



GOVERNMENT OF INDIA
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
OFFICE OF THE DEPUTY COMMISSIONER
CENTRAL GST & CENTRAL EXCISE BALASORE
WHITE HOUSE LANE, BHASKARGANJ-A, BALASORE-756001, ODISHA

Ph.No(06782) 265761

FAX (06782) 265133

Website : <http://ori.nic.in/cenexbbsr>

E-mail: cecx_balasoredivision@rediffmail.com

C.No.I(22)1/GL/BLS/2013/ 268

Date: 03.02.2020

**NOTICE INVITING TENDER FOR PROVIDING SWEEPING / CLEANING /
SANITATION AND HOUSEKEEPING SERVICES**

Office of the Deputy Commissioner, Central GST & Central Excise , Balasore Division, Balasore invites sealed Tenders from reputed and experienced service providers for providing sweeping / cleaning / sanitation and miscellaneous housekeeping services at the above mentioned office & its Range offices as per details in Annexure-'A' for a period of one year from the date of agreement / contract subject to further extension for one year (six months at a time), on satisfactory performance.

2. The Tender Documents in this regard comprises of:

- (i) SCOPE OF WORK – ANNEXURE 'A' (Part-I & Part-II);
- (ii) GENERAL TERMS AND CONDITIONS – ANNEXURE 'B';
- (iii) PRE-QUALIFICATION REQUIREMENTS FOR AWARD OF CONTRACT (TECHNICAL BID) – ANNEXURE – 'C';
- (iv) PROFORMA FOR QUOTING THE RATES (FINANCIAL BID) – ANNEXURE 'D'.

These are enclosed with this notice. The tenderer while submitting the tender will ensure to submit above tender documents as under:-

| | |
|--|---|
| (i) SCOPE OF WORK – ANNEXURE 'A'; (ii) GENERAL TERMS AND CONDITIONS-'B'; (iii) PRE QUALIFICATION (TECHNICAL BID)-ANNEXURE-'C'; | IN A SEPARATE ENVELOPE DULY MARKED AS "ENVELOPE CONTAINING ANNEXURE – 'A', ANNEXURE – 'B' & ANNEXURE – 'C', AS PRE QUALIFICATION REQUIREMENTS (TECHNICAL BID)". Note: Annexure 'A', 'B', & 'C' must be duly filled in for having accepted the scope of work, general terms and conditions and pre qualification requirements. Every page should be signed & stamped. |
| (iv) PROFORMA FOR QUOTING THE RATES (FINANCIAL BID)-ANNEXURE-'D'; | IN A SEPARATE ENVELOPE DULY MARKED AS " ENVELOPE CONTAINING ANNEXURE – 'D' AS QUOTATION RATES (FINANCIAL BID)". Every page should be signed & stamped. |

3. The interested service providers are required to submit above two envelopes in a third sealed cover bearing the words "TENDER FOR PROVIDING SWEEPING / CLEANING / SANITATION AND HOUSEKEEPING SERVICES" which should reach Office of the Deputy Commissioner, Central GST & Central Excise, Balasore Division, White House Lane, Bhaskarganj-A, Balasore by Regd. A.D / Speed Post or in person on or before 19.02.2020 up to 18.00 hours. The Envelope containing ANNEXURES 'A', 'B' & 'C' will be opened at 18.15 hrs on the same day. The successful bidders will be informed on the same day. All the bidders are requested to be present on 19.02.2020 at 18.15 hrs. in this office accordingly. No separate communication / intimation will be sent for this.

4. PENING OF FINANCIAL BIDS: The Financial Bids of successful bidders in the Technical Bid will be opened at 11.00 hrs on 20.02.2020 in presence of the bidders and in presence of the Tender Committee of the Deputy Commissioner's Office. All bidders (who are successful in Technical Bid) are requested to be present on 20.02.2020 at 11.00 hrs. in this office for opening of the Financial Bids. No separate communication / intimation will be sent for this.

