteria uploaded with the bid are to be duly signed by the bidder.

1.3 General Conditions:

1.3.1. The Technical Bid uploaded will be evaluated based on the details uploaded under Technical Bid in Annexure-II in the prescribed formats to ascertain whether the bidders qualify. After evaluation of Technical Bid, Financial Bid of successful bidders will be opened and L1 bidder will be declared.

1.3.2. The Bid should be signed in all pages only by the duly authorized signatory (i.e.) of the entity. The person(s) authorized to sign the bid shall sign all the pages of the bid and other documents including those which are required to be submitted as per Clause 1.2.

1.3.3. Bidder should upload all the details in the prescribed proforma and as per the requirements set out in the bid documents. Bid and Bid documents should be complete in all respects and any incomplete Bid will be rejected.

1.4. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of their bid and the Customs Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process or the cancellation, if any, of bid by the Commissioner of Customs (Prev.), Jamnagar Commissionerate.

1.5. Rejection of Bid Documents:-

The bidder shall read and understand the contents of the bid documents, carefully. Failure to comply with the requirements of bid submission will render the bid liable for rejection. Bids, which are not responsive to the requirements of the bid conditions, will be rejected.

1.6. Clarification of Bid documents:-

A bidder requiring any clarification regarding the bid documents may seek the same online within the time schedule prescribed. The Customs Department will respond online to any such request for clarification received.

1.7. Conditions stipulated by the bidder :-

The bidder shall note that no alternative or counter or qualifying bid conditions by the bidder will be acceptable to the Customs Department. Bids containing any qualifying conditions or even bidder's clarification in any form will be treated as non-responsive and will run the risk of rejection.

1.8. Filling up of Forms, Completeness & Mode of Submission of Bid :-

1.8.1. The bidder shall submit all the documents required to be uploaded/submitted through GEM portal as per Clause 1.2 duly filled in along with their data and other information so that the bid is complete in all respects.

1.8.2. The Bids shall be uploaded/filled and signed only by the entity/firm/corporation in whose name the bid documents have been issued.

1.8.3. Bids sent by telex, fax, Email etc. shall not be accepted.

1.9. Bid Prices:

1.9.1. The Bid price covers contractor's all obligations mentioned in or to be reasonably inferred from the Bid document in respect of providing the Housekeeping Services at Customs, Jamnagar. **The Bidder has to quote rates per Sq. Feet only. However, this includes all the liabilities of the contractor such as cost of identity cards, uniform of personnel deployed by the contractor and all other statutory liabilities like Minimum Wages, ESI, PF Contributions, Bonus, Service Charges etc. excluding GST rate. (Applicable GST rates prevailing as on that period will be paid) which should be clearly stated by the contractor.**

1.9.2. The rate quoted shall be responsive and the same should be inclusive

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of all statutory obligations such as Minimum Wages, ESI, PF Contributions, Bonus, Service Charges etc. excluding GST rate. (Applicable GST rates prevailing as on that period will be paid). **The offers of those prospective bidders which do not meet the statutory requirements of Applicable Minimum Wages, ESI & PF and Bonus** in respect of manpower deployment proposed by them is liable to be rejected.

1.9.3. Minimum wages fixed and revised from time to time by the Office of the Deputy Chief Labour Commissioner (Central) as applicable to "Housekeeping staff" should be paid by the contractor.

1.10. Security Deposit:-

1.10.1. Within 15 days of the successful bidder's receipt of notification of Award of Contract from Commissioner of Customs (Prev.), the Bidder shall furnish a Security Deposit at the rate of 3% of the annual contract value in the form of Bank Guarantee from any nationalized bank at Jamnagar. If the bidder fails to submit the Security Deposit to the Commissioner of Customs within the stipulated time, the Commissioner of Customs shall without prejudice to any other right or remedy, treat the bidder as having lost his eligibility for the award of the contract.

1.10.2. The Security Deposit will be discharged by the Commissioner of Customs and returned to the service provider **not later than 90 days following the date of completion of the service provider's performance obligations.**

1.10.3. The proceeds of the Security Deposit shall be payable to the Commissioner of Customs (Prev.) as compensation for any loss incurred by the department resulting from the failure of the Service provider to meet out its obligations under the Contract, as determined by the Commissioner of Customs. This shall be in addition to any other action/penalty taken by the Commissioner of Customs for delays/default/failure on the part of the Service Provider.

1.10.4. No interest will be allowed on the Security Deposit from the date of its receipt until it is refunded.

1.11. Commencement of Work:-

The work shall be deemed to have been commenced from the date on which the contractor takes over based on instructions from the Commissioner of Customs. The period of contract is for **one year from the date of award of contract.**

1.12. Contract Agreement :-

The bidder shall, if his bid is accepted, enter into and execute an agreement in the form prescribed when called upon to do so with such modifications as agreed upon prior to the date acceptance of the bid and until the formal

agreement is prepared and executed, this bid together with the written acceptance shall form a binding contract between the buyer and the contractor. All costs, charges and expenses including stamp duty in connection with the contract as well as preparation and completion of agreement shall be borne by the bidder.

Section - II

General description of Service and other conditions / Responsibilities of Contractor.

