

OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)
CHS SECTION, JNCH, NHAVA-SHEVA, TAL URAN,
RAIGAD, MAHARASHTRA – 400 707
Tel: 022 27244902 Fax: 022 27243303

F.No. S/43-326/16-17 CHS JNCH

Date: 10.02.2017

**e-Tender for Annual Contract of Housekeeping & Maintenance Services at
Jawaharlal Nehru Custom House, Tal-Uran, Dist. Raigad.**

The Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone-II, invites e- tender from reputed Housekeeping Agencies having rich experience in housekeeping and maintenance, housekeeping and maintenance of entire Custom House Building, including Offices and open premises of Jawaharlal Nehru Custom House, Nhava Sheva on Annual Maintenance Contract (A.M.C) basis, in two-bid system (Technical & Financial) from authorized and reputed contractors/firms, herein after referred to as 'The Service Provider' and having a minimum of five years experience in this field.

1. Application form: Annexure-A
2. Scope of the work: Annexure-B
3. Prequalification conditions: Annexure-C
4. Terms and conditions: Annexure-D
5. Format of Technical bid: Annexure-E
6. General instructions: Annexure-F
7. Financial Document :Annexure-G

Date:

From

To
The Commissioner of Customs (General)
Jawaharlal Nehru Custom House
Nhava-Sheva, Uran,
Raigad, Maharashtra – 400 707

Sub: e-Tender for Annual Contract of Housekeeping & Maintenance Services at Jawaharlal Nehru Custom House, Tal-Uran, Dist. Raigad.

**Ref: 1) Your e- tender Notice No.....
Dated.....
2) EMD-DD No.....
Date.....for Rs.....**

I/we have read the contents of the terms and conditions mentioned in your tender schedule and its enclosures and agree to abide by the same.

I/We quote the rate inclusive of all taxes, etc in complete.

Yours faithfully

(Signature and stamp of the tenderer,
State legal status, Whether Prop., Partner,
Registered firm, Company etc.)

SCOPE OF THE WORK:

The scope of work is as under:

- i. Maintaining this Custom House which is a ground + Seven Storey Building having three Wings at each floor and its open area, terrace of all the wings, vehicle parking area, entrance lobby, corridors, toilets, various Offices, housed in the Custom House etc, in neat and hygienic condition all throughout the day
- ii. The work also includes cleaning, wiping and dusting the floor area, steps, roof, window panes, furniture and other office equipments, removing stains from floors and walls.
- iii. Shifting, cleaning, arranging of furniture and other items, stores, records stationery etc. from one place to another as required by the administration.
- iv. Providing manpower for services during Conference / Meeting / Seminars in the Custom House.
- v. Removing/disposing the garbages of this Custom House on daily basis to keep the surrounding clean.
- vi. This Custom House is having the open area of approximately 1, 41,631 sq. feet and covered area of ground + seven storey building of three wings including Electric Sub-station area + Pump House + DG Set Room + EDI Centre is of 1,49,565 sq. feet, total area of 2,91,196 Sq. feet.

The bidder will submit the bid in two parts i.e. technical bid and financial bid. The technical bid will be opened first and the financial bids of those bidders whose technical bids will satisfy all the criteria, will be opened then after.

PREQUALIFICATION CONDITION:

1. The Bidder should have minimum experience of 05 years of operation in providing unskilled manpower Services. Proof of the above shall be submitted along with the bid.
2. The Bidder should have filed IT returns for the last 3 years. Copies of the same shall be submitted along with the bid.
3. PAN/ Service Tax Registration No. should be indicated.
4. The Bidder should submit the certified copies of necessary licences and registration documents along with the certificate of performance from their past / present serving clients.
5. The firm should have a registered/ branch office within 50 km radius of this Custom House.
6. **Earnest Money Deposit (EMD)** of Rs.1,00,000/- (Rupee One Lakh only), if applicable, in way of Demand Draft, in favour of 'The Commissioner of Customs (General), JNCH should be sent by post/ by hand superscripting the envelope with tender no. and due date on or before the due date to this office. Tenders received without requisite Earnest Money will be rejected outrightly.

TERMS AND CONDITIONS:

1. The work shall be done on all week days except Sundays.
2. Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupee One Lakh only) in way of Demand Draft, in favour of 'The Commissioner of Customs (General), JNCH should be sent by post/ by hand superscripting the envelope with tender no. and due date on or before the due date to this office. Tenders received without requisite Earnest Money will be rejected outrightly. EMD exemptions will be as per Central Govt. rulings.
3. The prevalent taxes including Sales Tax or any other Tax applicable on finished work like Service Tax, Works Contract Tax etc in respect of the contract to be entered into shall be borne by the Service Provider.
4. The cleaning material shall be provided by the Custom House for the entire period of contract; therefore, the House Keeping Agency shall quote their bid keeping in mind of the same.
5. There shall be a separate sweeper-cum-cleaner on each of every floor. In order to clean and maintain ladies toilets, one lady sweeper-cum-cleaner should be employed on every floor. All the toilets to be cleaned twice a day. One attendant should be deployed round the clock for Guest House situated at 1st floor, C Wing. All sweepers should be in neat and proper uniform, bearing the name of the House Keeping Agency. One Supervisor should oversee the job of all workers on hourly basis and work done should be recorded on printed job cards and he would submit a written report to the Superintendent, CHS Section every day.
6. Preference will be given to House Keeping Agencies willing to employ local youth. Selected Agency will be appointed on experimental basis for the first three months for evaluation of their performance, if not found satisfactory, their appointment will be summarily terminated.
7. 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 Service provider. In the event of any liability / claim falling on this Commissionerate, the same shall be reimbursed/indemnified by the Service provider.
8. The Bidder should strictly follow Minimum Wages Act (Central Government) and other Allied Labour Laws in respect of wages and all the other benefits to the House Keeping Workers. It is also the responsibility of the Bidder to subscribe to Employees Provident Fund, Insurance Scheme etc. The deduction towards EPF and ESI etc be factored in rates being quoted on per square feet per month basis and the same would not be payable over and

above rates thus quoted. He should submit the details every month before the release of payment else payment would not be released till compliance.

9. The Service provider shall indemnify and keep this Office indemnified against all acts of negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party.
10. The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc to the personnel as applicable to them under Law. The Service Provider should ensure that wages are paid on time every month. i.e. within 1st week of following month. The payment to Service Provider would be released once salaries to his employees are paid (declaration in this regard to be provided with every bill) and certified by Supdt./CHS in charge of security services.
11. No other person except Service provider's authorized representative shall be allowed to enter the Office premises.
12. Department will not be responsible for any dispute between Service Provider and workers of the Service Provider.
13. At the time of submission of bill for payment, the Service provider should submit proof for the previous payment made towards statutory liabilities like EPF, ESI etc in respect of all the engaged personnel.
14. Payment to the Service Provider will be made by on presentation of the Bill with details of EPF/ESI contribution. Income Tax shall be deducted at source as per the rates notified by the Income Tax Department.
15. All damages caused by the personnel to the property of the Department shall be recovered from the Service Provider.
16. The contract will be for a maximum period of one year. This Office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider.
17. This Office reserves the right to extend the date of bid submission / opening of bids or to cancel the tender at any stage, without assigning any reason thereof.
18. 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.
19. Rates /Quotations should be submitted and signed by the firm with its current business address.

20. The Service Provider 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.
21. The Service providers must comply with the rates /quotations, specification and all terms and conditions of contract
22. The Successful Bidder shall make an Agreement with the Customs as per the terms conditions along with an Indemnity Bond ensuring that any legal issues in respect of payments of employees arising out of this contract will be their responsibility and they will bear all expenses related to it.
23. The Successful Bidder is required to submit Performance Security equal to three months amount of the total bidding amount of the entire year, in the form of Bank Guarantee with Auto renewal clause from nationalized bank.
24. The Successful Bidder has to submit NOC from the Police Department certifying the antecedents of their labourers. They shall also submit the details of labourers such as name, address along with photo identity.
25. The Commissioner of Customs (General), JNCH reserves the right to accept/reject any or all tenders received without assigning any reasons thereof. Quotations received later than the stipulated date will not be entertained under any circumstances.
26. Tenders shall be valid for a period of ninety days from the date of opening of the tenders and the bidder shall not withdraw his tender prior to the expiry of the validity period. In case of withdrawal at any subsequent stage, the EMD shall be forfeited.
29. For any clarification, site inspection etc, bidders may contact the Superintendent of Customs, (Preventive), CHS Office, 1st floor, 'C' Wing of this Custom House on any working day between 10.00 am to 5.00 pm or the Tenderer can contact through phone no. 022-2724 4903.
30. This Custom House is having the open area of approximately 1, 41,631 sq. feet and covered area of ground + seven storey building of three wings including Electric Sub-station area + Pump House + DG Set Room + EDI Centre is of 1,49,565 sq. feet, total area of 2,91,196 Sq. feet. The Service provider shall quote their bid on square feet basis per month.
31. The bids should be quoted on per square feet basis and not on per person basis.
32. Financial bids should be quoted in the format attached in boq format, total amount for the contract will be considered final inclusive of all the taxes and will remain the same throughout the duration of the contract.

33. Penalty @ Rs. 500/- per day will be imposed for non-disposal of garbage from building and compound.
34. Last date and time for accepting tender will be 13.03.2017 at 1800 Hrs and the tenders will be opened in the presence of Tender Committee. While opening of the Bids, the bidders may remain present (if they wish). The important dates for bid opening are:

Technical Bid opening– 15th March 2017 at 1400 Hrs.

Financial Bid opening– 17th March 2017 at 1200 Hrs.

(DINBANDHU DIWAKAR)
DEPUTY COMMISSIONER OF CUSTOMS,
PREVENTIVE (GENERAL), JNCH.

Copy to :

1. AC/EDI with request for uploading the Tender Notice on JNCH website.
2. Notice Board, JNCH..

ANNEXURE-E**PART-I****FORMAT FOR TECHNICAL BID**

Sr. No.	Particulars	Details
1.	Name of "The Service Provider"	
	Full address of the Service Provider	
	Telephone no.	
	Fax No.	
	Email:	
	Name of Representative with contact details	
2.	Person name to be deployed in JNCH(Attach list)	
3.	Bank details with MICR & IFSC code (submit mandate form for ECS payment)	
4.	PAN of the firm	
5.	CA Certificate for last 3 years turnover	
6.	Maharashtra VAT TIN & CST TIN No.	
7.	Service Tax No.	
8.	No. of years of experience	
9.	Details of EMD	
10.	ISO 9001	
11.	Information about Company's infrastructure	
12.	Black listed by any PSU banks/Govt. organizations.	Yes/No

- Note:** 1. Attested Photo copies of above for proof should be attached.
2. Original copies should be provided at the time of opening tender.

PART-II

-DECLARATION-

1. I Son / Daughter /Wife of Shri Proprietor / Partner / Director / authorized signatory of competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;
4. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

Signature of authorized person

Name & Seal

Date:

GENERAL INSTRUCTIONS:

- The Service Provider will submit bids in two separate sealed envelopes i.e. one Technical Bid and second Financial Bid as per format of the Tender. Each envelope must be suitable marked to indicate the type of bid.
- EMD (Earnest Money Deposit): –The tenders should be submitted with a Demand Draft of **Rs. 1,00,000/- (Rupees One lakh only)** in the name of “The Commissioner of Customs, JNCH”.
- PG (Performance Guarantee): – The successful bidder should submit three months amount of the total annual value of order in form of Bank Guarantee valid till the warranty period from Nationalized Bank, in the name of “The Commissioner of Customs (General), JNCH”, with Auto renewal Clause.
- The Service Provider should fulfill prequalification conditions of the tender.
- The Service Provider should submit all the documents attested by authorized person with the quotation.
- The technical bid will be opened first in the presence of the Tender Committee Members and bidders. Financial bids of only technically qualified bidder shall be opened in the presence of the Tender Committee Members and bidders. The bidders, if they wish, may remain present.
- For any clarification/ inspection of the site, etc. the interested parties may contact the Superintendent of Customs, CHS Office, 1st Floor, ‘C’ Wing of this Custom House on any working day between 11:00 AM to 5:00 PM, either personally or on Tel- 02227244903/901.
 - Last date and time for accepting tender: **13.03.2017** upto **1800** hrs.
 - Opening of the Bids –
 - Technical Bid - **15.03.2017** at 1400 hrs.
 - Financial Bid - **17.03.2017** at 1200 hrs.

-sd-

(DINBANDHU DIWAKAR)
Dy. Commissioner of Customs
Preventive (General), JNCH

Copy to:

1. The AC/EDI, JNCH for uploading on website of JNCH & CBEC.
2. Notice Board.