

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

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F.No. S/43-479/17-18/CHS/JNCH

Date: /09/2017

**e-TENDER FOR ANNUAL CONTRACT OF HOUSEKEEPING & MAINTENANCE SERVICES AT  
JAWAHARLAL NEHRU CUSTOM HOUSE, TAL-URAN, DISTT-RAIGAD.**

The Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone-II, herein after referred to as 'The JNCH', invites online e-Tenders for annual contract for providing Housekeeping and maintenance services at Jawaharlal Nehru Custom House, 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. Format of Financial bid: Annexure-G

The e-Tender form for qualifying bid prescribed in Annexure-B, C and E and the e-tender form for the financial bid as per Annexure G/BOQ format complete in all respects shall be submitted on-line on or before **28.09.2017 (1730 Hrs)**.

MODE OF TENDERING: Only e-Tendering through our portal  
[www.eprocure.gov.in](http://www.eprocure.gov.in)

Scope of Work : Housekeeping and maintenance Service in entire JNCH premises, including Building with ground + 7 storey 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. One building with ground + 4 storey & bungalow at Phunde Village Staff Quarter etc. in neat and hygienic condition all throughout the day.

**Open space: 1,57,298 sq. ft.**

**Covered area: 1,56,153 sq. ft.**

EARNEST MONEY DEPOSIT : **Rs. 2,50,000/- (Rupees Two Lakh Fifty thousand only)**

LAST DATE AND TIME FOR SUBMISSION OF BID/TENDER : **28.09.2017 (1730hrs)**

DATE AND TIME FOR OPENING TECHNICAL/QUALIFYING BID : **29.09.2017 (1730hrs)**

DATE AND TIME FOR OPENING FINANCIAL BID : **05.10.2017 (1100hrs)**

The e-tender form can be downloaded from [www.eprocure.gov.in](http://www.eprocure.gov.in), [www.cbec.gov.in](http://www.cbec.gov.in) and [www.jawaharcustoms.gov.in](http://www.jawaharcustoms.gov.in)

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**(J. G. JADHAV)**

ASSTT. COMMISSIONER OF CUSTOMS (CHS)

Copy to:

- i) Notice Board, CHS.
- ii) DC/EDI Section, JNCH for uploading on JNCH and CBEC Website.

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 Id 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 Service Provider,  
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. One building with ground + 4 storey & bungalow at Phunde Village Staff Quarter 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 daily; mandatory cleaning of toilets and common area twice a day and also a mandatory deep cleaning with machines of all the custom house twice in a month.
- 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. **Description of Infrastructure** : This Custom House and quarters at Phunde village is having the open area of approximately 1,57,298 sq. feet and covered area of ground + seven storey building of three wings at JNCH and one ground + four storey building & one bungalow at Phunde village including Electric Sub-station area + Pump House + DG Set Room + EDI Centre + Garage is of 1,56,153 sq. feet, total area of 3,13,451 Sq. feet.
- vii. **Working Hours** : From 0800 Hrs. to 1700 Hrs. except Sunday. The basic cleaning work will have to begin by 0800 Hrs and shall finish before arrival of the staff members of the department i.e. before 0930 Hrs. However, toilets and common areas need to be cleaned twice in a day failing which pecuniary cut shall be imposed. The contractor shall provide 04 personnel (on adjustment basis from amongst the staff deployed) beyond 1700 Hrs till 1800 Hrs. to meet any exigency. In case of administrative exigency as and when need arises the contractor shall provide his services and personnel especially on National Holidays at no extra cost.

**PREQUALIFICATION CONDITION:**

1. The Bidder should have minimum experience of 05 years of operation in providing Housekeeping & Maintenance Services out of which one single completed work should be of minimum one crore and work completion certificate thereof shall be submitted along with the bid.
2. The Bidder should submit the attested copies of Income Tax Return (ITR) of last 3 years. The bidder should submit CA certificate for last 03 years turnover. The turnover for each single year should be 2 crores.
3. Attested copies of PAN / GST Registration shall be attached. Profession Tax Registration and last one year challan copies of the same shall be attached.
4. Service Tax Registration and Service Tax Clearance Certificate as on 31.03.2016 shall be submitted.
5. The Bidder shall submit the certified copies of necessary licences viz. Provident Fund, ESIC, Labour Licence and Shop & Establishment. Also submit copies of last one year P.F. challans & Electronic challan cum returns & ESIC challans of minimum 35 employees.
6. Labour Welfare Board Registration and latest challan copies shall be submitted.
7. Audited Balance Sheet and Profit & Loss Account for the last 3 years i.e. 2013-2014, 2014-2015 & 2015-2016.
8. The Bidder shall submit Bank Solvency Certificate of Rs.50 lakhs from nationalized bank.
9. The Bidder shall submit Police Verification Certificate of Partners / Directors of the firm, Proprietary concern.
10. The firm should have a registered/ branch office within 50 km radius of this Custom House.
11. **Earnest Money Deposit (EMD)** of Rs. 2,50,000/- (Rupee Two Lakh Fifty Thousand 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 e-Tender id and due date on or before last date of bid submission. Tenders received without requisite Earnest Money will be rejected outrightly. EMD exemptions will be as per Central Govt. rulings.
12. The Bidder should have adequate cleaning equipments such as single disk scrubbing machine, jet spray machine, glass cleaning kit & vacuum machines. An inventory of such cleaning equipments owned by the bidder duly attested with proof of ownership to be submitted.
13. The bidder should not have been disqualified by any Govt. / Semi Govt. organization for similar work in the past. An affidavit to this effect must be submitted at the time of bid submission.

**SUBMISSION OF BIDS :** Bids have to be submitted through online mode only on [www.eprocure.gov.in](http://www.eprocure.gov.in), the attested documents should be uploaded through the same online portal only. Hard copy of the bid documents (except EMD) will not be accepted in this e-Tender.

**TERMS AND CONDITIONS:**

1. The work shall be done on all week days except Sundays.
2. Earnest Money Deposit (EMD) of Rs.2,50,000/- (Rupee Two Lakh Fifty Thousand 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 e-Tender id and due date on or before last date of bid submission. Tenders received without requisite Earnest Money will be rejected outrightly. EMD exemptions will be as per Central Govt. rulings.
3. The prevalent taxes and any upcoming taxes including GST or any other Tax applicable on finished work like 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 wing 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 need 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. The service provider shall supervise himself or through his supervisor, 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. Considering the total area and as per past experience of this custom house, the minimum number of employees shall not be less than 35.
6. Preference will be given to House Keeping Agencies willing to deploy 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 obtained 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, variable dearness allowance 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, Bonus 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 of such payments 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 a certificate to this effect is produced by Service Provider.
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 read each page of this Tender document and all other enclosures appended to it. No complaints / representation will be entertained thereafter.
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 JNCH' 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 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.
25. 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.
26. 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 through Phone No. 022-2724 4901.
27. This Custom House and quarters at Phunde village is having the open area of approximately 1,57,298 sq. feet and covered area of ground + seven storey building of three wings at JNCH and one ground + four storey building & one bungalow at Phunde village including Electric Sub-station area + Pump House + DG Set Room + EDI Centre + Garage is of 1,56,153 sq. feet, total area of 3,13,451 Sq. feet. The Service provider shall quote their rate only on per square foot per month basis.
28. The bidders should quote their rate only on per square foot per month basis and not based on the number of persons to be deployed or per persons basis.



29. The contractor shall not subcontract or outsource the contract work in any manner.
30. The details of the employees such as photographs, documents for address (permanent/present), Birth Certificate / Proof of Birth date and contact numbers should be given to this Department for record purpose and any changes / alteration in this regard should be intimated immediately to the undersigned.
31. The contractor shall deploy only such personnel as Housekeeping & Maintenance personnel who can be legally deployed for the job and shall furnish NOC from the local police authorities.
32. The contractor shall take proper insurance cover for its personnel at its own cost.
33. Based on the level of dissatisfaction of service, this office reserves the right of a pecuniary cut in monthly payment in the categories of 5%-10%-15%. The same shall be determined by analysis of daily inspection report.
34. Financial bids should be quoted in the format attached, total amount for the contract will be considered final inclusive of all the taxes and variable dearness allowance and will remain the same throughout the duration of the contract.
35. Penalty @ Rs. 500/- per day will be imposed for non-disposal of garbage from building and compound.
36. Last date and time for accepting tender will be **28.09.2017 (1730 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 – 29<sup>th</sup> September, 2017 at 1730 Hrs.

Financial Bid opening – 05<sup>th</sup> October, 2017 at 1100 Hrs.

**(J. G. JADHAV)**  
ASSTT. COMMISSIONER OF CUSTOMS  
CHS SECTION, JNCH.

## 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.	Bank details with MICR & IFSC code (submit mandate form for ECS payment)	
3.	PAN of the firm	
4.	Income Tax Returns of last 3 years	
5.	Profession Tax Registration Number	
6.	GST Registration Number	
7.	Service Tax Registration Number	
8.	Provident Fund Registration Number	
9.	ESIC Registration Number	
10.	Labour Licence Registration Number	
11.	Labour Welfare Board Registration Number	
12.	Shop & Establishment Certificate	
13.	CA Certificate for last 3 years turnover	
14.	Audited Balance Sheet & Profit and Loss Account for the last 3 years i.e. 2013-2014, 2014-2015 & 2015-2016.	
15.	Bank Solvency Certificate of Rs.50 Lakhs from Nationalized Bank.	
16.	Police Verification Certificate of Director / Partners/Proprietor	
17.	Whether company / firm or its branch office is within 50 km radius of JNCH.	
18.	No. of years of experience	
19.	Details of EMD	
20.	ISO 9001 (Preferable)	
21.	Information about Company's infrastructure, inventory of cleaning equipments.	
22.	Black listed by any PSU banks/Govt. organizations. (Self Certification to be given)	Yes/No

**Note:** 1. Attested Photo copies of above for proof should be attached.

2. Original copies should be provided at the time of award of contract.

**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:**

- EMD (Earnest Money Deposit): –The tenders should be submitted with a Demand Draft of **Rs. 2,50,000/- (Rupees Two Lakh Fifty Thousand Only)** in the name of “RBI A/C of The Commissioner of Customs, JNCH”.
- PG (Performance Guarantee): – The successful bidder should submit three months amount of the total annual value of contract in the form of Bank Guarantee valid till the contract 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 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. 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 10:00 AM to 5:00 PM, either personally or on Tel- 022 27244903/901.
  - Last date and time for accepting tender : **28.09.2017** upto **1730** hrs.
  - Opening of the Bids –  
Technical Bid opening – **29<sup>th</sup> September, 2017 at 1730 Hrs.**  
  
Financial Bid opening – **05<sup>th</sup> October, 2017 at 1100 Hrs.**

**(J. G. JADHAV)**  
ASSTT. COMMISSIONER OF CUSTOMS  
CHS SECTION, JNCH.

Copy to:

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