



OFFICE OF THE ASSISTANT COMMISSIONER  
CUSTOMS, CENTRAL EXCISE & SERVICE TAX, DIVISION : SAGAR-II  
5 CIVIL LINES, SAGAR (M.P.) - 470 001.

Phone/Fax: 07582-221855,07582-227490

Email-Id: cexdivbina@gmail.com

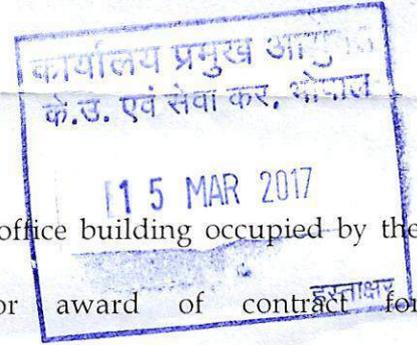
C.No.:I(22)01 /2017/Admn-II/

Date:....03.2017

NOTICE FOR INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES

The Assistant Commissioner, Customs, Central Excise and Service Tax, Division - Sagar-II, Sagar, invites fresh sealed offers from reputed parties engaged in the business of providing housekeeping services, for outsourcing services to avail of the services for cleaning, sweeping, housekeeping and other miscellaneous work of office. The following documents, giving full details, are enclosed:-

- Annexure-I General Terms and Conditions.
- Annexure-II Scope of work for Housekeeping
- Annexure-III Description of the premises in the office building occupied by the Central Excise, Division - Sagar-II, Sagar.
- Annexure-IV Pre-Qualification requirement for award of contract for Housekeeping services.



Interested bidders may inspect the premises situated at above mentioned address and submit the above Annexure-I, II, III and IV duly filled in and signed for having accepted the General, Special terms and conditions, and Pre-qualification in one envelope (shall be called the Technical Bid) and Financial Bid in separate envelope. The financial bid may contain the rates for service to be provided on monthly basis as well as the cost of material to be used for housekeeping in a month. Both the sealed envelopes be placed in another sealed cover super scribing "Quotation/rates for housekeeping & cleaning services of office premises" and the same may be sent to the Assistant Commissioner, Division - Sagar-II, 5 Civil Lines, Sagar so as to reach this office on or before 17.00 Hrs. of 20.03.2017.

It may please be noted that the Agencies who do not fulfill the pre-qualification requirement i.e. Annexure-IV will not be treated eligible and their financial bid will not be considered. Financial Bid of those Agencies who fulfill the terms and conditions and pre-qualification requirement will only be opened separately.

The Assistant Commissioner, Central Excise & Service Tax, Division - Sagar-II, Sagar reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

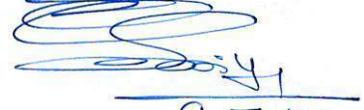
Sd/-

(Deepchand Sijeria)  
Assistant Commissioner  
Customs, Central Excise & Service Tax  
Division - Sagar-II,  
Sagar.

Copy to:

1. The Additional Commissioner (P&V) of Customs, Central Excise & Service Tax, Central Excise Bhopal Commissionerate, Bhopal.

2. The Superintendent of Central Excise (Systems), Central Excise Hqrs., Bhopal for publishing on departmental web site of Hqrs., Bhopal.
3. Notice Board.

  
9.3.17

(Deepchand Sijeria)  
Assistant Commissioner  
Customs, Central Excise & Service Tax  
Division - Sagar-II,  
Sagar.

