



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS  
CUSTOM HOUSE: PORT AREA: VISAKHAPATNAM – 530 035**

**F. No. S10/02/2017-CHS (Admn.)**

**Date: 16.02.2018**

**NOTICE INVITING TENDER FOR HOUSEKEEPING SERVICES**

**Sub:** Notice inviting tenders for outsourcing of House Keeping Services for the Office premises of Custom House, Visakhapatnam including Guest House and its premises at Sand Hills, Customs area at International Airport and Harbour – Regarding.

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The Commissioner of Customs, custom House, Visakhapatnam invites Online tenders under **two-bid system** from reputed and experienced agencies for providing Housekeeping services to the premises viz., i) the office premises of the Principal Commissioner of Customs, situated at Custom House, Port Area, Visakhapatnam – 530035 ii) Horticulture in and around Customs building iii) the Departmental Guest House situated at Sand Hills, Visakhapatnam iv) Customs area at Harbour and International Airport and v) Community Hall at Sand Hills, Visakhapatnam.

The interested registered agencies are required to submit the ONLINE Technical and Financial bid separately. The Online Bids should be uploaded in the e-procurement website on or before **13.03.2018 at 1600 hrs.** The technical bids shall be opened on **15.03.2018 at 1000 Hrs.**

The tender document containing eligibility criteria, scope of work, terms and conditions can be downloaded from [www.vizagcustoms.gov.in](http://www.vizagcustoms.gov.in), [www.cbec.gov.in](http://www.cbec.gov.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in). The bid security (EMD) of Rs 1,80,000/- (Rupees One Lakh and Eighty Thousand Only) should be paid by Demand Draft in favour of **COMMISSIONER OF CUSTOMS, VISAKHAPATNAM**, payable at Visakhapatnam. EMD deposit is exempted for Micro Small Enterprises (MSEs).

This office would not be responsible for any delay or loss of the tender documents sent through mail or otherwise.

The Commissioner of Customs, Visakhapatnam 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. Any future clarification and / or corrigendum (s) shall be communicated through the Asstt. Commissioner of Customs (Admn.), Customs House, Visakhapatnam.

  
(G. V. S. R. SARMA)

**Asst. Commissioner of Customs (Admn.)**

**Encl: - Annexure - A, B, C, D & E.**

- 1) Copy to Supdt.(EDI) to upload the Tender and its enclosures in the official website : [www.vizagcustoms.gov.in](http://www.vizagcustoms.gov.in), and also take necessary action to upload in the website : [www.cbec.gov.in](http://www.cbec.gov.in).
- 2) Copy to e-procurement committee to file the bid in [www.eprocure.gov.in](http://www.eprocure.gov.in).
- 3) Copy to Notice Board.

**TENDER DOCUMENT****OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS,  
VISAKHAPATNAM****TECHNICAL BID**

**QUOTATION FOR PROVIDING HOUSEKEEPING SERVICES TO THE OFFICE PREMISES OF THE PRINCIPAL COMMISSIONER OF CUSTOMS, CUSTOM HOUSE, PORT AREA, VISAKHAPATNAM, HORTICULTURE IN AND AROUND CUSTOM HOUSE BUILDINGS AND THE GUEST HOUSE AT SAND HILLS, VISAKHAPATNAM AND HARBOUR CUSTOMS AREA AND AIRPORT CUSTOMS ARRIVAL AND DEPARTURE AREAS.**

1.	Name & address of the Tenderer Organization/Agency with phone number, email and name and telephone/mobile number of contact person				
2.	Experience in the work of providing Housekeeping services, Particulars of experience (Attach certificates, testimonials). This shall cover the details of work of similar nature, approximate magnitude and duration carried out and/or on hand for last 2 years along with a certificate from the agency where the job was carried out.	In following Format			
3.	Name of Organization with complete address and telephone number to whom services provided.	From	To	Contracted Amount (Rs per month)	Reason for Termination

