
	<b>भारत सरकार</b> <b>GOVERNMENT OF INDIA</b> <b>जीएसटी आयुक्त का कार्यालय, गुवाहाटी</b> <b>OFFICE OF THE COMMISSIONER OF GST</b> <b>जीएसटी भवन, केदार रोड, माछखोवा, गुवाहाटी, 781001</b> <b>GST BHAWAN, KEDAR ROAD, MACHKHOWA, GUWAHATI-781001</b>	
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C. No. : 1(22)06/TENDER/PRO/GST/GHY/2018

Date: -

**E-TENDER NOTICE FOR PROVIDING HOUSEKEEPING SERVICE**

1. E-Tender (in prescribed format) is invited from the Manpower Service providers 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
Office of the Commissioner, Central Goods and Services Tax, Guwahati	GST Bhawan, Kedar Road, Guwahati-1, Assam.	Built up Area Ground Floor- 22192.82(open area) 1 <sup>st</sup> floor- 17712.25 2 <sup>nd</sup> floor- 17712.25 3 <sup>rd</sup> floor- 17712.25 4 <sup>th</sup> floor- 9540.35 <b>Total Area- 84869.92sqr feet</b>

**Tender Critical Date Sheet**

Tender Publishing Date & Time	08.03.2019 at 16.00 PM
Bid submission start Date & Time	08.03.2019 at 17.00 PM
Bid submission end Date & Time	Up to 04:00 PM on 28.03.2019
Bid opening Date & Time	29.03.2019 at 05.00 PM

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.

4. The bidders shall submit their bids online only at CPPP website, following the terms and conditions and Technical and Financial proforma provided with the tender documents.

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.

7. The bidder who has downloaded the Tender from the Central Public Procurement Portal CPPP website <http://eprocure.gov.in/eprocure/aap>, 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:-

(a) The tender shall be submitted online in two part, viz., technical bid and Financial bid.

(b) 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.

Encl: As above.

2329-30

  
(B.B. Karmakar)  
Assistant Commissioner (Admin)

Dt - 8.3.19

Copy to:-

1. The Administrative Officer for uploading on CPPP website <http://eprocure.gov.in/procure/app>.
2. The Superintendent (system) for uploading in the website of CBIC and Guwahati Commissionerate.

  
(B.B. Karmakar)  
Assistant Commissioner (Admin)

**(A) TENDER PROCESS:**

Tender is invited as Technical as well as Financial Bid.

The bidders shall submit their bids online only at CPPP website. Incomplete bid documents shall be rejected. The valid Technical bids shall be scrutinized by the Department to short list the eligible bidders. The Financial Bids of the successful Bidders will only be opened for evaluation purpose. Late submission of tenders shall also not be accepted.

**(B) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:**

- 1) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- 2) The bidder must have ESI Registration, EPF Registration as well as Goods & Services Tax Registration.
- 3) The Tenderers should have minimum 3 years of experience in Housekeeping services and should not have incurred loss in any three years during the last three years. Bidders providing similar services to other Government Departments will be given preference.
- 4) Bidder should enclosed experience certificate (for details of similar contracts handled by the tendering company/Firm/Agency for Government department/PSUs/Banks during past three year).



**(C) TERMS & CONDITIONS OF CONTRACT:**

- (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- I 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 inclusive of all taxes, and including Provident Fund and contribution towards Employees State Insurance.** Annexure shall also have to be signed and stamped by the bidder or its authorized signatory.
- (4) The tender must indicate 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 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 in this regard from time to time.
- (5) The tender forms shall be rejected if is not complete in any aspect.
- (6) The tender documents are not transferable.
- (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 employed should work on all days except Sundays and National holidays.

The working hours will be from 07.30 a.m. to 3.30 p.m. daily.

- (9) The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. Photo full address and telephone 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.

(11) The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.30 am daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.

The works assigned to the contractor should be performed regularly under the supervision of a Head staff /Supervisor who shall be present in the office and monitor the works day to day basis and office will contact him for such works or any omission or negligence of works 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 persons deployed by him even for short duration. This Office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided for outsourcing by the contractor. In the event of any liability / claim falling on this Office, the same shall be reimbursed / indemnified by the Service provider.

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

(13) 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 the 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.

(14) 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.

(15) 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 recovered from its dues/bills.

(16) No other person except Service provider's authorized representative shall be allowed to enter the Office premises. The contracting Company/Firm/Agency 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, marital status, address etc.
- (b) Bio – data of the persons.
- (c) Character certificate from a Gazetted officer of the Central /State government.

(17) All existing statutory regulations both State & Central Governments 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 Housekeeping Contractor 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 such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.

(18) The contract will be in force for a period of 06 months which can be extended for a further period of 6 months subject to satisfactory performance. The Commissioner of Goods & Service Tax, Guwahati reserves the right of terminate the contract at any time with minimum 15 days notice to the contractor.

(19) 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.

**(20) Rate and Prices:**

The bidders shall quote their rates as "**Rate per square foot per month basis**" ( in both words and figures) which should include deduction towards PF, ESI & other govt. taxes etc. and the same would not be payable over and above the rates thus quoted. **However, the House keeping and Cleaning Services should be performed by not less than 18 (eighteen) personnel.**

**(22) Terms of Payment:**

The Contractor will submit the monthly bill at the rate fixed for per square feet per month basis for payment in duplicate every following month latest by the 05<sup>th</sup> of every month. No payment will be made basing on the number of personnel/Staff/Supervisor engaged for housekeeping and cleaning services. The payment is subject to TDS/TCS applicable as per existing laws.



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.

The Contractee shall release the due amount after making recovery if any through RTGS in favour of the Contractor.

The Bill chargeable to the Contractee shall be paid after every month of services rendered, if found in order. In case of non-fulfillment of any obligation under the contract, the Contractee reserves the right to deduct the payments due from the Contractor from monthly bill(s) submitted by The Contractor.

In the event of failure in maintaining the housekeeping services on any day up to the desired standard, in part or full, The Contractor is liable to penalty@ Rs. 2500/- (Rs. Two Thousand Five Hundred only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Contractee will be final and binding on the Contractor and shall not be subject to dispute or arbitration.

#### **(D) SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR**

##### **SCOPE OF WORK**

- (i) **Sweeping and Mopping of floor**
  - (a) Sweeping of corridors with disinfectant at least once a day.
  - (b) Place appropriate warning signage to avoid accidents.
  - (c) Frequent brooming of the corridor through the course of the day.
  - (d) Vacuum cleaning of carpets atleast daily using appropriate vacuum cleaning equipment.
  - (e) Vacuum cleaning of all mats etc once a week.
- (ii) **Garbage Bins**
  - (a) Remove garbage from dustbins and clean them if required.
  - (b) Replace the cleared dustbins to the original spot.
  - (c) If any trash found on the lobby area then pick up immediately.
- (iii) **Doors, Windows and Walls**
  - (a) Spray windows and glass surface with water or appropriate cleaning solution.
  - (b) Removal of all cobwebs and stains.
  - (c) If any fingerprints, smudges or stains found on the corridor wall then the same to be cleaned immediately.
- (iv) **Vents and Fixtures**
  - (a) Dusting of light fitting, wall decorations, other fixtures using feather brush and duster.
  - (b) Air conditioning vents and sprinklers should be dusted and checked for proper functioning.
- (v) **Toilets**
  - (a) Fixtures including toilets and sinks are free of streaks, soil and stains and soap scum.
  - (b) Mirrors and windows are free of dust and streaks.

- (c) Dispensers are free of dust, soiling and residue and replaced/ replenished when empty.
- (d) Waste is disposed of appropriately on daily basis.
- (e) Provisioning of soap, toilet paper, dustbins and other necessary items.
- (f) Toilets bowls, urinals and adjoining areas should be cleaned with disinfectant on a daily basis, and use of acid-based disinfectants should be avoided.
- (g) Toilets floors should be kept dry to the extent possible/feasible.

(vi) External Areas/ Open Spaces/ Common Spaces

- (a) Sweeping of external areas daily.
- (b) Provisioning of sufficient number of dustbins to prevent littering.
- (c) Cleaning of garbage dumping site (if present within premises).

## FREQUENCY OF SERVICE

### A. General Service on daily basis:

1. Cleaning, Sweeping and wet mopping of the entire area daily, Furniture like tables, chairs, visitors' chairs, sofas, Almirahs, etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
2. Deep cleaning of the toilets including WCs, Urinals and wash basins with water and by using disinfecting materials like phenyl, Harpic, vim, surf etc., twice a day and more often ,if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
3. Collect all the sweepings, garbage and wastes and transport/ dispose of as directed.
4. Maintenance and upkeep of the entire office premises including stairs, open space, garages, parking space and removing of Cobwebs/spider webs.
5. Shifting of furniture and other equipment and files whenever as required by the administration.
6. Artificial plants, door mats and carpets are to be cleaned daily. Indoor natural Plants are to be watered in case of absence of regular 'Mali'.
7. Care should be taken that the gadgets are not tampered with during the cleaning operation.
8. Miscellaneous services such as serving of drinking water/refreshment, etc. during conference /meeting / seminars to be performed.
9. The area should become dust free, clean and spotless giving a good look.
10. No bad odors should emanate from any part of the area.
11. The process should not spoil the natural shine and look of the furniture and the material.
12. The furniture etc should be re-arranged in the same order as before cleaning.