043789



## ANNEXURE-I

### GENERAL TERMS AND CONDITIONS FOR HOUSE KEEPING

- Rates/Quotations duly filled in, will be received upto the date and time mentioned in the Tender Notice.
- The Assistant Commissioner, Customs, Central Excise and Service Tax, Division - Sagar-II, Sagar (hereinafter referred to as AC, Sagar-II) reserves the right to postpone and/or extend the date of receipt/opening rates/quotations or to withdraw the same, without assigning any reason thereof.
- The Contractors are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the Annexure-I & II and after taking into consideration the area/premises occupied by the Central Excise & Service Tax Division - Sagar-II, Sagar as given in Annexure-III.
- All the rates must be written both in figure and words. Corrections, if any, is to be made by crossing out, initiating, dating and rewriting shall be authenticated.
- Rates/Quotations should be submitted duly with its current business address and contact numbers and name of the authorised person.
- The Contractors should satisfy themselves before submission of Rates/Quotations the qualifying criteria as laid down in the **Annexure-IV** are fully complied.
- The Contractor must comply with stipulated terms and conditions as per **Annexures** and 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 Contract will be awarded for initial 90 days with further extension for 275 days. However, extension of contract will be at the absolute discretion of the AC, Sagar-II subject to satisfactory performance of the contractor.
- Any violation of terms/conditions may lead to terminating the contract without any notice period.
- Notwithstanding anything contained herewith, AC, Sagar-II also reserves the right to terminate the contract without assigning any reason and without incurring any financial liability, whatsoever, towards the contractor.
- Insurance covers protecting 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 all the persons deployed by him even for short duration. The AC, Sagar-II shall not entertain any claim arising out of mishap, if any that may take place. In the event of any liability/claim falling on this charge the same shall be reimbursed / indemnified by the Contractor.

- Contractor shall in no case transfer/sublet/appoint caretaker for services.
- No other person except Contractor's authorized representative shall be allowed to enter the premises.
- Within the premises, the Contractor's personnel shall not do any private work other than assigned duties.
- Contractor shall be directly responsible for any/all disputes arising between him and personnel and keep the AC, Sagar-II indemnified against actions, losses, damages, expenses and claim whatsoever arising thereof.
- Contractor shall be solely responsible for payment of salaries, other benefits allowances to his personnel that might become applicable under any Act or order of the Government. The AC, Sagar-II shall have no liability whatsoever in this regard and the contractor shall indemnify this charge against any claims which may arise under the provisions of various Acts, Govt's Orders etc.
- Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- Contractor shall ensure that the persons sent to the location wear uniform every day while on duty and with name plate.
- All consumables and material used by the contractor shall be of standard make, having ISI label wherever applicable. The material will be approved by the Administrative Officer, Division - Sagar-II before it is put to use.
- Manpower required for execution of the entire work including transport shall be arranged by the contractor. It shall be the responsibility of the contractor to make up for the absent personnel to ensure that the execution of the work does not suffer.
- The contractor shall on award of the contract furnish the list containing names and addresses of the workmen sent to the location for housekeeping and cleaning services.
- In addition to the regular work, to take care of any unforeseen jobs or exigency of work, the contractor shall depute the employees in office premises during office hours i.e. 9.30 a.m. to 6.30 p.m.
- AC, Sagar-II will be in-charge to ensure the proper execution of work by the contractor. To this effect he shall nominate an officer who shall ensure that work performed by the contractor is of satisfactory level. The contractor will be required to submit daily compliance reports to the nominated officer. The services provided by contractor shall be to the satisfaction of such nominated officer and thereby to the officer in-charge.
- Contract rates shall include cost for all essential and contingent works, which although not specifically mentioned in this contract are necessary for completion of the work to the satisfaction of the Department.
- The contract shall have no claim against AC, Sagar-II in respect of any work which may be withdrawn.

- The contractor shall render services every day including Saturdays except on National Holidays (i.e. 26th January, 15th August, 2nd October, Holi, Diwali, Sunday and any other holiday/public holidays which are mandatory under Labour Laws). They will perform designated tasks and will attend to any unforeseen jobs as well as exigency of work. No extra payment for this shall be made.
- Materials, consumables, appliances and tools shall be arranged by the contractor.
- The Contractor must submit photographs and residential proof of the employee whom they deployed for work. The contractor shall provide each employee with an Identity Card which shall be borne on the person prominently during duty hours in the premises concern.
- Smoking and chewing of tobacco, pan masala are strictly restricted in the office premises.

## TERMS OF PAYMENT

- The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates as indicated below, which shall be got duly certified by the Officer-in-charge and the same shall be paid thereof after making recovery, if any. The bill shall be accompanied by certificate from nominated officer of above office certifying the proper execution of the contracted work.
- The contractor shall make regular, prompt and full payment of labour charges, salaries and other payments as due, as per the labour laws to its personnel deputed under service contract and furnish necessary proof whenever required.
- The Contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor and the amount deducted from salary of deployed personnel towards their contribution to Provident Fund.
- The Contractor shall ensure/submit following evidence / documents as the case may be:
  - Actual deployment of personnel and their attendance sheet
  - Details of work performed
  - Proof of challan/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for the payment made towards applicable Provident Fund, ESI for the previous month.
  - The AC, Sagar-II shall release due amount after making recoveries, if any, through crossed account payee cheque / ECS / RTGS in favour of Contractor.

