



**Directorate General Of Safeguards
Customs & Central Excise
2nd Floor, Bhai Vir Singh Sahitya Sadan
Bhai Vir Singh Marg, Gole Market,
New Delhi – 110 001**

F. No. 19011/19/2011/569

Dated: 08/05/2012

TENDER NOTICE

1. The Directorate General of Safeguards, Customs and Central Excise, having its office in New Delhi only, invites sealed Tenders from Housekeeping Service Providers to provide housekeeping services for this office situated at 2nd Floor, Bhai vir singh sahitya sadan, Bhai Vir Singh Marg, New Delhi. The services are required on a monthly basis and the area to be maintained is approximately 5975 sq.ft.(2nd floor)for one year period from 01.06.2012 to 31.05.2013.
2. The terms and conditions of the tender are enclosed as Annexure “A” to this notice. The qualifications and responsibilities of service provider is at Annexure “B” to this office.
3. The tender in the format at Annexure “C” (Technical Bid) and “D”(Financial Bid) along with the relevant details / supporting documents and Earnest money of Rs. 10000/- by way of a demand draft drawn in favour of the Pay & Account Officer,DGICCE, New Delhi should be submitted in this office on or before 12.00 hrs. on 25th May,2012 separately in two different sealed envelopes or may be sent by registered post or through courier so as to reach the office latest by 12.00hours on the last day i.e. 25th May, 2012.The earnest money would be returned to unsuccessful bidder/ tenderer.The tender will be opened on the same day i.e. 25th May at 1500 hrs. If the tender is sent by post/courier, it should be ensured that the cover should be intact at the time of reaching this Directorate without any damage or loss. The Department will not be responsible for the delay on account of postal/courier services. These envelopes shall be superscribed “FINANCIAL BID” and “TECHNICAL BID” and put inside a bigger sealed envelope which shall be superscribed with the words “TENDER FOR PROVIDING HOUSE KEEPING SERVICE”

4. The tenderer shall sign and stamp each page of the tender document and all other enclosures as a token of having read and understood the terms and conditions contained therein and should submit the same along with the bid. The tenderer shall fill up the information in the tender form in clear and legible terms. Necessary documents of proof should be attached. Prices wherever quoted should be written both in figures and words. The Annexures shall be signed and stamped by the bidder or its authorized signatory as mentioned above. Incomplete tender forms will be rejected outright.
5. Unsealed tenders will not be considered. Similarly, tenders incorporating additional conditions by the agency will be rejected. Tender forms of agencies who do not deposit earnest money will be summarily rejected.
6. The rate is to be quoted only on per square foot per month basis and not on the basis of number of persons to be deployed or per persons basis. The amount quoted shall not vary during the entire period of contract.
7. The deduction towards PF and ESI etc. should be factored in rates being quoted on per square feet per month basis and the same would not be payable over and above the rates thus quoted.
8. The cost of cleaning material should not be included in outsourcing proposal as the same will be provided by the Directorate. However Vacuum cleaner and floor cleaning machine shall be provided by the Contractor.
9. The contractor/bidder will be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.
10. The tender details are also available on www.cbec.gov.in and www.dgsafeguards.gov.in .
11. No financial bids will be entertained if the Technical conditions required are not fulfilled by the tenderer.
12. **VALIDITY OF THE TENDER**

The validity of the tender will be for the period from 01.06.2012 to 31.05.2013. However, the contract may be terminated for reasons of non satisfactory service provided by the service provider or for want of funds or

other administrative reasons. In such cases, the contactor will be given advance notice in writing.

13. PENALTIES

i) The Service provider should provide sufficient persons/ workers for the job assigned in Annexure “A” arrange for substitute within reasonable time of the day. Otherwise, payment will be deducted at pro-rata basis.

ii) In the event of failure in maintaining the housekeeping services on any day upto the desired standards in part or full, the Service provider is liable to pay penalty at the rate of Rs.250/- per day, which shall be recovered from the bills or otherwise.

iii) The Service provider would ensure that all its personnel deployed behave courteously and decently with the employees/officers of the office.

14. The Directorate does not bind itself to accept the lowest Tender and reserves the right to reject any Tender without assigning any reasons whatsoever including the right to postpone the date of opening of the Tender.

Sd/-

(Manish Kumar)

Assistant Commissioner

Directorate General of Safeguards

New Delhi

Copy to:-

- i) Notice Board
- ii) Office website
- iii) C.B.E.C Website

Scope of work

The Bhai Vir Singh Sahitya Sadan, 2nd Floor, has a built up area of approximately 5975sq ft.

The work of house keeping will involve:

1. Sweeping and cleaning of all Chambers/Cabins, office premises twice every day and whenever required by the officer in charge.
2. Dusting and cleaning of all furniture, wooden panels in the premises every day.
3. Mopping the Chambers/Cabins and kitchen area minimum twice every day after sweeping and cleaning and whenever required by the officers in charge.
4. Cleaning / vacuum cleaning of sofa sets, curtains / blinds with vacuum cleaner once every day.
5. Shifting of furniture and their re-arrangements whenever required during office hours.
6. Cleaning of toilets 2 times a day every working day using cleaning materials (provided by the department) and keeping the toilet dry at all times. Further, sufficient persons are to be assigned to keep both the toilets (ladies/Gents) clean and dry all the times to maintain hygiene in the office.
7. Intensive cleaning using modern equipments and multi cleaning machine, at least once a week.
8. Other special cleaning/maintenance works like removal of cobwebs, cleaning of light and fan fixtures, doors and windows, removal of dirt, stains from the walls cleaning of ceiling etc at least once every month.
9. Any other special cleaning work assigned to the work force by the officer/official in-charge.
10. Any other miscellaneous work like attending to the office needs as assigned by the officer/ official in charge.
11. The house keeping service includes interalia, dusting and cleaning of the office premises/furniture/Computers and attending to bells and calls of the officers during the office timings.

TIMING FOR CLEANING

1. The Directorate will function 5 days a week(from Monday to Friday) except on National holidays i.e. 26th January, 15th August, 2nd October, Holi, Diwali, Christmas and Sundays and any other holidays/public holidays. Therefore the persons deployed should be available between 0930 hours to 1800 hours at the Directorate premises on all the six days of the week. Any changes in timing will be intimated in due course.

REQUIRED LABOUR FORCE

1. The contractor must quote their rate only on per square foot per month basis and not based on the number of persons to be deployed or per persons basis, with uniform at the Directorate on all days at all times unless specifically informed of changes. As several works to be done is concurrent in nature, the Service provider must ensure providing adequate work force with sufficient backup, so that some of the work at 1-12 should be left unattended at any point of time and that there must be someone to attend to those duties independently/ concurrently. Minimum 5(five) persons are required for above said works.

2. One of the persons could be nominated to carry out the instructions issued by the officer/official in charge of the office, and the work force deputed may not be changed whimsically or at random by the Service provider so that the housekeeping staff is well conversant of the job to be done in this office.

3. If any regular workforce assigned to the Directorate does not turn up, the contractor should arrange for substitute within reasonable time of the day. Otherwise, payment will be deducted at pro-rata basis, to be decided by the D.G(SG).

OTHER SPECIFICATIONS

1. No additional payment like overtime allowance etc., will be paid to the workers working on Sundays and holidays if required.
2. However, sometimes special cleaning will be done on exigency like VVIPs visit / meetings. In such cases, the programme will be informed in advance by at least 2 days.
3. The workforce will be discharged by 1800 hrs with a grace time of 15

minutes. In some exigency, if any or full workforce were retained for more time, the excess time worked will be compensated by discharging them before stipulated time on another day.

4. No additional amount will be paid for above clauses.
5. In cases of exigencies, the housekeeping staff will also attend to the calls/ bells of the DG (SG) and other officials in this office.

Sd/-

(Manish Kumar)

Assistant Commissioner

Directorate General of Safeguards

New Delhi

QUALIFICATION OF THE CONTRACTOR

1. The genuine housing agencies / firms / contractors who have satisfactorily executed similar work in a government or reputed organization are eligible. Necessary orders for it must be enclosed.
2. The contractor must follow all the labour regulations in force and sign an undertaking in this regard.

RESPONSIBILITY OF THE CONTRACTOR

1. The contractor shall employ manpower required as mentioned in the Annexure „A“ for upkeep of the Directorate premises in neat and tidy manner.
2. The workmen should have sufficient experience and should be given identity cards which should be displayed on their uniforms. The workmen should report for duty sufficiently in advance so that the cleaning work will be completed before opening time of the Directorate.
3. A responsible supervisor must be available to give instructions to the workforce. The workforce should not mishandle any of the machinery items, equipments, furniture, electrical fittings, office records and showcases containing antiquities and should be careful when they are at cleaning work. If any damage is done to the departmental property, the cost will be recovered from the contractor.
4. The workforce should be so arranged that they must all be available during the hours as mentioned in the Annexure “A”
5. The workforce should be assigned specific duties and the designated officer will check the attendance.

IMPORTANT RESPONSIBILITIES OF THE CONTRACTOR:

1. The workmen should be highly dependable. The contractor must take the responsibility and give in writing that those deployed are of clean character and without any criminal record. If found otherwise, the order will be summarily cancelled. The firm will be blacklisted and the same will be notified to other Government agencies. The contractor must also ensure that the workmen wear clean uniform.
2. The Contractor shall take insurance cover protecting the agency against all claims applicable under the Workmen’s Compensation Act, 1984. The Directorate 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

Directorate, the same shall be reimbursed/ indemnified by the contractor.

3. No other person except Contractor's authorized representative shall be allowed to enter the Directorate. The Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

ANNEXURE-C

1. Name and address of the Tenderer:
2. Name of the Proprietor and Contact Telephone No./Mobile No.
3. ESI Code:
4. EPFO code:
5. Service Tax Registration No:
6. Registration No. under the Shops and Estt. Act.
7. PAN Number:
8. Details of EMD (Demand draft No. date & amount: And name of the bank on which drawn)
9. Amount quoted per sq ft. excluding cleaning material (Details of break-up for the amount quoted and Percentage of service charge quoted may be furnished on a separate sheet).
10. No. of years of experience in providing Housekeeping services (enclose proof Such as performance reports from clients or TDS copies)

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that incase 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.

Should this tender be accepted, I/We hereby agree to abide by and fulfill all the terms and provisions of the said conditions annexed hereto as applicable.

A sum of Rs. ____/-(Rupees _____) is herewith forwarded in D.D. No. _____ dated _____ drawn on _____

As earnest money.If I/We fail to commence the work specified in the above memorandum I / We agree that President of India through the Directorate General of Safeguards, New Delhi shall, be at a liberty to cancel the acceptance of the tender.

Name:

Signature of the Contractor or authorized

Signatory Seal

Documents to be enclosed at the time of submission of Tender

The Agency/ Contractor/ Firm submitting the tender for the services of housekeeping at the 2nd Floor, Bhai Vir Singh Sahitya Sadan shall enclose the following documents along with the completely filled-up and signed tender Form(A).

1. Registration Certificate: The Agency shall have registered with the appropriate Government Agencies for providing of man-power.
 - a) Registered with Registrar of Companies.
 - b) Provident Fund Commissioner.
 - c) ESI Corporation.
 - d) License issued from the Ministry of Labour.
2. Income Tax Clearance Certificate for the last three years.
3. Brief profile of the Agency.
4. Experience in the field (number of existing as well as earlier clients and the satisfactory service). The experience shall be supported by copies of the contract and letter of satisfaction from each client

CERTIFICATE

This is to certify that I have enclosed copies of the following documents in support of my Tender.

S.No.	Type of Documents	Yes	or	No
1	Registered with registrar of companies			
2	Commissioner, Employees Provident Fund			
3	ESI Corporation			
4	License issued from Ministry of Labour, GOI			
5	Income Tax Clearance for the last three years			
6	Brief profile of the Agency			
7	List of clients for showing experience in the field			
8	Order regarding Minimum wages applicable			
9	Supporting documents regarding monthly Basic Wage			
10	Service tax registration under Asstt. Commissioner, Service Tax			
11	Supporting document for getting ISO certified Co			

Signature of Authorized Representative :

Name of the Authorized Representative :

Address of the Agency :

Seal of the Agency :

Costing of Housekeeping Services at 2nd Floor, Bhai Vir Singh Sahitya Sadan

WAGES	No. of Employees	Rate/per sq.ft.	Total
No. of persons proposed to be Engaged for Housekeeping services for the office having area 5975sq.ft.			
Service Taxes @			
		Grand Total	