



भारत सरकार  
GOVERNMENT OF INDIA  
आयुक्त का कार्यालय  
OFFICE OF THE PRINCIPAL COMMISSIONER  
जीएसटी एवं केन्द्रीय उत्पादशुल्क आयुक्तालय, गुवाहाटी  
GST & CENTRAL EXCISE COMMISSIONERATE, GUWAHATI  
केदार रोड, माछखोवा, गुवाहाटी - 781001



GST Bhawan, Kedar Road, Machhkhowa, Guwahati - 781001

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C. No. : 1(22)15/House Keeping/GST/PRO/2019/

Date: -

## E-TENDER NOTICE FOR PROVIDING OUTSOURCING SERVICES

1. E-Tender (in prescribed format) is invited from the Manpower Service providers **based at Guwahati** through E-Procurement portal for providing housekeeping and cleaning services at GST Bhawan, Kedar Road, Guwahati-781001. The approximate area is given below:

Name of the office	Address where services to be provided	Approximate area in Sqr feet.
O/o The Principal Commissioner, CGST Commissionerate Guwahati.	O/o The Principal Commissioner, CGST Commissionerate Guwahati.	Build up area. Ground Floor-22192.82 1 <sup>st</sup> Floor-17712.25 2 <sup>nd</sup> Floor-17712.25 4 <sup>th</sup> Floor-9540.35 5 <sup>th</sup> Floor-9540.35 6 <sup>th</sup> Floor-9540.35 <b>Total Area-86238.37</b>

### Tender Critical Date Sheet

Tender Publishing Date & Time	02.02.2023 at 17.00Hrs.
Bid submission start Date & Time	02.02.2023 at 17.30Hrs
Bid submission end Date & Time	23.02.2023 up to 17.30Hrs
Bid opening Date & Time	24.02.2023 at 14.00 Hrs

2. The complete tender document containing general terms & conditions, pre-qualification requirements etc. are available on <http://eprocure.gov.in/procure/aap>, and can be downloaded free of cost.
3. **Demand draft/bankers cheque of Rs. 10,000/- as Earnest Money Deposit 'EMD'** in favour of 'the Principal Commissioner, CGST, Guwahati is to be submitted along with the bid; otherwise the bid shall be out rightly rejected.
4. The bidders shall submit their bids online only at CPPP website, following the terms and conditions provided in the Annexure – I.
5. The bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
6. Not more than one tender shall be submitted by one bidder having business relationship. Under no circumstance will father and his son(s) or their 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.

The bidder who has downloaded the Tender from the Central Public Procurement Portal CPPP website <http://eprocure.gov.in/eprocure/app>, 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, tender will be completely rejected and tender is liable to be banned.

8. Interested bidders are advised to visit CPPP website <http://eprocure.gov.in/eprocure/app>, regularly till closing date of submission of tender for any corrigendum/addendum/amendment.
9. Submission of Tender:-
  - (i) The tender shall be submitted online in two part, viz., Technical Bid and Financial Bid.
  - (ii) All the pages of bid submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

*CH*

(Chongneithem Changsan)  
Additional Commissioner(P&V)

Encl: As above.

C. No. : 1(22)15/House Keeping/GST/PRO/2019/ *864*

Date: - 02 FEB 2023

Copy to:-

1. *✓* Uploading on CPPP website <http://eprocure.gov.in/procure/app>.
2. *✓* The Superintendent (system) for uploading in the website of CBEC.
3. Office Notice Board

*Chongneithem Changsan*

(Chongneithem Changsan)  
Additional Commissioner(P&V)

**TERMS AND CONDITIONS:**

While submitting bids, the applicant should specifically note that:

1. This office reserves the right to postpone/and/or extend the date of receipt/opening of rates/quotations or to withdraw the same, without assigning any reason thereof.
2. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
3. The tenderer would fill up the information in the annexure enclosed at the end of this document in clear and legible terms. Wherever required the price quoted shall be written in figures and words as well. If there is any difference between the two said rates, the rates quoted in words will prevail. **Rates quoted should be exclusive of all taxes, and including provident fund and contribution towards Employee State Insurance.** Annexure shall also have to be signed and stamped by the bidder or its authorised signatory.
4. The tenderer must indicate the rates at per sq. Ft. Per month basis for open space/area and covered area at average rate. It is clarified that the tender would be decided on the basis of average rate quoted in the tender. The deduction towards PF and ESI etc be factored in the rates quoted on per square feet per month basis and the same would not be payable over the rates thus quoted. The contractor would be liable for ensuring compliance with the relevant rules and regulation as notified by the government from time to time.
5. The tender forms shall be rejected if it is not complete in any aspect.
6. The tender documents are not transferrable.
7. The short listed tender along with the documents will be submitted to the competent authority and upon approval by the competent authority the successful bidders will be intimated about the award of contract to them.
8. The persons deployed should work on all days except Sundays and National holidays.
9. The persons deployed should be experienced and trained adequately and of sound health. They should be well behaved and well mannered. Photo, full address and contact number of all housekeeping personnel should be provided for records.
10. If a particular worker is absent on any day another person should be deployed in his/her place of duty.
11. The personnel must be punctual to work and must complete the cleaning work of the office premises before 9.30 AM daily. The personnel will perform all the duties assigned to the contractor and as specified from time to time. The works assigned to the contractor should be performed regularly under supervision of a supervisor who shall be present in the office and monitor the work on day to day basis. The office would contact the supervisor for such works or any omission or negligence of work/duty by their housekeeping staff.
12. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the service provider. The service provider shall arrange necessary insurance cover for any person deployed by him even for short duration. This office shall not entertain any claims arising out of any mishap/accidents etc, if any that may take place while discharging the duties by the housekeeping staff provided by the contractor. In the event of any liability/claim, the same shall be reimbursed/indemnified by the service provider.
13. The service provider should pay the personnel a minimum wage at the prevailing rate fix by the central government under Minimum Wages Act. Any breach of this condition will result in the immediate termination of the contract besides the legal action to be initiated.
14. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the housekeeping agency will be in the employment of housekeeping agency only and not of this department. Contractor shall be

- solely responsible for payment of wages/salaries with other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt.
15. Mode of payment will be monthly and payments to the housekeeping contractor will be through RTGS only on presentation of the bill. Tax shall be deducted at source/collected at source as per the prevailing Income Tax Act/GST Act or any other Act from the monthly bills.
  16. The contractor shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the contractor and to be recovered from its dues/bills.
  17. No other person except service provider's authorised representative shall be allowed to enter the office premises. The service provider/contractor shall furnish the following documents in respect of the individual personnel who will be deployed by it in this office before the commencement of work.
    - (a) List of personnel short listed by agency for deployment containing full details i.e. date of birth, address, marital status etc.
    - (b) Bio data of the persons.
    - (c) Character certificate from a gazetted officer of the central/state government.
  18. All existing statutory regulations of both state and central government shall be adhered to and complied with by the housekeeping contractor and all records maintained thereof should be available for scrutiny by this office. The service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with the statutory requirements and/or the terms of the agreement during the period of agreement of deficiency in services shall result in the termination of the contract.
  19. The contract will be in force for a period of 01 year which can be further extended to another year under the same terms and conditions owing to satisfactory performance.
  20. The Principal Commissioner/commissioner, CGST Commissionerate Guwahati reserves the right to terminate the contract at any time with minimum 15 days notice to the contractor.
  21. The cleaning material will be provided by this office in such quantity and of such quality as determined by the proper officer of the department.
  22. The bidders shall quote the rates as "**Rate per square foot per month basis**" (in both words and figures) which should include deduction towards PF, ESI and other govt. Taxes etc and the same would not be payable over and above the rates thus quoted.
  23. The contractor will submit the monthly bill at the fixed rate for per square feet per month basis for payment in triplicate every following month latest by 10<sup>th</sup> of every month. No payment will be made on the basis of personnel staff/supervisor engaged for housekeeping and cleaning services. The payment is subject to TDS/TCS applicable as per existing laws.
  24. The contractor should also enclose certificate to the effect that he has actually paid wages to the personnel and has also complied with the provisions of the Employees Provident Fund and Miscellaneous Provisions Act and Employees State Insurance Act. Proof of challan/receipt issued by the Regional Provident Fund Commissioner (RPFC) etc for the payment made towards applicable Provident Fund etc. Should be submitted periodically.
  25. The department shall release the due amount of the bill after making recovery if any through RTGS in favour of the contractor. The bill chargeable to the contractor shall be paid after every month of services rendered, if found in order. In case of non-fulfilment of any obligation under the contract, the department reserves the right to deduct the payments due from the contractor from monthly bill submitted.
  26. In the event of failure in maintaining the housekeeping services on any day upto the desired standard, in part or full. The contractor is liable to penalty @ Rs.2500/- (Rupees Two