### **PENALTIES**

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 be penalized @ Rs. 100/- (Rs. One Hundred only) per day which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of AC, Sagar-II will be final and binding on the contractor and shall not be subject to any dispute or arbitration.

We agree to the above terms and conditions.

Signature with date \_\_\_\_\_

Name of the firm \_\_\_\_\_

SEAL

## ANNEXURE-II

### GENERAL SCOPE OF WORK FOR HOUSEKEEPING

- The prime object of housekeeping service is to maintain all the premises in a neat and clean condition. The premises are to be maintained keeping proper hygiene in mind.
- The broad details of work covered under the scope is enumerated as follows:
- Cleaning, sweeping and wiping of floors,
- Manually dusting using duster and C shape brushes of Tables, Chairs, Computers, printers, Fax Machines, Xerox Machines, etc.,
- Thorough cleaning of toilets/urinals using required detergent, by putting naphthalene balls in all the urinals and air purifiers in the toilets,
- Shifting of furniture and other items/stores from one place to another as and when required by the Administration,
- Any other work/ duty assigned,
- Cleaning of corridors, staircase and common area,
- Cleaning of floors with water and phenyl every day and surf/vim/soap and water as and when required.

#### **SCOPE AND PROCESS OF THE WORK (as applicable to specific building):-**

##### **I. GENERAL AREA**

- **ROOF, CEILING & COLUMNS**
  - Regular cleaning like dusting using Duster and C shape brushes.
  - Wet & dry wiping using manual window cleaning kit (using general purpose cleaner) and telescopic poles of required height.
- **CLEANING OF DUSTBINS**
  - Clearing and cleaning of the dustbins replacing of liners.
  - Disposal of garbage.
- **MISC. AREAS LIKE PASSAGE OF FLOOR AND OUT SIDE WALLS, OTHER AREA / RAILINGS ETC.,**
  - Dusting using Duster and C shape brushes.
  - Wet & dry wiping using general purpose cleaner and manual cleaning kit if required.

## II. OFFICE AREA

- **Floor Daily 2 times-**

- Loose debris picking and litter picking
- Manual sweeping using a broom
- Mopping using Double bucket and speedy mop system and general floor cleaner
- Dry mopping using dry mopper

- **Glazing/panes, Doors, Windows and Venetian blinds - Weekly once**

- Regular cleaning like dusting using Duster and C shape brushes.
- Wet wiping using manual window cleaning kit (using Glass cleaner) and telescopic poles of required height.

- **Cleaning of furniture and fixture-Daily once**

- Regular cleaning like dusting using Duster and C shape brushes.
- Wet wiping and sanitizing using cleaning cum sanitizing chemical and clean dusters.

- **Switch boards, telephone instruments, picture frames etc. : Daily once**

- Regular cleaning like dusting using Duster and C shape brushes
- Wet wiping and sanitizing using cleaning cum sanitizing chemical and clean dusters

- **Sweeping of passages/staircase, staircase railing of the floor premises - Daily twice**

- Loose debris picking and litter picking.
- Mechanized/Manual sweeping (using a walk behind sweeper)
- Mechanized scrub cleaning (using single disc machine and heavy duty degreaser) and vacuuming

- **Twice daily**

- Loose debris picking and litter picking
- Mechanized/Manual sweeping (using a walk behind sweeper)
- Mopping using Double bucket and speedy mop system and floor cleaner

- **Cleaning of doormats- as and when required**

- Dusting
- Washing
- And Vacuuming

- **Carpet/Vinyl flooring - as and when required**

- Wet wiping and sanitizing using cleaning cum sanitizing chemical and clean dusters.
- Vacuum cleaning
- Wet wiping and sanitizing using cleaner cum chemicals of office chairs.

