

**OFFICE OF PR. COMMISSIONER OF CUSTOMS (GENERAL), JAWAHARLAL NEHRU
CUSTOM HOUSE, NHAVA-SHEVA, TAL-URAN, DIST-RAIGAD,
MAHARASHTRA – 400 037.**

F.No.S/43-312/2015- CHS JNCH

DATE: 09. 02.2016

NOTICE INVITING e-TENDER

**Sub : Calling for e-tenders for housekeeping and maintenance at
Jawaharlal Nehru Custom House – reg.**

The Office of the Principal Commissioner of Customs(General) invites online e-tenders from reputed Housekeeping Agencies having rich experience in housekeeping and maintenance, for 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.

The e-tender is invited in two covers i.e. (1) Technical Bid/Qualifying bid and (2) Financial Bid.

The e-tender form for qualifying bid prescribed in Annexure –I and the e-tender form for the financial bid prescribed in BOQ excel sheet complete in all respects shall be submitted on-line on or before **19th February**.

All prospective bidders are invited to submit their bids under Two Bid Systems for the subject work as detailed below in accordance with the tender documents enclosed.

MODE OF TENDERING	:	e-Tendering through our portal www.eprocure.gov.in
EARNEST MONEY DEPOSIT	:	Rs.50,000/- (Rs. Fifty Thousand Only)
LAST DATE AND TIME FOR SUBMISSION OF BID/TENDER	:	19.02.2016 at 16:30 hrs.
DATE & TIME FOR OPENING TECHNICAL/QUALIFYING BID	:	22.02.2016 at 11:30 am
DATE & TIME FOR OPENING FINANCIAL BID	:	22.02.2016 at 16:30 am

The e-tender form can also be downloaded from www.eprocure.gov.in and www.jawaharcustoms.gov.in

Sd/-

(S.P.PABALKAR)

**ASSTT. COMMISSIONER OF CUSTOMS,
PREVENTIVE (GENERAL)-II**

Copy to:

- Notice Board, CHS.
- EDI for posting on Customs Website and E-procurement.

OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL)
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA
TAL. URAN, DIST. RAIGAD, MAHARASHTRA – 400 707

F.No. S/43-312/2015 CHS JNCH

Date : 09.02.2016

NOTICE INVITING e-TENDER

The Office of the Principal Commissioner of Customs(General) invites e-tenders from reputed Housekeeping Agencies having rich experience in housekeeping and maintenance, for 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.

e-TENDERING PROCESS:

The tender is invited in two covers i.e. (1) Technical bid/Qualifying Bid and 2) financial bid. The e-tender form for technical/qualifying bid as prescribed in Annexure-1 and the e-tender form for the financial bid prescribed in BOQ excel sheet duly complete in all respects shall be submitted online on www.eprocure.gov.in on or before 19.02.2016 (11:30 HRS) in two separate files addressed to the Assistant Commissioner of Customs(General), Jawaharlal Nehru Custom House, Nhava- Sheva, Raigad – 400 707. The Technical/Qualifying Bid shall be opened by the e-Tender Opening Committee on 22.02.2016 at 16:30 hrs. Incomplete bid documents shall be rejected. The valid bids shall be scrutinized by the e-Tender Committee to shortlist the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened on 22.02.2016 at 16.30 hrs by the e-Tender Committee.

SUBMISSION OF BIDS:

Bids have to be submitted online in our e-tendering system (www.eprocure.gov.in). Bidders shall submit the Technical as well as Financial Bids through e tendering portal only. Scan copies of all relevant documents should be attached with bid. Bids submitted by Courier/Post/in person shall not be accepted in this tender.

EARNEST MONEY DEPOSIT:

Earnest Money Deposit in the form of Demand Draft of requisite amount in original in the prescribed formats and in the manner prescribed in the bid documents should be submitted prior to bid submission in sealed envelope. However, if the bidders are unable to submit EMD in original on the due date, they may upload a scanned copy of EMD while submitting the bid electronically, provided the original EMD copy of which has been up loaded, is received by the Office of the Pr. Commissioner of Customs, CHS Department, Jawaharlal Nehru Custom House, Nhava- Sheva, Raigad – 400 707 within 7 days from the date of Technical/Qualifying bid opening, failing which the bid shall be rejected irrespective of their status/ranking in tender and notwithstanding the fact that a copy of EMD was earlier uploaded by bidder. Only EMD/Authority/Power of

Attorney shall be submitted in original in physical form on or before the bid due date.