4.	Is the Establishment registered with the Government; please give details with documents/evidence. Service Tax Registration No. (please attach copy)	
5.	Are you covered by the labour Legislations, such as ESI, EPF and Gratuity Act, etc. (please enclose copy)	
6.	Is the Firm registered with MSME as MSE, if so, registration number, issue date, validity etc.	
7.	Are you governed by minimum wages rule of Govt. of India. If yes, please give details.	
8.	PAN No. ()(please attach copy)	
9.	VAT No. (please attach copy)	
10	Trade License No. (please attach copy)	
11	Details of the DD/Pay order of Rs 1,80,000/- towards bid security (EMD) DD/Pay order No. Date: Drawn on :	

Declaration by the tenderer:

This is to certify I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

**Encl : 1. DD/Pay order No. \_\_\_\_\_**

**2. Terms & Conditions (each page must be signed and sealed)**

**3. Financial Bid.**

**(Signature of Tenderer with Seal)**

**Name :**

**Seal :**

**Address :**

**Phone No. (O) :**

**Date :**

**FINANCIAL BID**

**QUOTATION FOR PROVIDING HOUSEKEEPING SERVICES TO THE OFFICE PREMISES OF THE PRINCIPAL COMMISSIONER OF CUSTOMS, CUSTOM HOUSE, PORT AREA, VISAKHAPATNAM, HORTICULTURE IN AND AROUND CUSTOM HOUSE BUILDINGS, GUEST HOUSE AT SAND HILLS, VISAKHAPATNAM, HARBOUR CUSTOMS AREA, AIRPORT CUSTOMS ARRIVAL AND DEPARTURE AREAS.**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Rate per Sft/per month (in Rs.)</b>	<b>** Total amount per month in Rs.</b>

Declaration by the Tenderer:

This is to certify I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by Customs, Visakhapatnam.

ii) There would be no increase in rates during the contract period.

**(Signature of Tenderer with Seal)**

**Name :**

**Seal :**

**Address :**

**Phone No. (O) :**

**Date :**

**FINANCIAL TERMS & CONDITIONS**

1. The quotation should be accompanied by an earnest money deposit of Rs.1,80,000/- (Rupees One Lakh and Eighty Thousand only) in the form of Bank Draft in the name of Commissioner of Customs, Visakhapatnam. Cash and cheque will not be accepted. **Quotations received without earnest money shall be summarily rejected, without the bid being opened.** The earnest money shall be returned to the successful and unsuccessful bidder, after the finalization of the contract.
  
2. The Agency whose quotation is finally accepted shall have to deposit a sum equivalent to 5% of the contract amount as performance security in the form of Bank Guarantee in favour of Commissioner of Customs, Visakhapatnam. The Bank Guarantee should be valid for a period of sixty days beyond the date of completion of all contractual obligation of the successful bidder. The security deposit will be released after satisfactory completion of the contract. On submission of Security Deposit, earnest money will be refunded.
  
3. The Registered Agencies meeting the above financial terms & conditions only should submit their quotations online only. The Agency who fails to fulfill any of the above conditions will be disqualified.

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**TECHNICAL TERMS & CONDITIONS**

1. The Agency should be in the business of Housekeeping services at least for the last FIVE years.
2. The agency should have a minimum experience of FIVE years in providing Housekeeping service and should have handled the entire Housekeeping system of a reputed Government Organization / Public Sector Company.
3. The Agency must provide satisfactory service certificate from at least Three Central Government Organization (Ministries, Government Department, PSU etc.)
4. The Agency should be registered with the GST Department and should submit relevant copies of GST Registration.
5. The Agency should submit copies of last three years service tax / GST returns and challans.
6. The Agency should submit valid income Tax clearance certificate and copies of returns for the last three years.
7. The Agency should submit copy of PAN number.
8. The address of the Agency with telephone No., Fax No.s in Visakhapatnam and e-mail should be given.
9. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & conditions. Financial bids of a firm who fails to fulfill any of the above conditions would not be considered.
10. The Agency / Contractor should not have been penalized by any State/Central Government Organizations for any reason during the last five years.
11. The firms meeting the above technical terms & conditions only should submit their Quotations online only.

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**GENERAL TERMS AND CONDITIONS**

1. Online tenders are invited from reputed House Keeping Agencies for cleaning and housekeeping of the office premises including constructed area and open area of the Office premises of the Principal Commissioner of Customs, Custom House, Visakhapatnam, Horticulture in and around Customs building and Guest House in Central Revenue Quarters, Sand Hills, Maharanipeta, Customs Arrival and Departure Area at Visakhapatnam International Airport, Customs Area at Visakhapatnam Harbour / Port and Marine Jetty 1 & 2 at Harbour on annual basis for the Financial year 2018-19. The details are as follows:

Sl. No	Name of the Building / Location	Area (Sq. Ft.)	Surrounding/ Parking & Common Area (Approx.)
1.	Office of the Principal Commissioner of Customs, Custom House, Visakhapatnam( 96 rooms + 17 bathrooms)	<u>Plinth area</u> Main Bldg. (G+5 Floors):- 5201 S.Mt./ <b>55982.87Sft.</b> <u>Steps &amp; Corridor</u> 560 S.Mt. / <b>6027.79 Sft.</b>	<b><u>Horticulture</u></b> Inside office compound: <b>710 Sft.</b> + Outside office compound: <b>1000 Sft.</b> + Common area: <b>7300 Sft.</b>
	<b>TOTAL AREA</b>	5761s.mtr./ <b>62010.66sft.</b>	<b>9010 Sft.</b>
2.	Two Guest House at Central Revenue Quarters, sandhills, Pandimatta, Maharanipeta, Visakhapatnam	<u>Community Centre:-</u> 583.21 s.mt. / <b>6277.62sft.</b> <u>Old Guest House</u> 114 SMtr. / <b>1227.09 Sft.</b>	Common area: <b>1200 Sft.</b>
	<b>TOTAL AREA</b>	697.21sq mtr/ <b>7504.71sft</b>	<b>1200 sft.</b>
3	Visakhapatnam International Airport Arrival & Departure area	<b>3000 Sft.</b> (Office rooms)	<b>5000 Sft.</b> (Customs operational area)
4	Customs area at Visakhapatnam Harbour	<b>6000 Sft.</b>	<b>4000 Sft.</b>
5	Marine Jetty 1 & 2 at Harbour	<b>400 sft.</b>	<b>200 sft.</b>
	<b>Total:</b>	<b>9400 Sft.</b>	<b>9200 Sft.</b>
	<b>Grand Total</b>	<b>78915.37 sft.</b>	<b>19410 sft.</b>
	<b>Total SFT:</b>	<b>98,325 Sft. (Rounded off)</b>	

2. SCOPE OF WORK

1. (i) Cleaning, sweeping and wet mopping of the entire area of office, Guest House, Community Centre, Customs area at Airport, Harbour and Marine Jetty comprising around **78,915.37 Sq. Ft.**
- (ii) Cleaning of the surrounding area of Customs Building, Guest House, Community Centre, Airport Customs area, Harbour Customs Area and Marine Customs Jetty area of **19,410 Sft** which includes maintenance / horticulture of the garden of 710 SFT inside the office compound and 1000 Sft outside the office compound.
2. Collection of all sweeping, garbage and wastage material and their effective disposal.