13. The activities of the contractor should not cause any disturbance to the office activities.
14. The garbage should be neatly picked and properly disposed.

**B. Weekly Services (Saturdays):**

1. Internal and external cleaning of window panes, doors and fans/corridors removing Cob Webs etc. and chemical wash of Tile area, Commodes and Ceramic and Glass areas.
2. Removal of dust accumulated on the walls, windows planes and ventilators in the toilets.
3. Thorough washing, rubbing and cleaning of corridors.

**C.** All works mentioned above should be done under the supervision of a Supervisor to be engaged by the contractor.

It is made clear that the engagement of the Contractor does not in any way confer any right to the Contractor or the personnel that may be deployed by the Contractor in the office of the Contractee for claiming any regular or part time employment in this office or any other Govt. office.

Name & Signature with date:-

Name of the Firm:-

Seal :-

**UNDERTAKING**

I/We have read and understood all the terms and conditions in all sections of the bid document. I/we hereby quote for supply of the House keeping & cleaning services specified in the bid documents as set forth in the terms and conditions of the contract which will be binding upon me/us in the event of the acceptance of my/our tender.

Read and accepted.

Signature and stamp of the Bidder  
or Authorized signatory

Date:

Place:

IN WITNESS THEREOF the parties have here-into set their hands on the dates indicated below:-

(1) (In the case of a Proprietorship Concern or Partnership Firm)

Signed by the above named /proprietorship /Firm of \_\_\_\_\_  
through \_\_\_\_\_/Proprietor/partner of the firm.

Signature  
(Name & Address)

(2) (In the case of a company)

The seal of the \_\_\_\_\_ Company, Limited, was affixed by the virtue of the  
resolution of the Board No. \_\_\_\_\_ Dated \_\_\_\_\_ the  
\_\_\_\_\_ Day of \_\_\_\_\_ 20\_\_.

Signature \_\_\_\_\_  
(Name & Address)  
Date \_\_\_\_\_

(in either case) in the presence of

1. Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Description: \_\_\_\_\_

(On behalf of the Service provider)

2. Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Description: \_\_\_\_\_

(On behalf of the Service provider)

TECHNICAL BID

1	Name of the Organization/Firm	
2	Name(s) of the Proprietors/Directors	
3	Registered Address	
4	Telephone No/Mobile No.	
	Fax No	
5	Whether the firm is registered and license holder under Contract Labour (Regulations and Abolition) Act	
6	Registration No. of the Firm(Copy to be enclosed)	
7	Permanent Account No. of the firm (PAN)	
8	Copy of Income Tax clearance Certificate (ITCC) if any	
9	Provident fund number allotted by Regional Provident Fund Office.	
10	ESI Registration No.	
11	Goods & Service Tax Registration No.	
12	Total Staff/workers of the firm	
13	Length of experience in the Housekeeping work	
14	List of clients	
14	Name(s) of Public Sector/Govt. Organization to whom similar services have been provided by the firm during Last three years.	

Note: Attested copies of all relevant documents to be attached

Date:

Signature with date  
Name of the Firm  
Seal



### Financial Bid

1.	Name of the Organization/Firm	
2.	Name(s) of the Proprietors/Directors	
3.	Registered Address	
4.	Telephone No/Mobile No.	
5.	FAX No.	
6.	e-mail ID	
7.	Rate per Square foot per month including taxes, PF, ESI etc.	
8.	Number of Housekeeping Staffs are proposed to be engaged daily for Housekeeping and cleaning services in open/covered area as mentioned in the Notice of Tender .(As per Para: 20 of the terms and conditions)	

It is certified that wages to be paid shall not be less than the prescribed minimum rate of wages under the Minimum Wages Act, 1948, as revised from time to time and as notified by the Government of India.

Date:

Signature with date  
Name of the Firm  
Seal

- Note:**
- i. No extra amount can be charged over and above the quoted 'rate'; no extra amount will be given except the accepted rate.
  - ii. Rates quoted should be inclusive of all taxes and quoted rates should be factored deduction toward PF and ESI etc.
  - iii. Housekeeping and Cleaning services should be performed by not less than 18 (eighteen) personnel.
  - iv. Cost of cleaning material should not be included in above rates, as the cleaning Material will be provided by the Department.