

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 : 30 .11.2015

TENDER NOTICE NO. 29/2015

Sealed tenders are invited from reputed Housekeeping Agencies having rich experience in housekeeping and maintenance, 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.

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 the above shall be submitted along with the bid.
3. The Bidder should have filed IT returns for the last 3 years. Copies of the same shall be submitted along with the bid.
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.

TERMS AND CONDITIONS :

1. The work shall be done on all week days except Sundays.
2. Earnest Money @ 2% of the quoted value (entire amount of the bid amount) in 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. 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 Bidder 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. Sealed Tenders duly addressed to the Assistant Commissioner of Customs, Preventive (General)-II, Jawaharlal Nehru Custom House, should be submitted to the Superintendent (C.H.S.), JNCH, Nhava Sheva. Tenders Forms can be obtained from Customs House

Superintendent's office on any working day between 10.00 am to 5.00 pm or can be downloaded from the websites <http://www.jawaharcustoms.gov.in>. Tenders received after the prescribed time limit will not be entertained.

28. The sealed Tenders should be dropped in the Tender Box available in the Office of the Superintendent of Customs, CHS, 1st Floor, Jawaharlal Nehru Custom House, Nhava Sheva between 1100 hrs to 1700 hrs on all working days.
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.
30. Last date and time for accepting tender will be 22.12.2015 at 1400 Hrs and the tenders will be opened in the presence of Tender Committee. While opening of the Bids the Bidders are also requested to be present:-

Technical Bid – 22.12.2015 at 1600 Hrs.

Financial Bid – 29.12.2015 at 1600 Hrs.

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(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.

**TENDER FORM FOR HOUSE KEEPING WORK AT
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,
TAL. URAN, DIST. RAIGAD, MAHARASHTRA.**

- 1 Name of the Tenderer :
- 2 Full address and Telephone Nos (Mobile No.:
and Landline No.)
- 3 Details of contact persons :
- 4 Details of the Organization (whether sole
proprietorship/partnership firm/company etc) :
- 5 Registration of details of the firm (please attach:
copies)
- 6 Income Tax / Service Tax/ P F Registration No. /
ESIC Code No (Please attach PAN Card:
and other documents duly attested)
- 7 Financial soundness certificate details (please
attach original letter of the Bank) :
- 8 Experience / Details of present clients :
- 9 List of Organization where similar work:
undertaken
- 10 Manpower required :
- 11 Machine and material proposed to be used for:
the day to day work
- 12 Bid amount on square feet basis for Open area: Rs.
of 1,41,631 sq. feet Covered area of 1,49,565
sq. feet
- 13 Total cost per month : Rs.
- 14 Total cost per annum : Rs.
- 15 Amount of Earnest Money deposited (2% of the
total amount of Bid amount per annum) : Rs.
- 16 Details of Demand Draft / Pay Order, amount: Rs.
and issuing Bank.

SIGNATURE OF THE BIDDER WITH STAMP