3. Thorough cleaning of Toilets including urinals along with attached water tanks and wash basins, using disinfectants like phynol, harpic, vi, surf etc, twice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilet walls.
4. Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
5. Shifting of furniture, files and other office equipments, whenever required.
6. Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer tables, sofa sets and electronic gadgets like computer, telephone, fax machines, photo copier machines, fans etc.
7. Wiping and cleaning of wooden formica, window sills and frames and plant pots and removal of stagnant water.
8. Miscellaneous services such as serving of drinking water/refreshment etc during conference/meetings/seminars.
9. Internal and external cleaning of window panels and doors.
10. Cleaning of Venetian blinds, ceilings, walls, AC duct, grills and beams.
11. General maintenance and up keep of the entire office premises.
12. The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office and guest houses premises, its towel, bed sheets, pillow covers, other cloth items, kitchen and utensils, dining rooms, other rooms, toilets etc clean, neat and tidy. The bed sheets, bed cover, pillow covers, towel, curtains etc shall be sent to the laundry for washing, ironing at regular intervals or whenever required and collected back by the Contractor. The charges for the same shall be borne by the Department. Any breach of these conditions will result in the immediate termination of the contract.

3. **JOB TO BE CARRIED OUT WEEKLY**

- a. Cleaning of window panes with mild detergent such as Colin and /or any other cleaning operation assigned/required to be carried out.
- b. The computer section, all computers in the office and the sofa sets should be vacuumed, cleaned, twice a week.

4. **CLEANING MATERIAL**

The department will provide the materials and equipments required for the housekeeping services like brooms, dusters, mop sticks, buckets, mugs, toilet cleaners, floor cleaners, toilet fresheners, urinal cakes, cleaning powder, phenol, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth, water wipers, dustbins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner etc.

5. **GENERAL TERMS AND CONDITIONS:-**

1 a) Bidders providing similar service to other Government Departments will be given reference. Bidders shall be duly registered with ESIC, Provident Fund, GST, Service Tax and other relevant statutory authorities dealing with employment of labour. All existing statutory regulations of both the State as well as the Central Govt., shall be adhered to by the Contractor and all the records required to be maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice. Contractors not registered under the ESIC and Provident Funds Act and other relevant statutory enactment dealing with employment of labour need not apply.

- b) Bidders should pay minimum wages to his employees as prescribed by the State/Central Government in the latest and existing orders.
- c) Bidder should pay GST and all other taxes due to the Government in time.
- d) The person employed for housekeeping should work on all days except Sunday.
- e) The working hours will be from 0800 hrs to 1630 hrs daily including lunch break of half an hour.
- f) Bidder should not indulge in employing child labour.

g) **Bidder should quote the rate per sft. per month including all taxes, duly indicating the number of persons proposed to be engaged by the contractor.**



2. The Visakhapatnam Customs Principle Commissionerate (hereinafter after referred to as the Commissionerate) reserves right to postpone and or extend the date of receipt opening of Bids/quotation or to withdraw the same without assigning any reason thereof.
3. The contractors are required to submit the complete Bids/Quotations only after satisfying each and every condition laid down.
4. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting/cutting insertions shall be authenticated and attested.
5. Rates/Quotations should be submitted and signed by the firm with its current business address.
6. The contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissionerate.
7. Notwithstanding anything contained herein, the Commissionerate reserved the right to terminate the contract by giving 1(One) month notice in writing without assigning any reason.
8. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any person deployed by him for short duration. It shall not be binding on the Commissionerate regarding any claim arising out of any mishap, if any, which may take place in the course of the working hours. In the event of any liability/claim failing on this commissionerates, the same shall be reimbursed/indemnified by the contractor.
9. Contractor shall in no case lease/transfer/sublet or appoint care taker for the services.
10. No other person except Contractor's authorized representatives shall be allowed to enter the premises of the Commissionerate.
11. Contractor shall be solely responsible for payment of wages / salaries / other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissionerate shall have no liability whatsoever in this regard and the contractor shall be indemnify this Commissionerate against any or all claims which may arise under the provisions of various Acts, Govt. orders etc.
12. It has made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. offices at any time.
13. The contractor will provide his staff with the necessary uniform. The cost will be borne by the service provider.
14. Photo, Full Address and telephone number of all housekeeping personnel should be provided for records, to this office.
15. The housekeeping personnel shall be deployed as per the requirement and the duration of work shall be 8 hrs. per day. The working hours for the personnel employed by the Housekeeping agency shall vary depending upon place of work and the day-to-day requirements of the Commissionerate.
16. The Agency shall maintain records of inward and outward movement of guests and the number of staff working on daily basis with their attendance and proper supervision as per the instructions and directions given from time to time by the Commissionerate.
17. The Housekeeping personnel deployed shall maintain proper upkeep and cleanliness of entire premises including toilets, corridors, common areas, horticulture and any other works required from time to time depending upon the contingencies.
18. If any lapses are reported / noticed on the part of the deployed personnel in providing adequate services at the premises, the bidder shall be held responsible and penalized.

19. The agency shall deploy sufficient number of staff as may be mutually agreed. In case any change in the strength is required by the Department, the same will be intimated to the contractor 3 days in advance by the Department. The contractor shall formulate the mechanism and duty assignment of the Housekeeping staff in consultation with the Commissioner of Customs. The Department shall have the right to avail the services of the contractor on any day, time as and when required and the contractor shall be bound to provide these services. No extra payment shall be made for any work done beyond the timing stipulated. However the personnel employed on extra time shall be given equal amount of time as compensatory off.

20. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all the statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, etc relating to Housekeeping personnel deployed in said premises. This office of Principal Commissioner of Customs, Visakhapatnam shall have no liability in this regard.

21. The bidder shall be responsible for complying with all statutory requirements in execution of the contract and must abide by all the corresponding rules and regulations, Acts etc.

22. The payment will be made to the Housekeeping agency on monthly basis.

23. The contractor shall take all reasonable precautions to prevent any unlawful activities or disorderly conduct or acts of his employees so deployed and protection of persons and property of the Commissionerate. The Housekeeping personnel deployed should have clean antecedents, in good health, be medically fit. Taxes if any will be deducted at source as per rules.

24. The Housekeeping agency shall be fully responsible for theft, burglary. Fire or any mischievous deeds by his staff. The Housekeeping agency shall ensure that all its personnel should behave courteously and decently with officers/employees/visitors and ensure good manners.

## 6. **MODE OF SUBMISSION OF BIDS.**

### **Online bidding only**

The bidders, **who got registered in e-procurement portal**, are required to submit two bids i.e. Technical bid and financial bid. In the Technical bid, the bidder will provide details of his PAN Number, Service Tax registration details and details about his experience in the field, the other organizations for which he is providing such service details regarding compliance of statutory laws, **number of persons proposed to be deployed** etc. In the financial bid the bidder will submit the quotation price for his charges. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders who are shortlisted on the basis of technical bid will be opened and the bid with lowest quotation among the opened bids will normally be approved.

7. **THE LATEST DATE FOR RECEIPT OF ONLINE TENDERS IS 1600 HRS ON OR BEFORE 13.03.2018.** Bids received later than the stipulated date and time will not be considered under any circumstances. **The tenders will be opened on 15.03.2018 at 1000 Hrs**, by the e-Procurement Committee. This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.

8. The tender details are also available on [www.eprocure.gov.in](http://www.eprocure.gov.in), [www.vizagcustoms.gov.in](http://www.vizagcustoms.gov.in) and [www.cbec.gov.in](http://www.cbec.gov.in).

FOR ANY CLARIFICATION IN THE MATTER AND / OR FOR INSPECTION OF THE PREMISES PRIOR APPOINTMENT MAY BE MADE WITH ASST. COMMISSIONER OF CUSTOMS (ADMN.), CUSTOM HOUSE, VISAKHAPATANM.

Phone (o) : 0891-2567582.

  
(G. V. S. R. SARMA)

**Asst. Commissioner of Customs (Admn.)**