### III. TOILETS

- **Floor/walls - daily twice**
- Litter and loose debris picking up
- Mopping using small double bucket and mopping system
- Sanitizing using cleaning and sanitizing chemical and colour coded mops and tools uses only for toilets
- Cleaning may have to be done more frequently (more than 2 times) as and when necessary i.e. during meeting, conferences etc.
- Any defects noticed in the toilet shall be intimated immediately to person in charge.
- Toilet shall be cleaned with using chemicals, jet machine & dryer. The floor shall be dried after cleaning by dryer.
- **Sanitary ware, Water taps - daily twice**
- Dusting using duster and C shape brushes.
- Wet wiping and sanitizing using cleaning and sanitizing chemical
- Use SS maintainer for polishing and regular maintenance of steel faucets etc.
- Cleaning may have to be done more frequently (more than 2 times) as and when necessary i.e. during meeting conferences etc.
- **Toilet bowls, Urinals, wash basins - daily twice**
- Flush the toilet thoroughly with water.
- Apply toilet bowl cleaner and scrub wherever required for stain removal. Leave it for 10 min.
- Flush the toilet again with sufficient water to remove the chemicals applied completely.

### IV. FURNISHING, ELECTRICAL EQUIPMENT, FANS, OUTSIDE OF AIR CONDITIONER AND ITS EXHAUST FANS DAILY ONCE

- Dusting using duster and C shape brushes.
- Wet wiping and sanitizing using cleaning and sanitizing chemical
- Use SS Maintainer for polishing and regular maintenance of steel faucets etc.

#### • MIRRORS AND OTHER GLASS SURFACES - DAILY ONCE

- Dusting using duster and C shape brushes.
- Thorough cleaning using glass cleaner cone and manual window cleaning kit.

#### • CLEANING SCHEDULE

The initial cleaning operation of the premises shall be carried out daily from 08:30 AM to 09:30 AM. It is to be ensured that the concerned office is ready in terms of good housekeeping by 09:30 AM.

It is to be ensured that the toilet (s) is maintained for their cleanliness during the office hours & Logbook/chart to be maintained on 2 hourly basis for conducting checks.

Chemical cleaning of Water Tanks, Sewerages and Drainage etc. on holidays on quarterly basis & as per Municipal norms, if required;

Cleaning of rooms by mopping floors with cloth soaked in water and phenyl having of ISI mark.

The contractor shall make arrangements to attend to calls, refill the sanitary cubes, Odonil, Air purifier, naphthalene balls, chemicals, disinfectants, detergents, liquid soap, acid, phenyl etc. from time to time and as and when required.

Signature with date

\_\_\_\_\_

Name of the Firm

\_\_\_\_\_

Seal

ANNEXURE-III

DESCRIPTION OF THE PREMISES IN THE OFFICE BUILDING OCCUPIED BY  
THE CENTRAL EXCISE DIVISION - SAGAR-II.

Sl. No.	Name of the office building/location	Area (Sq. Ft.)	Minimum person required
1.	Central Excise Division - Sagar-II, 5 Civil Lines, Sagar and Range Industrial Area, Sagar.	4754	03 ( Full Day )
2.	Central Excise Range I/II, Damoh.	2258	01( Full Day )
3.	Central Excise Range Chhatarpur.	871	01( Half Day )
4.	Central Excise Range Tikamgarh.	917	01( Half Day )
<b>TOTAL</b>		<b>8800</b>	

- The rate quoted should be per sq. feet per day exclusive of taxes.
- Details of the taxes along with the rate applicable.
- Note: No extra payment will be made other than the above mentioned amounts.

Signature with date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal

ANNEXURE-IV

**PRE-QUALIFICATION REQUIREMENT FOR AWARD OF CONTRACT FOR  
HOUSEKEEPING SERVICES**

1.	Name of the Organization/Firm	
2.	Names of the Proprietors/Partners/Director	
3.	Registered Address	
4.	Telephone No. Fax No.	
5.	Whether the firm is registered and license holder under Contract Labour (Regulation & Abolition) Act	
6.	Registration No. of the Firm (copy to be enclosed)	
7.	I.T. Permanent Account Number (copy to be enclosed)	
8.	Provident Fund Number allotted by Regional Provident Fund Office (copy to be enclosed)	
9.	ESI Registration No. (copy to be enclosed)	
10.	Service Tax Registration No. (copy to be enclosed)	
11.	Total staff/workers of the firm	
12.	Name (s) of the Public Sector/Govt. organization to whom similar services have been provided by the firm during last five years. (Please attach at least 03 Job orders/Service satisfaction certificate from Govt. Office/Public Sector Unit)	
13.	Professional Tax Registration No.	
14.	Last three year's turnover in the housekeeping business along with relied documents duly certified by Chartered Accountant.	

Signature with date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal