



Fax No. 24312797

Tel No. 24346740

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL EXCISE  
CHENNAI - IV COMMISSIONERATE  
692, M.H.U.COMPLEX, NANDANAM, CHENNAI-600 035**

C.No. I/22/17/2016-Admn

Dated:16.12.2016

**NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES**

The Office of the Principal Commissioner of Central Excise, Chennai – IV Commissionerate, No.692, Anna Salai, MHU Complex, Nandanam, Chennai – 35 invites sealed quotations from experienced, eligible, reputed & registered firms/companies engaged in the business of housekeeping **to provide housekeeping services for the period 01.04.2017 to 31.03.2018 in the following premises (Nandanam, Anna Nagar West, Teynampet, Tambaram and Poonamallee) as per Annexure-A.**

The tender document viz. qualifying bid (Annexure – I) and Financial bid (Annexure – II) along with scope of work, terms and conditions and tender process can be obtained from the Superintendent (PRO), at the address mentioned above on all working days between 10.00 Hrs to 15.00 Hrs up to **10.01.2017** Tender document can also be down loaded from the website: [www.centralexcisechennai.gov.in/chennai4](http://www.centralexcisechennai.gov.in/chennai4), [www.tenders.gov.in](http://www.tenders.gov.in) [www.eprocure.gov.in](http://www.eprocure.gov.in) [www.cbec.gov.in](http://www.cbec.gov.in). The last date of submission of Sealed Tenders is **18.01.2017**, 15.00 Hrs. The sealed tenders will be opened at 03:00 PM on **19.01.2017** at the conference Hall, V Floor, Chennai IV Commissionerate.

(For clarification of any doubts contact Superintendent (PRO) Phone No.044-24310872)

**The rate should be quoted on per Sq. ft per month basis.**

*Shrugal 16/12/16*  
**JOINT COMMISSIONER  
CHENNAI – IV COMMISSIONERATE**



**Copy to:**

Chennai I/II/III/ Service Tax Commissionerate (For display in the notice board).

The Deputy/Asst. Commissioner  
Perungudi/Oragadam//Chrompet/Tambaram/Sriperumbudur Divisions  
Chennai-IV Commissionerate

The Superintendent (Computers),Ch I/Ch IV(for publication in the official website).

**ANNEXURE - A**

**Scope of Conservancy Services required to be provided by the contractor.**

**I) AREA TO BE COVERED:** Conservancy Services have to be provided in the following office premises.

Sl. No.	Name of the Formation	Office Address	Sq.Ft
1.	The Principal Commissioner of Central Excise Chennai – IV Commissionerate	No. 692, MHU Complex, Anna Salai, Nandanam, Chennai-35 (5 <sup>th</sup> and 6 <sup>th</sup> Floor)	24,437
2.	Tambaram Divisional Office & its Ranges	No 40, Ranga colony Rajakilpakkam, Tambaram Chennai-73	5900
3.	Perungudi Divisional Office & its Ranges	No. 690, E.V.R Periyar Maligai (IV Floor), Anna Salai, Nandanam, Chennai – 35.	5484
4.	Chrompet Divisional Office & its Ranges	No. 445, Guna Complex, (III Floor), Anna Salai, Chennai – 18.	8761
5.	Oragadam division	C-48, II Avenue, TNHB Complex, Anna Nagar, Chennai – 40 (I Floor)	5285
6.	Sriperembadur division	C-48, II Avenue, TNHB Complex, Anna Nagar, Chennai – 40 (II Floor)	5338
7.	Oragadam Ranges	Plot No. 40, Opp. to BDO's Office, Trunk Road, Poonamallee, Chennai – 56 (III floor)	1898
8	Sriperumbudur Ranges	Plot No. 40, Opp. to BDO's Office, Trunk Road, Poonamallee, Chennai – 56 (II Floor)	1600
<b>TOTAL</b>			<b>58703</b>

**SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE  
HOUSE KEEPING SERVICE PROVIDER:**

- (i) Daily sweeping and wet mopping of the entire area of Headquarter of Ch IV Commissionerate and the Divisions as stated in Annexure A.
- (ii) Dedusting of Furniture like tables, chairs, visitors chairs, sofas, Almirahs, etc.) and all the electronic gadgets like computers, telephones, fax machines, photo copier machine etc.
- (iii) Removal of blockages and clogging in the washbasins and other sanitary fitting in the toilets.
- (iv) Cleaning the doors, windows, partitions including the particleboard, glass and aluminum channels in the entire office once a week.
- (v) Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., thrice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- (vi) Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
- (vii) Collecting all the sweepings, garbage and wastes and transport/dispose of the same to the nearest waste pit.
- (viii) Upkeep of the entire office premises stated in the Annexure A.
- (ix) Shifting of furniture and other equipments and files whenever required.
- (x) Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs as and when required.
- (xi) Cleaning of all name boards, wall panels paintings etc, every day. Polish of brass boards with brass polish once a month.
- (xii) Removal of cobwebs in the corridors and lavatories once a week.
- (xiii) Removal of dust accumulated on the walls, windows planes and ventilators in the toilets once a week.
- (xiv) Removal of dust accumulated on the walls, windows planes and ventilators in the toilets once a week.
- (xv) Thorough washing, rubbing and cleaning of corridors using Scrubber machine. Scrubber machine to be provided by the Housekeeping service provider

**II. TERMS AND CONDITIONS:**

**TECHNICAL BID/QUALIFYING BID**

1. Bidder should have minimum three years of experience in providing housekeeping services; he should have completed at least two such works with an

Annual Contract Value of Rs.25 lacs in the similar activity, in the last three years ended 31.03.2016.