5. Earnest Money Deposit (EMD) of Rs. 1,000/- (Rupees One Thousand) only, per applicant / bidder in the form of Demand Draft / Banker's Cheque of a scheduled commercial Bank drawn in favour of "The Administrative Officer, Central GST & Central Excise, Balasore Division" should be submitted as part of Technical Bid. Bids without EMD will be rejected. EMD will be returned to all the unsuccessful bidder at the end of the tender process. However, the EMD shall be forfeited in case of the successful bidder withdraws of the details / documents furnished / submitted during the tender process are found to be incorrect or false. No interest shall be paid on the EMD.

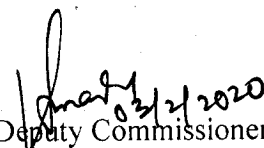
6. A complete set of tender documents can be obtained free of cost from this office between 10.00 hrs to 17.00 hrs. Further, these can also be accessed at department website: www.cbec.gov.in. This office would not be responsible for any delay or loss of tender documents sent through mail or otherwise.

7. This office reserves the right to reject all / part or any of the quotations without assigning any reason thereof. No correspondence in this regard will be entertained. The tender forms shall be rejected if it is not complete in any aspect. Rates / quotations duly filled in will be received up to the date and time mentioned above and quotation received thereafter shall not be entertained.

8. This office also reserves the right to postpone and / or extend the date of receipt / opening of rates / quotations or to withdraw the same, without assigning any reasons thereof.

Place : BALASORE

Date 03.02.2020


Deputy Commissioner,
Central GST & Central Excise,
Balasore Division, Balasore.

Copy to :

1. The Pr. Commissioner, Central GST & Central Excise, Bhubaneswar Commissionerate, Bhubaneswar for kind information.
2. The Additional Commissioner (P), Central GST & Central Excise , Bhubaneswar Commissionerate, Bhubaneswar
- ✓ 3. The Superintendent (Systems), Central GST & Central Excise, Bhubaneswar Commissionerate, Bhubaneswar for displaying the said tender notice on the CBEC's website.
4. Notice Board of Balasore Division Office.
5. Notice Board of Bhubaneswar Hdqrs'. Office.

ANNEXURE – ‘A’

WORK REQUIREMENTS AND SCOPE OF WORK – THIS HAS TWO PARTS:-

PART – I & PART – II (as per details below):

WORK REQUIREMENT – PART – I:

Cleaning / sweeping / sanitation & Housekeeping activities etc. of the office premises located as given below (On per sq. ft. Rate basis):

The prime objective of cleaning and housekeeping services is to maintain the entire office premises in a very neat and clean condition so as to ensure a hygienic and congenial work environment. The broad details of work (Part-I) are enumerated as follows:

| S. No | Office formation and address | Area (Sq. ft.) | |
|--|---|----------------------|-------------|
| 1 | Deputy Commissioner's Office located at 2 nd Floor of Central GST & Central Excise Balasore Division, White House Lane, Bhaskarganj-A, Balasore. | Inside Carpet Area | 4451 |
| | | Outside / open Area | Nil |
| | | Total | 4451 |
| 2 | 03 (Three) Range Offices located at Ground Floor of Central GST & Central Excise, Balasore Division, White House Lane, Bhaskarganj-A, Balasore. | Inside Carpet Area | 3123 |
| | | Outside / open Area | 500 |
| | | Total | 3623 |
| 3 | Bhadrak Range | Inside Carpet Area | 1040 |
| | | Outside / open Area | 150 |
| | | Total | 1190 |
| 4 | Balasore II Range | Inside Carpet Area | 1050 |
| | | Outside / open Area | 150 |
| | | Total | 1200 |
| TOTAL AREA (SQUARE FEET) (Both inside carpet area and outside open area). Note: The floor area may increase or decrease during the tenure of the contract. | | 10464 Sq. ft. | |

It includes:

- (i) Thorough Cleaning of toilets, wash basins and other fittings four times a day and whenever required. Cleaning of all sanitary fittings, tiles, mirrors. Water tank must be cleaned on fortnightly basis with bleaching powder;
- (ii) Cleaning / sweeping and mopping of floor with cloth soaked in water and disinfectant for all the rooms before 9.30 a.m. on each working day;

- (iii) Cleaning / sweeping and mopping of adjoining areas such as corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon;
 - (iv) Removing dust from floors, windows, doors, books, journals, furniture, fixtures, telephone, cupboard, air conditioners and other equipments, almirahs, filling cabinets locations;
 - (v) Collecting waste paper, unwanted material and its disposal at indicated locations;
 - (vi) Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc. and all the electronic gadgets like computers, telephones, fax machines, photocopier machines etc. have to be dust free and dust removal has to be done daily. The doors, windows, partitions in the entire office should be cleaned daily.
 - (vii) Removal of cob-webs in the corridors, rooms, chambers and toilets.
 - (viii) Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater;
 - (ix) Care should be taken that the gadgets are not tampered with during the cleaning operation;
 - (x) Shifting of furniture & other articles whenever required and any other such miscellaneous work;
 - (xi) Cleaning of outside open area, removal of grass, waste and garbage and proper maintenance of outside open area in a very neat and clean condition.
2. Cleaning material and other required articles will be provided by this office as per requirement. The value / cost of the same should not be included in the rates quoted.
3. **For Part-I of Work Requirement (As detailed above), the tenderers are invited to quote their rate only on per square feet per month basis and not based on the number of persons to be deployed or per person basis.**

WORK REQUIREMENT – PART – II:

This work requirement is different from the Work Requirement Part-I. Under Work Requirement Part-II, this office will be engaging **unskilled contract workers** for carrying out miscellaneous works of unskilled nature (physical movement of files / papers within the office, supplying of drinking water to the staff and any other miscellaneous / petty work assigned by the officers) at Deputy Commissioner's Office located at located at 2nd Floor of Central Excise, Customs & Service Tax, Balasore Division, White House Lane, Bhaskarganj-A, Balasore or for the Range Offices (on need basis) **on per Person per day basis (based on applicable minimum wages rate per day).**

Presently, this office may be requiring one such contract worker per day. However, the number may increase based on actual requirements of work and office. For this part of Work Requirement, the tenderer should only quote his service charges per day per contract worker (Basic minimum wage and statutory charges being fixed / as prescribed), as required and detailed in Part – II of the Financial Bid.

DECLARATION BY THE TENDERER

This is to certify that I / We before signing this ANNEXURE – ‘A’ of the tender containing the ‘Work Requirements and Scope of Work’ as per the tender have read and fully understood the same and undertake myself / ourselves to abide by them.

(Signature of the Tenderer with date)

Name

Seal

Address

ANNEXURE – 'B'

GENERAL TERMS AND CONDITIONS:-

1. This contract shall be valid for one year from the date of agreement / contract subject to further extension for one year (six months at a time), on satisfactory performance.
2. The successful bidder shall submit a **Bank guarantee towards performance of contract of Rs. 25000/- (Rupees twenty five thousand) only** as a security deposit in the name of the Deputy Commissioner, Central GST & Central Excise, Balasore at the time of acceptance of contract.
3. In case the services of the contractor / service provider are not found to be satisfactory or in case of any default by the contractor / service provider, this office shall without prejudice to any other right / remedy, which shall have accrued or shall accrue thereafter, terminate the contract in whole or part, by giving 15 days' notice in writing to the contractor / service provider. Also, the Bank guarantee towards performance of contract of Rupees Twenty Five Thousand will be forfeited.
4. The Service provider is required to give one month prior notice in writing to this office before withdrawing such contract furnishing detailed reasons for such withdrawal.
5. The contractor / service provider must comply with the rates / quotations, specifications and all terms and conditions of the contract. No deviation, whatsoever, in the terms and conditions of the contract shall be entertained / allowed. At no point of time the rates for the above services can be hiked during the tenure of the contract and no request would be entertained for that purpose.
6. In case the contract is terminated before completion of a month, the amount payable to service provider will be calculated on pro rata basis.
7. Service provider shall ensure that the persons deployed by him always wear proper uniform with a badge showing the name of the firm, while on duty.
8. The contractor / service provider shall ensure proper cleaning and maintenance of other housekeeping activities on all working days and also on Saturdays / Sundays / Holidays as per the need.
9. For Part-I of the Work Requirement, the contractor / service provider will quote fixed rate per square feet per month and the payment will be made on that basis subject to deductions / penalties, if any.
10. The unskilled contract worker (as per work requirement details in Part-II of Annexure-A) should be available for work in the office during working hours on all working days (9:30 AM to 06:00 PM, with 30 min. lunch break) as well as on Saturdays / Sundays / Holidays, as per need. The payment for such contract worker will be based on actual days of work based on minimum wages per day (as fixed / prescribed), other statutory charges etc. (as applicable) and contractor's service charges as quoted in Part-II of the Financial Bid.
11. The Service provider shall ensure that the contract workers deployed by him adhere to proper timings as above.

12. A record of the attendance will be kept by the Service provider which would be verified by the department. The month wise attendance details duly certified by the officer nominated by the department will be the basis for monthly bill raised by the Service provider. The monthly bill will be payable on rendering of satisfactory service during the previous month.
13. No payment will be made for the absentee worker's period of absence.
14. The contract worker deployed for services should be of good health, well behaved, of good moral character and free from any communicable disease and should not have been convicted for any offence. Employment of Child labour by the Service provider is prohibited.
15. It is categorically clarified that the engagement of service provider does not in any way confer any right to the service provider or persons that may be deployed by him in this office to claim any regular employment in this or any government office. This work is purely on contract basis.
16. The service provider should submit documentary proof of current working or of having worked during the F. Y. 2018-19 in at least three (03) Central / State Govt. Departments and / or Central PSUs / State PSUs and will form part of the Technical Bid.
17. The service provider should have valid (as on date) Service Tax Registration Certificate, EPF license, ESI license & PAN card. The self attested copies of the same are required to be produced in the bid document and will form part of the Technical Bid.
18. Earnest Money Deposit (EMD) of the 1000/- (Rupees One Thousand) only, per applicant / bidder in the form of Demand Draft / Banker's Cheque of a scheduled commercial Bank drawn in favour of "The Administrative Officer, Central GST & Central Excise, Balasore Division" should be submitted as part of Technical Bid. Bids without EMD will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the tender process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details / documents furnished / submitted during the tender process are found to be incorrect or false. **No interest shall be paid on the EMD. This will form part of the Technical Bid.**
19. The tenderer / bidder should submit Annual Turnover Certificate of not less than Rs 25 lakhs in respect of outsourcing / manpower supply business during the last two financial years i.e. 2017-18 & 2018-19 each, as certified in original by a Practicing Chartered Accountant and will form part of the Technical Bid.
20. The tenderer should quote his service charges in Rs. Per day per person in such a way that gross service charge in Rs. Per billing month should be more than the amount of Income Tax to be recovered from total payment from such monthly bill which is aggregate of Wages (Fixed), EPF (Fixed), ESI (Fixed), Service Charge (As quoted) and Service Tax (as applicable). It may be noted that the rate of Income Tax will be computed @ 4 % of the total payment i.e. at the highest applicable rates irrespective of the status of the tenderer as an individual contractor / firm / trust.

