

OFFICE OF THE COMMISSIONER OF CUSTOMS, PUNE:
G.S.T. BHAVAN, 41/A, SASSOON ROAD, PUNE-411001.

NOTICE INVITING E-TENDERS FOR ANNUAL CONTRACT FOR OUTSOURCING OF HOUSE-KEEPING (SWEEPING & CLEANING) SERVICES FOR THE OFFICE BUILDINGS WHICH ARE TABULATED BELOW FOR THE PERIOD FROM 1ST APRIL, 2023 TO 31ST MARCH, 2024.

1. Online e-tenders are invited for hiring of workers for Housekeeping and Maintenance of various sections, department and toilets, bathrooms of the Office of the Commissioner of Customs, 4th floor, GST BHAVAN (ICE House Building), 41/A, Sassoon Road, Pune- 411 001 **and** Office of the Deputy Commissioner of Customs, Pune International Airport, Lohegaon, Pune for a period one year from the date of awarding contract. The bids are invited in a two bids system (Technical and Financial) from reputed firms/housekeeping service providers. The concerns fulfilling the requirements as specified under eligibility conditions of this documents shall be eligible to apply. The details of work specifications, terms & conditions are outlined in the **Annexures** to this e-tender as under:

- a. Annexure-I- Scope of work, General Terms & Conditions.
- b. Annexure-II- Technical Bid (Qualifying Bid Document).
- c. Annexure-III- Price/ Financial Bid Document.
- d. Annexure-IV- Undertaking by bidder.
- e. Annexure-V- Tender Acceptance Letter.

2. **Mode of Tendering:** Interested bidders may download the tender enquiry documents (TED) and submit their tenders online at www.Gem.gov.in. The tender should be addressed to the Commissioner of Customs, Pune with words "Bid for Hiring of Housekeeping Services for a period of one year from the date of awarding contract." The bids are invited in a two bids system (Technical and Financial) from reputed firms housekeeping service providers and are required to be submitted in two parts, namely, (1) Technical Bid and (2) Financial (price) Bid.

3. The Tender enquiry documents will be available on www.GeM.gov.in from **08.03.2023**. Tenderer/Contractor is advised to follow the instructions "Instructions to Bidder for Online Bid Submission". Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. 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. The offers submitted by Telegram/Fax/email etc. shall not be considered. No correspondence will be entertained in this matter.

4. **Earnest Money Deposit (EMD)** or bid security of Rs. **30,000/-** (Rs. Thirty Thousand Only) shall be submitted by bidders in the form of Account Payee Demand Draft or Fixed Deposit Receipt/Bank Guarantee from any of the Commercial Banks in India, drawn in favour of Commissioner of Customs, Pune.

The Hard Copy of original documents in respect of Earnest Money, must be delivered to the Assistant/Deputy Commissioner (Admin), Customs Pune Commissionerate, 4th Floor, Wing F, GST Bhawan, Opp. Wadia College, Sassoon Road, Pune- 411001, on or before technical bid opening date/time as mentioned in critical date sheet at para-No. 6. Tenders will be treated as non-responsive and will be rejected, at the initial stage itself, if hard copy of EMD is not received on or before opening of Technical Bid.

5. Tenderer who has downloaded the tender form from the GeM Portal/ website <https://gem.gov.in/> shall **not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tampered/modified in any manner, the tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from participating in any further tendering process.


6. The Critical Dates for the Tender Submission and processing are as under:

Publish Date	08th March, 2023 (10:00 A.M.)
Bid Document Download Start Date	08th March, 2023 (10:00 A.M.)
Bid Submission Start Date	08th March, 2023 (10:00 A.M.)
Clarification regarding the RFP (Request for proposal) Start Date & Time (excluding holidays)	08th March, 2023 (11:00 A.M)
Clarification regarding the RFP (Request for proposal) End Date	27th March, 2023 (05:00 P.M)
Premise(s) Visit	13th March, 2023 (11:00 A.M to 6:00 P.M)
Bid Document Download End Date	27th March, 2023 (05:00 P.M.)
Bid Submission End Date	27th March, 2023 (05:00 P.M.)
Technical Bid Opening Date	29th March, 2023 (11:00 A.M.)
Financial Bid Opening date (Those bidders who have qualified in the Technical Bids)	31st March, 2023 (11:00 A.M.)

7. Interested service providers are advised to visit GeM Portal/ website <https://gem.gov.in/> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

8. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e., when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

9. In the event of any of the above-mentioned dates being subsequently declared as a holiday /closed day for this office, the tenders will be opened on the next working day at the scheduled time.

A handwritten signature in black ink, followed by a horizontal line and the date "6.3.2023" written below it.

Assistant Commissioner (Admin),
Pune Customs Commissionerate,

F. No. 1/41/2023-ADMN-O/o COMMR-CUS-PUNE
Pune, the 06th March 2023

ANNEXURE-I

SCOPE OF WORK, GENERAL TERMS AND CONDITIONS

Detail of Work Area:

Sr. No.	Name of Building/Locations	Approximate House-keeping Area in Sq. ft.
1.	Office of the Commissioner of Customs, 4 th floor, GST BHAVAN (ICE House Building), 41/A, Sassoon Road, Pune- 411 001	25209.63 Sq. ft.
2.	Office of the Deputy Commissioner of Customs, Pune International Airport, Lohegaon, Pune	1000 Sq. ft.
	Total Area	26209.63 Sq. ft

1. Scope of Work:

- i. Cleaning, sweeping and wet mopping of the entire area including the lobby, Stair-cases, corridors, passages etc.
- ii. Collection of all sweeping garbage and waste materials and their effective disposal.
- iii. Cleaning of toilets, urinals, W/C along with attached water tanks and washbasins, using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and as further required.
- iv. Shifting of furniture, files and other office equipment whenever required.
- v. Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer tables/chairs, sofa sets and electronic gadgets like computers, telephones, fax machines, photo copier machines, room partition, fans etc.
- vi. Cleaning of pantry area, wiping and cleaning of wooden Formica, glass surfaces, window sills, frames, plant pots and removal of stagnant water.
- vii. Services such as serving of drinking water/ refreshments etc. during Conferences/ meetings, Seminars and visit of assesses to headquarters. Cleaning of roads in Society/residential complex premises in case of emergency.
- viii. Filling of water in coolers/watering maintenance & cleaning indoors plants in the office.
- ix. Washing & Cleaning of Govt. vehicles of Pune Customs Commissionerate.
- x. Other similar & miscellaneous work of office.

2. Miscellaneous Conditions:

- i) Sweeping, cleaning, dusting etc. shall be completed before 9:30 a.m. every day.

ii) The Contractor shall on award of the contract, furnish the list containing name and addresses of the workmen sent to this office for performing housekeeping services.

iii) The Contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of this office.

iv) The personnel will render services everyday including Saturday except on National Holiday. In case of emergencies, very rarely, work may be required on Sundays also.

v) They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.

vi) Materials, consumables required for housekeeping and maintenance of toilet/bathroom shall be provided by the department.