Thousand Only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the department will be final and binding on the contractor and shall not be subject to dispute or arbitration.

27. In case of termination of contract before the completion of tenure of the service provider owing to dissatisfactory services/violations of the terms and conditions of the tender, the service provider would be debarred from applying in any tender process of the department for three (03) years from the date of termination of contract.
28. The EMD of the bidders will be refundable within 30 days after the completion of the process. No interest would be payable on amount of EMD. The EMD will be forfeited in case the bidder asks for modification in his/their bids or do not accept the Contract after being awarded the same.
29. SCOPE OF WORK

- (i) Sweeping and mopping of floor
- (a) Sweeping of corridors with disinfectants at least once a day.
  - (b) Frequent brooming of the floor through the course of the day.
  - (c) Cleaning of carpets daily using appropriate cleaning equipment.
  - (d) Cleaning of all mats once a week.
- (ii) Garbage bins
- (a) Remove garbage from dustbins and clean them if required.
  - (b) Replace the cleared dustbins at their original place.
  - (c) If any trash found in the office premises/corridors then pick up immediately.
- (iii) Doors, Windows and Walls.
- (a) Cleaning of all glass windows, glass surfaces and doors with colin for proper cleaning.
  - (b) Removal of all cobwebs and stains.
  - (c) Any stains, smudges in the office walls to be cleaned immediately.
- (iv) Toilets, Vents and Fixtures
- (a) Dusting of light fittings, wall decorations, other fixtures using feather brush and duster.
  - (b) Fixtures including toilets and sinks are free of streaks, soil and stains and soap scum.
  - (c) Mirrors and windows are free of dust and streaks.
  - (d) Dispensers are free of dust, soiling and residue and replaced/replenished when empty.
  - (e) Waste is disposed of appropriately on daily basis.
  - (f) Provisioning of soap, toilet paper, dustbins and other necessary items.
  - (g) Toilet bowls, urinals and adjoining areas should be cleaned with disinfectant/harpic on daily basis and use of acid to be avoided.
  - (h) Toilet floors to be kept dry to the extent possible.
- (v) External areas/Open spaces/Common spaces
- (a) Sweeping of external areas daily.
  - (b) Provisioning of sufficient number of dustbins to prevent littering.
  - (c) Regular cleaning of garbage dumping site in ground floor.

### 30. FREQUENCY OF SERVICE

#### A. General Service on daily basis.

- (a) Cleaning, sweeping and wet mopping of the entire area daily. Furnitures like tables, chairs, sofas, almirahs etc and all other electronic gadgets like computers, telephones, Xerox machines etc have to be dust free and dust removal to be done daily. The doors, windows, partitions including the particle board, glass, aluminium channels in the entire office to be cleaned daily.

- (b) Deep cleaning of all the toilets including WCs, urinals and wash basins with water and by using disinfectants like phenyl, harpic, surf etc twice a day and more often, if needed and also cleaning of all urinary fittings, tiles and mirrors on the walls of the toilet.
- (c) Collect all the sweepings, garbage and waste and transport/dispose as directed.
- (d) Maintenance and upkeep of the entire office premises including stairs, open space, parking space and removal of cobweb etc.
- (e) Shifting of furniture and other equipments and files whenever required by the administration.
- (f) Artificial plants, door mats and carpets to be cleaned daily. Indoor natural plants to be watered and rotated in case of absence of regular Mali.
- (g) Care should be taken that the gadgets are not tampered with during the cleaning process.
- (h) Miscellaneous services such as serving of drinking water/refreshments etc during conferences/meetings/seminars to be performed.
- (i) No bad odours should emanate from any part of the office.
- (j) The furniture etc should be re-arranged in the same order as before cleaning.
- (k) The activities of the contractor should not cause any disturbance to the office.
- (l) The garbage should be neatly picked and properly disposed.

**B. Weekly services (Saturdays)**

- (a) Internal and external cleaning of window panes, doors, fans, corridors, stairs, removal of cobwebs/spider webs from parking area etc. Chemical wash of tile area, commodes and ceramic/glass areas.
  - (b) Removal of dust accumulated on the walls, windows panes and ventilators in the toilets
  - (c) Thorough washing, rubbing and cleaning of the corridors.
31. It is made clear that the engagement of the contractor does not in any way confer the right to the contractor or the personnel that may be deployed by the contractor in the office for claiming any regular or part time employment in this office or any other govt. Office.

We agree to the above terms and conditions.

Signature of authorized signatory with date: \_\_\_\_\_

Name of the Firm & Address: \_\_\_\_\_

Seal : \_\_\_\_\_

**Financial Bid**

Minimum wage per person as prescribed by govt.			
Sl.No.	Name of the Service Provider		
A	Address (With Tel No.)		
B	Name & ADDRESS OF THE Proprietor/Partners/Directors (with Mobile No.)		
C	Contact person (s) (with mobile number)		
D	Total Area (in Sq. Ft)		86238.37
E	Rate of wages for Housekeepers(per sq ft. per month) inclusive of PF, ESI, service charge & exclusive of GST		Rs.
F	Total Outlay per month exclusive of GST		Rs.
G	Staff intended to be employed		12
H	Wages per month per staff inclusive ESI,PF, service charge (in Rs.)	D*E/G	Rs.
I	Wages per day per staff inclusive ESI,PF, service charge (in Rs.)		Rs.
J	Basic rate of wages plus VDA as notified by Central Government		Rs.
K	Rate notified by the Central Government inclusive of ESI & PF (in Rs.)		Rs.

I do hereby certify that 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.

I understand Rules and regulations as notified by the Government for outsourcing of Housekeeping services from time to time would be complied.

Signature of authorized signatory with date: \_\_\_\_\_

Name of the Firm &amp; Address : \_\_\_\_\_

Seal : \_\_\_\_\_

**Technical Bid**

1	Name of Firm/organization	
2	Address (with Tel. No. Email ID.)	
3	Name & Address of the proprietor/partner/Directors (with mobile no.)	
4	Contact person(s) (with mobile number)	
5	Whether the firm is registered and license holder under Contract Labour (Regulations and Abolition) Act	
5	No. of years of experience in providing Housekeeping services (enclose proof such as performance reports from clients (or) TDS copies)	
6	Average Annual Turnovers (last 3 years), certified by Chartered Accountant	
7	Permanent Account Number (PAN) (The evidence for filing of IT returns along with profit and loss Account & Balance Sheet for the last three years to be enclosed)	
8	Total no. of staff/workers of the firm.	
9	Details of ESI & EPF Registration along with evidence (Registered before 01 <sup>st</sup> Apr 2012)	
10	Details of GST registration along with evidence	
11	Details of EMD	
12	Solvency certified issued by Bankers	

**DECLARATION**

I/We, \_\_\_\_\_ hereby certify that the information furnished above is full 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, the concern will be blacklisted and barred without any notice from having dealing with the department in future.

(Signature)

(Date &amp; Seal)