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	<p>GOVERNMENT OF INDIA MINISTRY OF FINANCE DEPARTMENT OF REVENUE OFFICE OF THE COMMISSIONER (APPEALS) CGST, CENTRAL EXCISE AND CUSTOMS 3rd FLOOR, GST Bhawan, Kedar Road, Machkhowa, GUWAHATI-781001 Phone- 0361-2390113::e-mail: cex-appeals-ghy@nic.in</p>	<p>मुख्य आदुक्त का कार्यालय जीएसटी, के.उ.अ. एवं सी.श. गुवाहाटी जोन, गुवाहाटी-781001</p>
		<p>12 MAR 2021</p> <p>Office of the Chief Commissioner GST, Central Excise & Customs Guwahati Zone, Guwahati-781001</p>

C.No. II(3)01/ Commr(A)/Casual Work/GHY/2021/ 600

Dated : 09.03.2021

TENDER NO. 02/2021

NOTICE INVITING E-TENDER FOR OUTSOURCING OF HOUSE-KEEPING SERVICES.

The Office of the Commissioner (Appeal), CGST, Central Excise & Customs, Guwahati invites e-Tender (in prescribed format) quotation from the reputed housekeeping contractor/service providers for supply of manpower for carrying out the day to day office works (i.e. housekeeping, cleaning, sweeping services, etc.) in the office of the Commissioner (Appeals), CGST, Central Excise & Customs, Guwahati on outsourcing basis for the period of 01(one) year from the date of awarding contract. The details of the office premises along with the location and the area are as follows:

Sl. No.	Commissionerate	Addresses	Area in Sq.ft
1.	Office of the Commissioner (Appeals), CGST, Central Excise & Customs, Guwahati	GST Bhawan, 3 rd floor, Kedar Road, Machkhowa, Fancy Bazar, Guwahati-781001.	4,000 sq. Ft (approx.)

Tender Critical Date Sheet

Tender Publishing Date & Time	10.03.2021
Bid document download start date and time	11.03.2021 10.00 a.m.
Clarification start date and time	11.03.2021 10.00 a.m.
Clarification end date and time	16.03.2021 06.00 p.m.
Bid Submission Start Date & Time	11.03.2021 10.00 a.m.
Bid Submission Closing Date & Time	25.03.2021 10.00 a.m.
Technical Bid Opening Date & Time	26.03.2021 11.00 a.m.

2. The complete tender document containing general terms & conditions, pre- Qualification requirements etc. are available on <http://eprocure.gov.in> and can be downloaded free of cost.

3. The interested Service providers who comply with the terms and conditions of this tender provided in the **ANNEXURE-I** may submit their bids in the prescribed format with all the necessary documents online with digital signature at **<http://eprocure.gov.in>** on or before bid submission closing date & time.
4. The bidders shall submit their bids online only at CPP Portal website: **<https://eprocure.gov.in>**. Tenderer/Bidder are advised to follow the "Instructions for Online Bid Submission" provided in the **ANNEXURE-II** for online submission of bids.
5. Bidder who has downloaded the Tender from the Central Public Procurement Portal (CPPP) website **<https://eprocure.gov.in>** 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 bidder is liable to be banned.
6. Intending bidders are advised to visit CPPP website **<https://eprocure.gov.in>** regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
7. Technical Bid will be opened as per date/time as mentioned in the Tender Critical Date Sheet.
8. The rates will be excluding GST and any revision in the statutory taxes, fees, etc. will be responsibility of the Bidder.
9. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
10. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
11. Not more than one tender shall be submitted by one or more service provider having business relationship. Under no circumstances persons/firms having 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 for rejection.
12. As per Ministry of Labour & Employment, Notification in Gazette of India dated 07/08/2008, Guwahati has been classified as AREA-"B" for determining the rate of minimum wages per day.

NOTE: the Commissioner (Appeal), CGST, Central Excise & Customs, Guwahati reserves the right to reject all or any of the offers without assigning any reason therefore and the decision of this office shall be final and binding.

13. SCHEDULE OF REQUIREMENT

To carry out the house keeping work at least 01(one) No. of semi-skilled, 04(four) Nos. of un-skilled persons, 1(one) part time unskilled person, should be deployed.

14. SCOPE OF WORK

- I. Receiving daily Dak in inward section and dispatching daily Dak in outward section and maintaining the record of the same.
- II. Scanning and Photo Copying of documents.
- III. Photocopying, making sets of reports and other general office documents.
- IV. Dispatch and delivery of official letters by messenger, ordinary/registered/speed post.
- V. Distribution of office letters & files of general nature among the officers.
- VI. Register and File keeping.
- VII. Any other office work as and when assigned.
- VIII. Opening and closing of the Office.
- IX. Regular sweeping/cleaning of office premises, dusting of furniture, cleaning of washrooms twice daily etc. so as to maintain general cleanliness and hygiene in the office.
- X. Making arrangements for tea, coffee, water etc during the meetings and routinely to the officers and other official visitors.
- XI. Any other office work as and when assigned.

15. Cleaning Materials

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.