3. Terms and Conditions are as under:

- i. The applicants should be capable of providing services of such nature and should furnish an undertaking to the effect that all relevant labour laws are being complied with and also that they are capable of holding and controlling the man power without any legal encumbrances; the firm must be registered with the Labour Commissioner, for providing the required number of laborers, and should also possess valid PAN number, GST Registration (if applicable), ESI, EPF registration as applicable.
- ii. They should mention in their quotations for the above said work at a) lump sum amount to be charged on monthly basis, as well as rate per Sq. ft. per month and also state the number of contract worker to be deployed & for the above said work at b) state the amount charged per worker per month and also number of contract worker to be deployed. The amount for a) & b) should be mentioned separately.
- iii. For Office of the Deputy Commissioner of Customs, Pune International Airport, Lohegaon, Pune day and night housekeeping services are required to be provided. **The applicant should have valid Security Clearance for operating as Auxiliary Service Provider at Pune Airport from the Bureau of Civil Aviation Security (BCAS), Ministry of Civil Aviation, Government of India, New Delhi.**
- iv. The deduction towards PF and ESI etc. be factored in rates being quoted on per square feet per month basis and the same would not be payable by the department over and above the rates thus quoted. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified in this regard from time to time.
- v. **Skeleton staff should be deployed beyond 04.30 pm on all working days to cater for emergency services.**
- vi. The Sweeping & Cleaning services should be provided on all days from 08.00 am to 04.30 pm (including lunch-break of half hour) except Sundays.
- vii. **The personnel employed should attend to work punctually and complete the cleaning work of the entire office premises before 09.30 am daily. The personnel will perform all the duties assigned by the Service Provider and as specified by the Department from time to time.**
- viii. The successful bidder will be required to give letter of acceptance within 3 days of being informed and enter into an agreement for the work contract.
- ix. The Service Provider shall deploy only those personnel whose antecedents have been verified by the Police.

- xi. All the workers deployed at both the locations shall be in proper uniform with ID cards displayed prominently on their person, which shall be provided by the Service Provider. This office shall not provide any accommodation/food/uniform to the housekeeping attendants.
- xii. The Contractor's authorized representative carrying valid ID cards shall only be allowed to enter this office. Within the premises of the office, the contractor's personnel shall not do any private work, except their assigned duties, and will not entertain any guests/outsideers etc.
- xiii. The Service Provider shall arrange necessary Insurance cover for all the persons deployed by him.
- xiv. **This Office shall not entertain any claim arising out of mishap, etc., if any, that may take place while discharging the duties by the personnel(s) provided by the Service Provider. In the event of any liability/ claim falling on this Commissionerate, the same shall be reimbursed/ indemnified by the Service Provider.**
- xv. The workers engaged by the Service Provider for the said work at GST Bhavan complex, Headquarters Customs Office and at Airport will not have any right / claim whatsoever, for direct recruitment of temporary or permanent employment in the Government of India.
- xvi. The Contractor shall be fully responsible for theft, burglary, loss, breakage or fire etc. or any mischievous deeds by his staff.
- xvii. The Contractor should not indulge in employing child labour.
- xviii. The Service Provider who is awarded the work by the Department is not permitted to Sub-contract the subject work.
- xix. The Service Provider should deploy one supervisor with mobile phone who shall be available every day in GST Bhavan Office Complex.
- xx. The Cleaning material will be supplied by the department.
- xxi. There should not be overloading of work on personnel deployed. The work between the personnel deployed should be uniformly distributed and ideally it should not be more than 2000 Sq. Ft. per personnel per day. In addition to this, there is also requirement of one additional worker at Airport for night shift. In all at Airport, three number of workers will be required for day & night shift.
- xxii. The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.
- xxiii. The personnel will report to the officer in charge assigned by the department i.e., Superintendent/Inspector (Administration). If a particular person is absent on any day, another person shall be deployed in his/her place. **For any absence and non-engagement, no housekeeping charges shall be paid.**
- xxiv. The service provider shall ensure that there is no scope for any grievance from the personnel on delayed payment of housekeeping charges.
- xxv. The Service provider shall pay wages to the laborers engaged by them for the work as per Minimum Wages Act, fixed by Central/State Government, as amended from time to time. Any anticipated increase in the wages must be factored in the rates being quoted. The department shall be in no way responsible or liable for payment of salaries, bonus, gratuity, allowances or any type of payment to them.
- xxvi. All deductions towards PF, ESI etc. must be factored in the rates being quoted per sq. ft per month basis.
- xxvii. Against Income Tax, Under Section 194(c) of Income Tax Act and the rules framed there under, the Department is free to deduct the amount at the rate applicable under the rules from the monthly due and payable to the Agency as TDS and shall issue suitable TDS certificate to that effect to the Agency.
- xxviii. The Service Provider shall indemnify and keep indemnified this office against any acts of omission or commission from the personnel engaged for work and this office shall not be liable to pay any damages or compensation to such person or to third party. All such damages caused

by the housekeeping personnel shall be charged to the Service Provider and recovered from its dues/ bills.

- xxix. The bidders who intend to bid and intend to visit the aforesaid premises to acquaint themselves of the work to be carried out in the said premises, the scope of work etc. can do so on **13th March, 2023 during 11.00 hrs. to 18.00 hrs.** The name of contact person is as under: -

GST Bhawan: The Assistant Commissioner (Admin), Customs Pune Commissionerate, GST Bhawan, "E" Wing, 4th Floor, Sassoon Road, Pune-411001.

- xxix. It will be the prerogative of the Department to decide whether the aforesaid contracts are to be given to one Contractor or to different contractors.
- xxx. The contract can be terminated by the department without assigning any reason at any time. The Service provider shall not terminate the contract without giving proper notice of at least two months.
- xxx. Online Bidding should be done within stipulated date and time.

xxxii. **TERMS OF PAYMENT**

- a) The contractor will submit the monthly bill in duplicate for reimbursement along with certificate of work completion by the officer in charge. The bill will be paid after making recovery, if any.
- b) The contractor shall make regular and full payment through e-payment to their respective bank accounts to its personnel/labourer as per the law and furnish necessary proof in this regard as and when required by the department.
- c) In case of any complaint of non-fulfilment of any obligation under contract executed between the Service provider and department, this office reserves the right to deduct the amount due from contract from monthly bills as well termination of the contract.

xxxiii. **PENALTIES**

- a) The Contractor will attract a penalty of an amount of Rs. 500/- (Rs. Five Hundred Only) per day per person, in addition to deduction of the wages, in case a person fails to carry out the housekeeping services due to his absence or any other reason, which shall be recovered from the bills or otherwise.
- b) The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.
- c) In the event of failure in maintaining the housekeeping services on any day up to desired standard, in part or full, the contractor is liable to

penalty @ Rs. 2000/- (Rs. Two Thousand Only) per day, which shall be recovered from the bills or otherwise.

xxxiv. **Security Deposit/Performance Security:** On acceptance of tender, the successful bidder must provide Security Deposit/Performance Security in the form of Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any of the Commercial Banks in India, equal to 5% of the value of the Contract in favour of Pay & Account Office, Central Excise & Customs, Pune. Performance security should remain valid for a period of **Sixty days** beyond the date of completion of all contractual obligations of the contractor. The Security Deposit will be refunded only after the successful completion of the contract. The deposit is liable to be forfeited, if during the period of contract, the services of the contractor are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened/ breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the department that the contractor firm may invite upon themselves due to any of the reasons specified above.

xxxv. The agency shall raise monthly bill for the services rendered and shall make prompt and full payment of labour charges, salaries and other payments as due as per the labour laws to its contract workers deployed for housekeeping work and furnish necessary proof whenever required.

xxxvi. The Bidder should clarify any doubt/query regarding the specification from the Assistant/ Deputy Commissioner (Admin), Customs Pune, GST Bhawan Office Complex, "E" Wing, 4th Floor, 41-A, Sassoon Road, Opp. Wadia College, Pune-411001, on any working day between **10:00 am to 5:00 pm on or before 27.03.2023.**

Annexure-II

TECHNICAL BID (QUALIFYING BID DOCUMENT)

1	Name of the Registered Firm / Company	
2	Status of ownership Proprietary /Partnership / Company	
3	Address of the Firm / Company (with Tel. no./ Fax no. and e-mail)	
4	Name & Address of the Proprietor / Partners / Director with mobile numbers	
5	Contact Person (s) (with mobile number)	
6	Details of EMD of Rs. 30,000/-	
7	PAN No. of the firm as allocated by the Income Tax Department (copy to be enclosed)	
8	GST Registration Number (copy to be enclosed)	
9	Details of registration with E.S.I & Provident Fund (copy to be enclosed)	
10	Annual turnover for 3 years	
11	No. of persons deployed for contract	
11	License No. obtained from Labour Commissioner	
12	List of present clients along with proof of Job order certificate.	
13	Shop and Establishment Registration (GUMASTA LICENSE), Details	
14	Whether firm is blacklisted by any Government or any criminal case is registered against the firm or its owners / partners anywhere in India.	
15	Whether firm is MSME to claim waiver of EMD (Yes/No)	

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 Authorized Signatory with date)

The following documents are to be furnished/ uploaded by the Service Provider along with **Technical Bid** as above:

- i. Signed and Scanned copy of **proof for payment of Earnest Money Deposit**
- ii. Signed and Scanned copy Certificates like PAN No, Service Tax Registration (if applicable), ESI, EPF Registration etc.
- iii. Signed and Scanned Copy of **Tender Acceptance Letter & Letter of authorization to submit bid.**
- iv. Letter of authorization to submit bid.
- v. An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State/UT Government institution and there has been no litigation with any government department on account of IT services.
- vi. Signed and Scanned copy of Labour License obtained from Labour Commissioner.
- vii. Signed and Scanned copy of Balance Sheets of last 3 financial years.
- viii. Signed and Scanned Copy of **Technical Bid Format.**
- ix. Financial/ Price Bid Undertaking.

ANNEXURE-III

PRICE/ FINANCIAL BID DOCUMENT

1. Name of the Registered Firm / Company: -
2. Address of the Firm / Company (with Tel. No., Fax no. & e-mail): -
3. Bidder should state the lump sum amount to be charged on monthly basis as well as rate per Sq. Fts. per month for the services of area as stated: -

The charges for the work of housekeeping services of office building are as under: -

Sr. No.	Location	Area in Sq. Ft.	No. of persons.	Rate quoted per Sq. ft./per month	Total Amount per month
1	Office of the Commissioner of Customs, 4 th floor, GST BHAVAN (ICE House Building), 41/A, Sassoon Road, Pune-411 001	25209.63 Sq. ft.			
2	Office of the Deputy Commissioner of Customs, Pune International Airport, Lohegaon, Pune	1000 Sq. ft.			

The rate quoted should be inclusive of all elements i.e., Wages (as per Minimum Wages Act, 1948) Taxes, levies, and charges including GST as applicable to Central government establishment.

Signature of Authorized Signatory

(With date& Stamp)

Name & full address: -

Telephone No.: -

i. Office: -

ii. Residential: -

ANNEXURE-IV

UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I
Son/Daughter/Wife of Shri.....
Proprietor/Partner/Director/Authorized signatory of M/s
..... am competent to sign this
declaration and execute this tender document.

3. I have carefully read and understood all the term and conditions of the tender and undertake to abide by them.

4. The information / documents furnished along with the above application are true and correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date:
Place:

Signature of the authorized Signatory of the
firm/ Company/ Organization

Office Stamp/Seal:

Annexure-V

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

Date:

To,
The Commissioner of Customs,
Pune Customs Commissionerate,
ICE House, 41/A, Sassoon Road,
Pune-411001

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above-mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

GOVERNMENT OF INDIA
OFFICE OF THE COMMISSIONER OF CUSTOMS, PUNE
NOTICE INVITING e-TENDER FOR OUTSOURCING OF HOUSEKEEPING
SERVICES FOR F.Y. 2023-24

Bids are invited for the above tenders. Details of the tenders are available at GeM website viz. <https://gem.gov.in/>. or Customs Commissionerate, Pune's website www.punecustoms.nic.in or CBEC Website www.cbic.gov.in. Tenders will be submitted electronically at <https://gem.gov.in/>. Bidders will need to register in the GeM platform to participate in this tender. The last date for submission is as prescribed in GeM portal.



Assistant Commissioner (Admin)
Pune Customs Commissionerate,