



GOVERNMENT OF INDIA

OFFICE OF THE COMMISSIONER OF CENTRAL TAX (APPEALS)
CGST, CENTRAL EXCISE & CUSTOMS
5th FLOOR, CUSTOM HOUSE, NILMANI PHUKAN PATH,
CHRISTIAN BASTI, GUWAHATI-781005
Phone / Fax No.0361-2343775 e-mail: cex-appeals-ghy@nic.in



NOTICE INVITING TENDER

FOR OUTSOURCING OF HOUSEKEEPING SERVICE AT GUWAHATI
FOR OFFICE OF THE COMMISSIONER(APPEALS), CGST, CENTRAL EXCISE
& CUSTOMS, GUWAHATI

Tenders (in prescribed format) are invited under two bid system (both Technical and Financial) from reputed parties for providing Semi-skilled and Un-Skilled manpower for housekeeping, cleaning, sweeping services, etc. on contract basis by Office of the Commissioner(Appeals), CGST, Central Excise & Customs, Guwahati for the period of one year from the date of execution of the agreement. The nature of services to be provided and the terms & conditions are detailed in the Annexure,

The quotations (in sealed cover) should reach this office on or before 17.30 hrs. On 28.12.2017. Technical Bids will be opened at 17-00 hrs on 29.12.17, and Financial Bids of successful Technical Bidders will be opened on 29.12.17 at 17-30 hrs.

sd-
ASSISTANT COMMISSIONER
O/o Commissioner(Appeals)
CGST, Central Excise & Customs,
Guwahati

Encl:-

- i. Terms and conditions.
- ii. Format for Technical Bid and Financial Bid.
- iii. Checklist of documents to be submitted with the Technical Bid.
- iv. Format for Declaration.

C.No.II(3)16/ET/Comm(A)/Casual Work/Ghy/2017/ 3841
Copy for information to:

Dated: 13/12/17

1. The Chief Commissioner, CGST, Central Excise & Customs, Shillong.
2. Notice Board of O/o Commissioner(Appeals), CGST, Central Excise & Customs, Guwahati.
3. The Superintendent (System), CCO, Shillong with request to upload in the official website.
- ✓ 4. The Webmaster, CBEC, New Delhi with request to upload in the official website.

[Signature] 13.12.17
ASSISTANT COMMISSIONER
O/o Commissioner(Appeals)
CGST, Central Excise & Customs,
Guwahati



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NOTICE INVITING TENDER

NOTICE INVITING QUOTATIONS FOR OUT SOURCING OF HOUSE-KEEPING SERVICES FOR THE
01.01.2018 TO 31.12..2018

1. Sealed tenders are invited from reputed House Keeping Contractors for supply of, Semi-skilled (01 nos.) & unskilled manpower (03 nos.) 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 during the period from 01-01-2018 to 31-12-2018 The details of the office premises along with the location and the area are as follows:

Sl. No.	Commissionerate	Address	Area in Sq.ft
1.	Office of the Commissioner(Appeals), CGST, Central Excise & Customs, Guwahati	5 TH Floor, Custom House, Nilomoni Phukhan Path, Christian Basti, Guwahati-781005	3000 sq. ft (approx.)

2. Terms and conditions

- a) The bidder(s) should have experience in housekeeping for at least past three years. Bidders providing similar services to other Government Departments will be given preference. Testimonials of good service and good behavior of labour employed with past and current clients would also be preferred.
- b) 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.
- c) The bidder/s should have complied with various statutory provisions of Service Tax, EPFO, ESIC and other applicable Acts in previous three years.
- d) 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.

- e) The person employed will be required to work on all days except Sunday and Holidays declared by the Government of India/Local State Authority. All persons employed are expected to be committed, courteous and to follow instruction, given to them by this office.
- f) Contractor or its persons employed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.
- g) The worker will have to perform duty for 8 (eight) hours a day subject to proper attendance of entry and exit with signature. The Un-skilled staff (sweeping, cleaning & dusting staff) will attend office on all working days before 9 am.
- h) 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.
- i) 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.
- j) Bidder should comply with statutory requirements pertaining to child labour.
- k) Contractor shall be solely responsible for payment of wages/salaries with other benefits and allowances to his personnel 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.
- l) Period of the contract will be during the period **01-01-2018 to 31-12-2018** and as per the requirement of this office as decided by the appropriate authority.
- m) Any statutory levy in respect of the services being provided found livable at any time shall be borne by the contractor only even if not already included in the contract.
- n) Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his employees.
- o) 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.
- p) Contractor is required to verify the antecedents of persons employed including past police records, before deploying the persons in this office.
- q) 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.

- r) 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.
- s) Contractor shall in no case lease/transfer/sublet or appoint care taker for services.
- t) No other person except Contractor's authorized representative shall be allowed to enter the premises of this office.
- u) Office of the Commissioner(Appeals), 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.
- v) The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.
- w) Rates/Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address.
- x) 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.
- y) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this office.
- z) No other allowances of any kind including transport/food/clothing / washing / overtime etc will be paid by this office.
- aa) 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 the three months prior notice with proper reasons in writing, for termination of the contract.
- bb) 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 behavior.
- cc) 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.

dd) 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:

- a. List of personnel short listed by agency for deployment containing full details i.e. date of birth, marital status, address etc;
- b. Bio-data of the persons.
- c. Character certificate from a Gazetted officer of the Central / State Government

3.. SCHEDULE OF REQUIREMENT

1. No. of semiskilled manpower = 1 (One)
2. No. of unskilled manpower = 3 (Three)
3. Period of Contract = 1 year.

4. QUALIFICATION REQUIREMENTS FOR THE CONTRACTED EMPLOYEES:

ESSENTIAL:-

- a. Must be between 18-40 years in age, having good health.
- b. Must be a citizen of India.
- c. The semiskilled manpower must have a good knowledge of photocopying, FAX operations and typing in English on computer.
- d. All claims are to be backed up by documentary evidences in original.

(The qualifications of the manpower to be deployed should not be submitted during the tender, only successful bidder shall be asked to submit the same)

5. SCOPE OF WORK

a) For Semi- Skilled Employee

- 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.

b) For Unskilled Employee

- i. Opening and closing of the Office.
- ii. Regular sweeping/cleaning of office premises, dusting of furniture, cleaning of washrooms etc. so as to maintain general cleanliness and hygiene in the office.
- iii. Making arrangements for tea, coffee, water etc during the meetings and routinely to the officers and other official visitors.
- iv. Any other office work as and when assigned.

6. 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.

7. TERMS OF PAYMENT

- (i) The tenders will quote their rate only on per square foot 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.**
- (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.**

8. PENALTY CLAUSE:

This office reserves the right to deduct the amount as determined by this office on

reasoned and proportion basis, In case if any irregularity in provision of service or of any non-compliance of directions of this office effects the provision of services

9. MODE OF SUBMISSION OF BIDS:

The sealed tenders should be addressed to:- " **The Assistant Commissioner, O/o the Commissioner(Appeals), CGST, Central Excise & Customs, Custom House, Nilomoni Phukhan Path, Christian Basti , Guwahati-781005.**

The bidders are required to submit two bids, i.e. **Technical Bid** and **Financial Bid** in the prescribed Performa which may be obtained from the website or from this office. In the Technical Bid, the bidder will provide:-

- (i) Details of his PAN number, GST registrations and details of ESIC, PF etc. (attach photo copy).
- (ii) Details about his experience in the field, and the other organizations for which he is providing such services along with testimonial.
- (iii) Details regarding compliance of statutory laws, number of persons proposed to be deployed, etc. In the financial bid he will submit the quotation or his charges.
- (iv) The Bidders shall submit the documentary evidence regarding statutory compliances viz. Service Tax Returns, Returns and payment of ESIC and E.P.F.O. for previous year along with Technical Bid.