2.1. General: Shift, Fitness, Attendance, Amenities, Bio-data & Antecedents:

2.1.1. The Housekeeping staff should be deployed between **09:00 a.m. to 05:00 p.m., Monday to Saturday except on Sunday and National Holidays**. At least **25% of the Housekeeping staff should be available even beyond 05:00 p.m. upto 08:00 p.m. Monday to Friday**. The contractor shall so devise their deployment by giving them compensatory off on Saturdays. No such manpower provided by the contractor shall be on "part time" basis. The contractor shall deploy sufficient manpower to ensure that the housekeeping service for the requisite hours is rendered efficiently & effectively. No overtime charges shall be paid separately.

2.1.2. All personnel should be sincere, physically fit, active and energetic and no minor should be engaged. The Personnel will report to the officer in-charge assigned by the department i.e. PRO.

2.1.3. The service provider should furnish to the department, the bio-data with photograph of the personnel to be posted in the office of Commissioner of Customs before posting them and intimate the PRO, Jamnagar Commissionerate of any changes thereof within 24 hours of the same. Commissioner of Customs (Prev.) reserved the right to reject any person posted in this office without assigning any reason.

2.2. Statutory / Labour Legislations / Labour Welfare Obligations:

2.2.1. The Contractor shall be responsible for any accident, damage or injury caused to any of his employees or property or any person or property in course of the Service and death while on service and shall not hold Commissioner of Customs (Prev.) responsible in respect of any claim made by any person for any reason whatsoever. The service provider shall be solely responsible for reporting to Commissioner of Customs and concerned authorities immediately of any serious or fatal accident.

2.2.2. The Housekeeping staff provided shall be employees of the Contractor and all statutory liabilities such as ESI, PF, Bonus, Workmen's Compensation Act, etc. will be paid/ complied with by the contractor. The list of staff going to be deployed shall be made available to Commissionerate of Customs and if any change is required, fresh list of staff shall be made available by the agency after each and every change.

2.2.3. The statutory compliances including those pertaining to Provident Fund Act, Employees State Insurance Act and Minimum Wages Act (Contract Labour Regulation & Abolition Act, 1970), Payment of Bonus Act and all other labour and other legislations as applicable from time to time, with regard to the personnel engaged by the contractor (Service Provider) for service to the Commissionerate of Customs, are the responsibility of the contractor.

2.2.4. The office of the Commissioner of Customs (Prev.) shall not bear any damage / claim of any nature of the Housekeeping staff in discharge of duties. The Service Provider, also called as "Contractor", shall indemnify the Commissioner of Customs for any loss suffered by the office of the Commissioner of Customs in this regard.

2.2.5. The wages (per month) quoted by the bidder should not be less than Minimum Wages as referred in clause 1.9.3. as applicable as on the date of issue of this Bid. ESI, PF and Bonus should not be less than the statutory provisions / Act. If the amount/rates quoted are less than the prescribed minimum as stated above, then the bid will be disqualified and rejected.

2.3. **Termination:-**

The contract may be terminated with a 15 days' notice, before the expiry of contract period owing to deficiency in service or any other reason whatsoever. The contractor has to give 90 days' notice in case he wants to withdraw, in which case Security Deposit will be forfeited. In this document, the designation Commissioner of Customs includes Principal Commissioner of Customs.

Annexure-II **TECHNICAL BID(QUALIFYING BID DOCUMENT)**

1	Name of the Housekeeping Service Provider	
2	Address (With Tel. No. & Fax No.	
3	Status Ownership (Proprietary/Partnership/Company - attach proof.	
4.	Name & Address of the Proprietor/partners/Directors (With Mobile Numbers)	
5	Contact person(s) (With mobile Numbers.	
6	Address of the local office in Jamnagar	
7	No. of years of experience in providing Housekeeping services (enclose proof such as performance reports /	

	Corporate clients)	
8	Average Annual Turnover (copies of last 3 years ending 31.03.2022, Certified by Chartered Accountant)	
9	Total no. of employees engaged by the Provider for Housekeeping Work (Total Man Power available)	
10	No. of RESOURCES proposed to be deployed to this office for providing the Housekeeping services.	
11	Permanent Account Number (PAN) (The evidence for filing IT Returns along with Profit & Loss Account & Balance Sheet for the last three financial years to be enclosed)	
12	Details of ESI & EPF Registration along with copies of such Registration Certificate.	
13	Details of GST Registration along with copy of Registration Certificate.	
14	Solvency Certificate issued by Bankers on or after 01.04.2022	
15	List of present clients relating to Government/Corporate Departments	
16	Details of legal disputes relating to Housekeeping services pending, if any.	

Note:- Please indicate the relevant Page Number (P/N) where the documents are attached

DECLARATION

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

Station: Signature of Bidder (with Seal)

Date:

ANNEXURE-III

TOTAL AREA OF THE PREMISES/BUILDING FOR CLEANING PURPOSE
PERTAINING TO CUSTOMS (PREVENTIVE), JAMNAGAR

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Sr. No.	Location	Actual cleaning area in Sq ft.
1.	Ground Floor and 2 nd Floor to 5 th Floor	46947.27
2.	Terrace	13926.24
3.	Basement	32042.96
4.	Porch Area	4906.56
5.	Staircase	3973.72
6.	Toilet	1480.48

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TOTAL AREA IN SQUARE FEET 1,03,277,23 (excluding first floor).