2. The bidder should have experience in providing similar housekeeping services at any two sites measuring not less than 50,000 sq.ft.each.
3. The bidder must have ESI Registration, EPF Registration, registered before 01.04.2011. The bidder must also have Service Tax Registration.
4. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
5. Availability of proof for filing Income Tax Returns for the past three financial years 2013-14 , 2014-15 & 2015-16 should be mentioned along with the qualifying bid (Annexure-I). The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years 2013-14, 2014-15 & 2015-16 should be enclosed along with the Financial bid (Annexure - II).
6. The bidder must have an Annual Average Turnover of not less than Rs.30 lacs during the past three financial years 2013-14, 2014-15 & 2015-16 certified by a Chartered Accountant.
7. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract for the period 01.04.2017 to 31.03.2018.
8. Within one month from the date of awarding the contract the successful bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority.
9. The Housekeeper should provide adequate number of persons for maintaining the area indicated.
10. Annexure I should be duly filled for tender qualification. And if enclosures are required in the Annexure I, then page no. of the enclosures should be mentioned in the Annexure I.
11. Representative from the Housekeeping service provider may be present during the tender opening for the smooth functioning of the process.

#### **FINANCIAL BID**

1. The bidders shall quote their rates for the service to be provided as "RATE PER Sq.Foot PER MONTH" (in both words and figures) which should include deduction towards PF, ESI, BONUS etc. and the same would not be payable over and above the rates thus quoted
2. The technical and Financial bid should be submitted in two separate covers.
3. Only the technical bid will be opened on 19.01.2017.
4. Only after conditions of the Technical/Qualifying bid is fulfilled, Financial bid of qualified bidders will be opened under intimation.

#### **WORKING TERMS AND CONDITIONS:**

1. The persons employed should work on all days as directed by the Head of the Department or the Authorised officer.
2. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They

- should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably English also.
3. Replacement of personnel should be done as and when requirement arise.
  4. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.15 a.m. daily. The personnel will perform all the duties assigned to the Housekeeping service provider and as specified by the department from time to time.
  5. The personnel will report to the Officer-in-charge assigned by the Department .
  6. The Housekeeping service provider should deploy one full time Supervisor with mobile phone who shall report to the Officer-In-charge daily. The Supervisor shall also make one weekly trip to Divisional Offices located at other locations to supervise the cleaning activities.
  7. In case of emergency and residual situations the Housekeeping service provider has to make the personnel available to cater for emergency services & urgent works entrusted by this office as and when need arises.
  8. The Housekeeping service provider should pay to their personnel a **minimum wage** at the prevailing rate as fixed under Minimum Wages Act prescribed by O/o. The Chief Labour Commissioner (Central) any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the Housekeeping service provider every month as per the existing rules and copies of paid cash challans should be submitted every month to this office.
  9. The Housekeeping service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
  10. The Housekeeping service provider 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 Central Excise Department.
  11. Mode of payment will be monthly and payments to the Housekeeping service provider will be through Account Payee Cheques only or direct bank transfer as applicable under the Rule. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.
  12. The Housekeeping service provider 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 Housekeeping service provider and recovered from its dues/bills.
  13. The Head of the Department reserves the right to terminate the services of the Housekeeping service provider at anytime without giving any notice whatsoever.
  14. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping 'HKC' and all records maintained thereof should be available for scrutiny by this office. The Housekeeping 'HKC' shall strictly comply with the terms and conditions of the agreement, which will be

executed with the successful Housekeeping service provider. Failure by the Housekeeping service provider 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.

15. The contract will be in force from 01.04.2017 to 31.03.2018. This office reserves the right to extend the duration of the contract for a further period subject to satisfactory performance and on mutually agreed terms and conditions.

16. The Service provider should specify the materials to be supplied for the house keeping services. All the Housekeeping materials / consumables, such as Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets, Mugs, Toilet Cleaner, Floor cleaner, Toilet fresheners, urinal cakes, cleaning powder, phenyl, Hand wash liquid, toilet cleaning brush, cleaning / dusting cloth, Water Wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, glass cleaner etc., as required to execute the above jobs will be supplied by this office (Service Receiver).

17. No escalation of price whatsoever would be allowed during the pendency / currency of the contract except in the increase in minimum wages, if there has been increase in wages by the Statutory authority empowered to do so. The increase has to be intimated immediately to this office by the service Provider.

18. The Housekeeping service provider shall submit the bill for every month by the 1<sup>st</sup> day of next month along with the statement showing the area cleaned, mopped, etc., certified by the respective Administrative Officers/caretakers/PRO. No interim bills will be entertained. Payment will be made through Cheque or direct bank transfer as applicable under the Rules within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Administrative Officers. The payment is subject to TDS applicable under the Income Tax Act, 1961.

19. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration only. For purposes of arbitration, it would be by a panel consisting of two representatives from office side and one from the Housekeeping side, failing which the dispute will be subject to Chennai jurisdiction only.

#### **I. TENDER PROCESS:**

1. Tenders are invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.

2. The tender form for Qualifying bid in pro-forma prescribed in Annexure - I and the tender form for the financial bid in pro-forma prescribed in Annexure - II complete in all aspects shall be submitted in two separate sealed covers addressed to **the Additional Commissioner of Central Excise (Admn), O/o The Principal Commissioner of Central Excise, Chennai-IV Commissionerate, No.692, M.H.U Complex, 5<sup>th</sup> floor, Nandanam, Chennai- 35**, on or before **03.00 p.m. on 18.01.2017**. The Sealed covers should bear the superscription with "Qualifying Bid – Contract for the providing Housekeeping services" and "Financial Bid – Contract for Providing Housekeeping services" respectively. The Qualifying Bids will be opened on **19.01.2017 at 3.00 p.m.** in the presence of bidders at the

**Office of the Principal Commissioner of Central Excise, Chennai - IV Commissionerate Chennai-35** . The date and time of opening of "Financial Bid" will be intimated to the bidders after opening the "Qualifying Bids". Absence of the bidders shall not annul the above process and the bids would be processed with the remarks "Bidders Absent".

3. If the tenders are sent by post/ courier, it should be ensured that cover should be intact at the time of reaching destination without any damage or loss. Department is not responsible for the delay on account of postal/ courier services.

4. Earnest Money Deposit of **Rs. 50,000/- (Rupees Fifty Thousand only)** per application in the form of Demand Draft / Bankers cheque of scheduled Bank drawn in favour of "**The Principal Commissioner of Central Excise, Chennai-IV Commissionerate, Chennai-35**" shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure - I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.

5. **Performance Guarantee:** The Successful bidder has to submit **Rs 2,00,000/- (Rupees Two Lakh only)** as performance guarantee deposit in the form of **Bank guarantee from a Nationalized Bank / Demand Draft / Bankers cheque of a scheduled bank drawn in favour of "The Principal Commissioner of Central Excise, Chennai - IV, Chennai - 35"** before awarding contract. The performance guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on the completion of contract period.

6. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. The tender documents are not transferable.

7. **The bidders shall quote their rates for the service to be provided as "RATE PER Sq.Foot PER MONTH" (in both words and figures)** which should include deduction towards PF, ESI, BONUS etc. and the same would not be payable over and above the rates thus quoted.

8. 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.

9. This office reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any

liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for such action.

10. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short-list the eligible bidders. The financial bids of the short listed bidders will be opened later. Late submission of tenders shall not be accepted. 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.



**ANNEXURE I**

**NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES**

**QUALIFYING\TECHNICAL BID DOCUMENT**

1.	Name of the party	:	
2.	Address (With Tel No., Fax No.)	:	
3.	Name & Address of the proprietor /Partners / Directors (With Mobile No.)	:	
4.	Contact person (s) (with mobile number)	:	
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 ended 31.3.2016), Certified by Chartered account	:	
7.	Permanent Account Number (PAN) (The Evidence for filing of IT returns along with profit and Loss Account & Balance Sheet for the last three financial years to be enclosed) 2013-14 2014-15 2015-16	:	

8. Total no of persons to be engaged by the contractor for providing the service ( Location-wise) in the following locations:

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7.	Oragadam Ranges	Plot No. 40, Opp. to BDO's Office, Trunk Road, Poonamallee, Chennai – 56 (III floor)	1898
8	Sriperumbudur Ranges	Plot  No. 40, Opp. to BDO's Office, Trunk Road, Poonamallee, Chennai – 56	1600

	(II Floor)		
9.	Details of ESI & EPF Registration along with Evidence (Registered Before <b>01<sup>st</sup> Apr 2011</b> )	:	
10.	Details of Service Tax Registration along with evidence	:	
11.	Details of EMD	:	
12.	Solvency Certificate issued by Bankers	:	

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)

**ANNEXURE II**

**NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES**

**FINANCIAL BID DOCUMENT**

1	Name of the service provider	:	
2	Address (with Tel No., Fax No.)	:	
3	Name & Address of the Proprietor / Partners / Directors (with Mobile No.)	:	
4	Contact person (s) (with mobile number)	:	
5	Rate per square Foot per month quoted for providing House Keeping Services for 58703 square foot	:	

I 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 stamen 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)**