It should be written boldly on top of both the envelopes as '**TECHNICAL BID**' and '**FINANICAL BID**'. Both the envelopes should be submitted in a single sealed cover duly addressed and superimposed with words '**QUOTATIONS FOR HOUSEKEEPING FROM 01.01.2018 to 31.12.2018**' on top. The service providers will be short listed on the basis of their technical competency, eligibility, past credentials, testimonials, references and suitability after opening of technical bids. Financial bids of only those bidders who are short-listed on the basis of Technical Bid will be opened. The decision will be governed by the rates per sq. ft. per month, number of persons to be deployed and the bid with lowest quotation among the opened bids will normally be approved. However, they should also mention in their financial bid the number of persons to be employed for this work and their monthly wages as given in the proforma enclosed. Bids will be submitted in the office of Commissioner(Appeals), CGST, Central Excise & Customs, Custom House, Nilomoni Phukhan Path, Christian Basti , Guwahati-781005.

This office reserves the right to reject/cancel any/all bids in part/full without assigning any reason for the same. The decision of this office in this regard will be final and will not be open to question by any person in any form in any forum.

10. THE LAST DATE FOR SUBMISSION OF SEALED TENDER IS TILL 17-30 HRS ON 28.12.2017.

Bids received later than the stipulated date and time will not be considered under any circumstances. **The Technical bid will be opened on 29.12.17 at 17.00 Hrs.** by the Tender Evaluation Committee, whether the representative of the bidder(s) are present or not. **The Financial bids of successful Technical Bids will be opened on 29.12.17 at 17.30 hours** This office reserves the right to reject any tender, even the lowest one or all the Tenders ,without assigning any reasons thereof.

The tender details are also available on www.cbec.gov.in or www.cexcusner.gov.in

FOR ANY CLARIFICATION IN THE MATTER AND/OR FOR INSPECTION OF THE PREMISES, PRIOR APPOINTMENT MAY BE MADE WITH PUBLIC RELATION OFFICER, OFFICE OF COMMISSIONER(APPEALS), CGST, CENTRAL EXCISE & CUSTOMS, CUSTOM HOUSE, NILOMONI PHUKHAN PATH, CHRISTIAN BASTI , GUWAHATI-781005.

ASSISTANT COMMISSIONER
OFFICE OF COMMISSIONER(APPEALS),
CGST, CENTRAL EXCISE & CUSTOMS,
GUWAHATI

Annexure-I

PROFORMA FOR TECHNICAL BID

1	Name of Organization /Firm	
2	Name(s) of Proprietors /Directors	
3	Registered Address	
4	Telephone 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 five years)	

Date & Place

Seal

Signature of Authorized Person
Name

Annexure-II

DECLARATION

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 have carefully read and understood all the terms and conditions of the tender and undertake to abide by 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 /misleading information/ fabricated document would lead to rejection of my tender at any stage.

Date & Place

Seal

Signature of Authorized Person
Full Name:
Seal

Annexure-III

CHECKLIST FOR SUBMISSION OF DOCUMENTS WITH THE TECHNICAL BID

1. Application - Technical Bid as per Annexure -1 of the bid document;
2. Attested copy of registration of agency with Worker Department;
3. Attested copy of PAN Card;
4. Attested copy of GSTIN;
5. Attested copy of the P.F. registration letter /certificate;
6. Attested copy of the E.S.I, registration letter /certificate;
7. Experience certificate (for details of similar contracts handled by the tendering Company /Firm /Agency for Government department /PSUs /Banks during past three years).

Annexure-IV

PROFORMA FOR FINANCIAL BID

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 Person	Wages per month (Including all Taxes, statutory levies & EPF/ESIC/S. Tax etc.):	Service charge per month, if any (in terms of '% of minimum wages)	Monthly GST	Remarks
Semi-Skilled Worker				At applicable rate	
Unskilled worker					

(Wages Should be Minimum wages as per Govt. norms, time to time

[Note: - Cost of cleaning material should not be included in above rates, as the cleaning Material will be provided by the Department.]

[Signature of Authorised Person]