16. TERMS OF PAYMENT

- (i) The tenderers will quote their rate only on per square feet per month basis and not based on the number of persons to be deployed or per person basis. The deduction towards PF and ESI etc. should be inclusive in the rates quoted as per square feet per month and the same would not be payable over and above the rate thus quoted.
- (ii) The contractor will submit the monthly bill for reimbursement in duplicate which shall be got certified by the officer-in charge as per his satisfaction regarding the provision of services. **The contractor shall make regular and full payment of labour wages which should not be less than that fixed under Minimum Wages under any circumstances.**
- (iii) The Contractor is responsible for payment of salaries and other statutory payment to the workers on monthly basis as applicable to them under law. The contractor should ensure that the same are paid on time by 10th of every month without waiting for the payment of the bill by the Department. **He has to pay PF and ESI etc., in time into the account of housekeeping personnel.**

17. PENALTY CLAUSE:

This office reserves the right to deduct the amount as determined by this office on reasoned and proportion basis, in case of any irregularity in provision of service or non-compliance of directions of this office.

18. Submission of Tender: -

- (a) The tender shall be submitted online in two parts viz., **Technical Bid** in Annexure-"A" and **Financial Bid** in Annexure-"B".

- (b) All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- (c) The offers submitted by Fax/email/Post will not be considered. No correspondence will be entertained in this matter.

19. For any queries regarding the bidding procedure, the following person is to be contacted:

I. Shri S. Nandy, Superintendent, Mobile No. 9436730108.

Encl: As above.



(Shashank Dwivedi)
Joint Commissioner (Appeals)

C.No. II(3)01/Commr(A)/Casual Work/GHY/2021/ 601-03 Dated : 09/03/2021

Copy forwarded to;

1. The System Administrator, CBEC to upload in CBEC website.
2. The Commissioner(Appeals), Customs, CGST & C. Ex, Guwahati with a request to kindly give necessary approval to create, publish & complete the e-tender of outsourcing of house-keeping services of this Office using your Office digital signature.
- ✓ 3. The Additional Commissioner, O/o the Chief Commissioner, CGST, Central Excise & Customs, Guwahati with a request to kindly upload the Tender Notice on the Dept. website. Appeals
4. Notice Board, O/o the Commissioner (~~Audit~~), CGST, Guwahati.



(Shashank Dwivedi)
Joint Commissioner (Appeals)

TERMS & CONDITIONS

1. The bidder(s) should have at least one functional registered office/branch, located within the city of Guwahati.
2. The bidder(s) should have experience in housekeeping for at least past three years. Bidders providing similar services to other Government Departments including this Department will be given preference. Testimonials of good service and good behaviour of labour employed with past and current clients would also be preferred.
3. Bidder(s) should be duly registered with ESIC, Provident Fund, GST and other relevant statutory requirements of both the State as well as the Central Govt. shall be adhered to by the contractor and all the records maintained thereof shall be made available for scrutiny, if required by this office. Any failure to comply with any of the above regulations or any deficiency in service will render the contract liable for immediate termination without any prior notice. Contractors not registered under the ESIC and Provident Funds Act and other relevant statutory enactments dealing with employment of labour need not apply.
4. The bidder/s should have complied with various statutory provisions of GST, EPFO, ESIC and other applicable Acts in previous three years.
5. Bidders should be paying minimum wages and allowances (including Bonus & Uniform Allowance) to his employees as prescribed by the respective Central and State Government authorities as and when amended from time to time. Minimum wages payable to the personal deployed should not be compromised under any circumstances.
6. The person deployed will be required to work on all days except Sunday and Holidays declared by the Government of India/Local State Authority. All persons deployed are expected to be experienced, committed, courteous and to follow instruction, given to them by this office.
7. Contractor or its persons deployed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.
8. The duty hours of housekeeping staff would be decided by the Office of the Commissioner(Appeals), CGST, Central Excise & Customs, Guwahati. This office reserves the right to call for the services of the housekeeping staff, if required, even on Sundays/Holidays also.
9. Bidder should state the lump sum amount to be charged on monthly basis, as well as rate per Sq. Ft. per month and also state the number of workers to be employed.
10. Bidder should comply with statutory requirements pertaining to child labour.
11. Contractor shall be solely responsible for payment of wages/salaries with other benefits and allowances to the deployed persons that might become applicable under any Act or Order of the Govt. This Office shall have no liability whatsoever in this regard and the Contractor shall indemnify this office against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
12. The contract will be for a period up-to **31-03-2022** and as per the requirement of this office as decided by the appropriate authority.

13. Any statutory levy in respect of the services being provided found liveable at any time shall be borne by the contractor only even if not already included in the contract.
14. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his employees.
15. It is clarified in no ambiguous terms that the engagement or 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 the official premises for claiming any regular or part time employment in this office or any other Govt. Office. Any litigation on this account would render the contract liable for termination.
16. Contractor is required to verify the antecedents of persons employed including past police records, before deploying the persons in this office.
17. Photographs full address and telephone number of all housekeeping personnel along with their PF and ESI account numbers, PAN numbers should be provided to the competent authority of this department for records.
18. The tendering company shall provide identity cards to the personnel deployed in this office carrying the photograph of the personnel and personal information as to name, DOB, age, address and Identification mark etc.
19. Contractor shall in no case lease/transfer/sublet or appoint care taker for services.
20. No other person except Contractor's authorized representative shall be allowed to enter the premises of this office.
21. Office of the Commissioner (Appeal), CGST, Central Excise & Customs, Guwahati reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
22. The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.
23. Rates/Quotations should be submitted and signed by the contractor himself or by the authorized representative of the Contractor with its current business address.
24. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & the Contract shall be entertained unless specifically mentioned by the contractor In the Rates/Quotations and accepted by this office.
25. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax and GST Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this office.
26. No other allowances of any kind including transport/food/clothing / washing / overtime etc. will be paid by this office.
27. Notwithstanding anything contained herein, this office reserves the right to terminate the

contract by giving 1 (one) months' notice in writing without assigning any reason and the Contractor intends to terminate the contract with this Dept., has to give three months prior notice with proper reasons in writing, for termination of the contract.

28. The contractor will be responsible for the good conduct and high degree of discipline of all workers deployed and will be liable legally for any harm or loss arising to any person whomsoever, in whatever form, from misconduct or any act of negligence. Omission or commission, whether Intentional or otherwise, of the contractor or any of the worker deployed by the contractor in the course of providing any services stated in this contract and will bear full responsibility and cost of such behaviour.
29. The department will not be a party to any dispute between Contractor and workers engaged by the Contractor. The issues/disputes relating to the contractor and their workers have to be redressed by the Contractor himself. The department will not be responsible for any dispute relating to their welfare, health and other facilities including their deployment and retrenchment etc or any other issues either with any Government department or otherwise.
30. 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:
- List of personnel short listed by agency for deployment containing full details i.e. date of birth, marital status, address etc;
 - Bio-data of the persons.
 - Character certificate from a Gazetted officer of the Central / State Government

We agree to the above terms and conditions.

Signature of authorized signatory with date: _____

Name of the Firm : _____

Seal : _____

ANNEXURE-"A"

TECHNICAL BID (QUALIFYING BID DOCUMENT)

1	Name of Organization/Firm	
2	Name(s) of Proprietors/Directors	
3	Registered Address	
4	Tele hone No. Fax No. Mobile No. Email (if any)	
5	Whether the firm is registered and License holder under Contract Worker (Regulations and Abolition) Act, 1970	
6	Registration No. of the Firm (copy to be enclosed)	
7	Permanent Account No, of the firm (PAN) (copy to be enclosed)	
8	Provident Fund number /ESI Regn. No. allotted by Regional Provident Fund Office, if any (copy to be enclosed)	
9	Total Staff/workers of the firm	
10	Name(s) of Public Sector /Govt. Organization to whom similar services have been provided by the firm during the last three years.	
11	Rate quoted whether complies with the Minimum Wages Act of the Government with all statutory provisions	
12	List of clients indicating quantum of work executed with them	
13	Length of experience in the field (Minimum three years)	

I have read the terms and conditions of the Tender Notice along with its Annexure.

Signature_____

Name of the Authorized Signatory_____

Seal/Stamp_____

DECLARATION

(To be submitted with the Technical Bid)

1. I, _____ Son / Daughter / Wife of Shri _____
Proprietor /Director /authorized signatory the agency /Firm mentioned above, am
competent to sign this declaration and execute this tender document.
2. I/We, undersigned, offer to carryout housekeeping work in conformity with the conditions
of contract and specifications for the amount quoted above.
3. I/We undertake to enter into agreement within 07 (seven) days of being called upon to do
so and bear all expenses including charges for stamps, typing etc and agreement will be
binding on us.
4. I / We understand that the Department is not bound to accept the lowest or any bid and the
acceptance of the bid is subject to our financial stability.
5. It is hereby certified that the rate quoted by us in our financial bid is inclusive of wages,
allowances, PF, Gratuity and other statutory liabilities except GST, if any payable.
6. I/We have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them;
7. The information/ documents furnished along with the application are true and authentic to
the best of my/our knowledge and belief.
8. I/ We declare that we have not been blacklisted by any Government department or body
and we have not been disbarred from participating in Government tenders.
9. I/We am/ are well aware of the fact that furnishing of any false/ misleading information/
fabricated document would lead to rejection of my/our tender at any stage.

Date :

Place :

Seal :

Signature of Authorized Signatory

Full Name: _____

Name of the Firm _____

ANNEXURE-"B"

FINANCIAL BID DOCUMENT

1. Name of bidder Company /Firm /Agency :
2. Address (with Tele & Fax No.) :
3. 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.
4. Quotation Details:

Grade of Worker	No. of Persons	Rate per sq. ft	Total amount required per month excluding GST	Remarks
Semi-skilled/ Unskilled				

DECLARATION

I/We, _____ 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

Name of the Firm _____

ANNEXURE- II

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC (Digital Signature Certificate) should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard PDF format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the PDF file.
- 5) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person in Office of THE COMMISSIONER (APPEALS), CGST, CENTRAL EXCISE & CUSTOMS, GUWAHATI.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.