21. For part-I of Work Requirement, lowest rate quoted in Rs. Per square feet per month will be the criterion for evaluation of bid. For part-II, the amount quoted as Contractor's Service charges in the financial bid will be the criterion for evaluating the bids and it is clarified that the basic minimum wage, EPF, ESI are fixed and not to be quoted. The tenderer has to quote the Rates for both Part-I & Part-II, the intent and capability of providing contract worker(s) as per the scope & requirements of work and the terms & conditions of the tender.
22. Both Part-I & Part-II of Annexure-'A' constitute the present tender. The tender will not be awarded in parts and will be awarded to only one contractor / service provider for both Part-I & Part-II. However, if the lowest rates quoted for Part-I (Rs. Per square feet per month) & Part-II (Service charges of the contractor for supplying unskilled contract worker) are by two different bidders, then these rates i.e. Rupees per Sq. ft. per month for Part-I & Contractor's Service charges for Part-II will be added up for all the tenderer / bidders and the contract will be awarded to the lowest rate bidder after such addition of Part-I & Part-II rates.
23. Notes pertaining to rounding of figures are to be strictly followed. Failure to do so will make the financial bids liable for rejection.
24. No escalation of service charges whatsoever would be allowed during the period of the contract. However, any increase in Basic minimum wage inclusive of variable DA as fixed by the Labour Commissioner (Central), Bhubaneswar for Balasore & other areas as applicable and the corresponding increase in EPF and ESI will be payable by the department.
25. The cost of cleaning material and other such articles should not be included in the rate for bidding and it would be provided by the Department.
26. Service Tax as applicable will be borne by the department.
27. Service provider shall be solely responsible for payment of PF and ESI etc. on demand, the service provider will be required to produce the necessary evidences in respect of discharge of above statutory liabilities.
28. Service provider shall be solely responsible for payment of wages / salaries other benefits and allowances to contract worker(s) employed by him that might become applicable (as per the Minimum Wages Act prescribed by the Central Labour Commissioner as amended from time to time). This office shall have no liability whatsoever in this regard and the Service provider shall indemnify this office against any / all claims which may arise under the provisions of various Acts, Govt. Orders etc. The service provider shall ensure compliance with all labour laws / other laws applicable. He shall pay at least the minimum wages to the contract worker(s) deployed for work in this office in accordance with applicable rules and regulations issued by the Central Government and / or any other Authority / Govt. / Body. Any instance of violation of labour laws / other laws will render the contract void and would attract forfeiture of Bank guarantee furnished towards the performance of the contract.
29. Insurance cover protecting the agency against all claims applicable under Workmen's Compensation Act, 1948, shall be taken by the Service provider. The Service provider shall arrange necessary Insurance coverage for any persons deployed by him even for a short duration. This office shall not Insurance coverage for any persons deployed by him even for a short duration. This office shall not

entertain any claim arising out of mishap, if any, that may take place. In the event of any liability / claim falling on this office, the same shall be reimbursed / indemnified by the Service provider.

30. Service provider or authorized representative of the Service provider will make himself available as and when required by the Department.
31. Service provider shall be directly responsible for any / all disputes arising between him and his personnel and keep the office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
32. Service provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
33. Any miss-declaration / misstatement with respect to any of the conditions prescribed above would render the contract null and void and would result in forfeiture of Bank Guarantee furnished by the successful bidder besides other legal consequences.
34. The Office of the Deputy Commissioner of Central GST & Central Excise, Balasore Division, Balasore reserves the right to postpone and / or extend the date of receipt / opening of Rates / Quotation or to withdraw the same, without assigning any reasons thereof.
35. All the rates must be written both in figures and in words. Correction, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the works and figures, the rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested.
36. Service providers / Contractors should satisfy themselves before submission of rate / quotations to the Deputy Commissioner that they meet the qualifying criteria and capability as laid down in the Annexures.
37. The service provider / Contractor shall in no case lease / transfer / sublet / appoint care taker for services.
38. No other person except authorized representative of the service provider contractor shall be allowed to enter in the OFFICE premises.
39. Within the premises of OFFICE, the service provider / contractor's personnel shall not perform any private work other than their normal duties.
40. The service provide shall report to the Officer-in-charge regarding day to day up-keeping and cleaning.
41. Manpower required for execution of the entire work including transport, if any, shall be arranged by the service provider / contractor. Any excuse regarding absence of person resulting in non execution of work will not be considered. It will be the duty of the service provider to replace any person in his or her absence.

42. TERMS OF PAYMENT:

- i. The service Provider / contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates, which shall be got duly certified by the officer in charge and the same shall be paid thereof after making recovery, if any.
- ii. The Service Provider / contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per labour laws to its personnel deputed under services contract and furnish necessary proof whenever required.
- iii. Payment to Service Provider / Contractor shall be made under electronic payment only, on presentation of the bill. Tax payable shall be deducted at source as per the rates notified by Income Tax Department.
- iv. Monthly bill shall be paid after every month of any obligations under the contract or unsatisfactory work, the complaint of non-fulfillment of any obligations under the contract or unsatisfactory work, the Deputy Commissioner or Officer-in-charge reserves the right to deduct any penalties/ deductions from the monthly bill of the contractor/ service provider. The service provider shall have the solvency to pay at least three months of wages of the personnel deputed in case of late release of monthly bills by office of the Deputy Commissioner, GST & Central Excise, Balasore Division.

43. PENALTIES:

- i. The Service Provider / Contractor will attract a penalty double the pro-rata basis, in case the persons fails to carry out the housekeeping services due to his absence or any other reasons. In other words, in case of non carrying of duties, a penalty double than per day charge on pro-rata basis from the monthly bill of the contractor / service provider.
- ii. In the event of failure in maintaining the housekeeping services on any day up to the desired standard, in part or full the Service Provider / Contractor is liable to be penalized @ Rs. 150/- (Rupees One Hundred) only per day & the same shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Deputy Commissioner, Central GST & Central Excise will be final and binding on the Service Provider / Contractor and shall not be subject to any dispute or arbitration.
- iii. The Service Provider / Contractor would ensure that all his personnel would behave courteously and decently with employees and officers of the Deputy Commissioner's Office as well as ensure good manners.
- iv. The Service Provider / Contractor would ensure the peace and order is maintained in the premises.

We agree to the above terms and conditions.

Signature with date _____

Name of the firm with seal _____

ANNEXURE – ‘C’
TECHNICAL BID

Note:- Any violation of the terms and conditions in submitting the TECHNICAL BID will lead to rejection of the same.

| | |
|---|----------------------|
| Name & Full address of the Tenderer Organization / Agency with phone no., E-mail & Name and Telephone No. / Mobile No. of proprietor(s) / Director(s). | |
| Name and complete address of 03 (three) Central / State Govt. Departments and / or Central PSUs / State PSUs alongwith documentary proof of current working in the said organization by the bidder or of having worked during F.Y.2018-19 | (i) (ii) (iii) |
| Attach self attested copies of : (i) Service Tax Registration Certificate. (ii) EPF license valid as on date. (iii) ESI license valid as on date. (iv) PAN card. | |
| Earnest Money Deposit (EMD) of Rs. 1000/- (Rupees One Thousand) only, per applicant / bidder in the form of Demand Draft / Banker's Cheque of a scheduled commercial Bank drawn in favour of " The Administrative Officer, Central GST & Central Excise, Balasore Division" should be submitted as part of Technical Bid. | |
| Turnover Certificate (Annual Turnover) of not less than Rs. 25 Lakhs in respect of outsourcing / manpower supply business during the last two financial years i.e. F.Y. 2017-18 & 2018-19 each, as certified in original by a Practicing Chartered Accountant on his letterhead. | |

DECLARATION BY THE TENDERER

This is to certify that I / We before signing this ANNEXURE – ‘C’ of the tender as “TECHNICAL BID” as per the tender have read and fully understood the same. Further, I / We hereby certify that the information furnished above ANNEXURE – ‘C’ as “TECHNICAL BID” of the tender is complete and correct to the best of my / our knowledge.

(Signature of the Tenderer with date)

Name _____

Seal _____

Address _____