SCOPE OF 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.

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.

TECHNICAL BID :

1. The Bidder would preferably be ISO 9001 certified. The bidder will submit the documentary evidence to that effect.
2. The Bidder should have minimum experience of 05 years of operation in Housekeeping Services. Proof of experience and performance certificate is a must to be submitted as per Annexure-II & ANNEXURE-III.
3. The Bidder should have filed IT returns for the last 3 years. Copies of the same shall be submitted along with the bid. Financial information of the organization should be submitted as per Annexure-IV.
4. PAN/ Service Tax Registration No. should be indicated.

5. 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.

FINANCIAL BID :

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 House Keeping Agency shall quote their bid on square feet basis per month. Financial bid shall be submitted as per BOQ document attached. It should contain only the prices without any condition whatsoever.

TERMS AND CONDITIONS :

1. The work shall be done on all week days except Sundays.
2. Earnest Money Rs. 50,000/ - by way of Demand Draft, in favour of 'The Principal Commissioner of Customs (General), JNCH, should be submitted with the Commercial Bid. The Tenders received without EMD shall be liable to rejection.
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, B 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 youths. 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 contractor. 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 contractor 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 and certified by Supdt./CHS in charge of Housekeeping 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 contractor 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 Account Payee Cheque only, on presentation of the Bill. 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 postpone / and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same, 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 Tenderer 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 Contractors must comply with the rates /quotations, specification and all terms and conditions of contract. No deviation in the Terms and Conditions of the Contract shall be entertained unless specifically mentioned by the Service Provider in the rates / quotations and accepted by this Commissionerate.
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 Bidders is required to submit Performance Security equal to three months of the total bidding amount of the entire year, in the form of Bank Guarantee.
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 Principal 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.

27. e-Tender notice can be also downloaded from the websites <http://www.jawaharcustoms.gov.in>. Tenders received after the prescribed time limit will not be entertained.
28. The Last Date for receipt of e-Tender is 19 .02.2016 till 16.30 hrs.
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 3248.

Sd/-

(S.P. PABALKAR)
ASSISTANT COMMISSIONER OF CUSTOMS,
PREVENTIVE (GENERAL)-II, JNCH.

Copy to :

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

QUALIFYING BID DOCUMENT

1. Name of the Concern :
2. Address of the Concern :
(With Tel. No., Fax E E-Mail) :
3. Name & Address of the Partners/Director :
(With Mobile No.) :
4. Contact Persons(s) (With Mobile No.) :
5. No. of years of experience in providing Housekeeping and Maintenance Services :
7. List of clients (in the prescribed format as Annexure II & III) :
8. Financial information of the organization :
(Annexure IV).
9. PAN No. :
10. Service Tax Registration No. :
11. Details of Registration with PF authorities :
And ESI authorities (attach proof).
12. Details of ISO Certification :
13. No. of Permanent Staff on its roll :
14. Details of EMD :

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. 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 Signatory with date)

*Details in respect of government and non-government organizations may be provided in separate annexures accompanying this qualifying bid.

ANNEXURE- II

DETAILS OF ALL CONTRACT COMPLETED DURING THE LAST THREE YEARS

Sl. No.	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of Commencement as per contract	Period of contract	Litigation Arbitration pending/in progress with details	Name, Address & Tele No. of officer to whom reference may be made	Remarks

(Signature of the Applicant)

Seal of organization

Date:

ANNEXURE- III
CONTRACTS UNDER EXECUTION OR AWARDED

Sr. No.	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of Commencement as per contract	Period of contract	Name, Address & Tele No. of officer to whom reference may be made	Remarks

(Signature of the applicant)

Seal of organization

Date:

ANNEXURE IV

FINANCIAL INFORMATION OF THE ORGANIZATION

I. Financial Analysis-Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for the last 3 (three) years and certified by a Chartered Accountant, as submitted by the applicant to the Income Tax department (copies to be attached).

Sl. No.	Details Financial Years		
	(12-13)	(13-14)	(14-15)
i) Gross annual turnover in Security Services			
ii) Profit/Loss			
iii) Financial Position			
a) Cash			
b) Current Assets			
c) Current Liabilities			

II. Up-to-date Income Tax Clearance Certificate.

III. Financial arrangements for carrying out the proposed works.

Note: Attach additional sheets, if necessary

(Signature of the applicant)

Seal of organization

Date: