



भारत सरकार **GOVERNMENT OF INDIA**  
वित्त मंत्रालय **MINISTRY OF FINANCE**  
राजस्व विभाग **DEPARTMENT OF REVENUE**

सीमा शुल्क आयुक्त का कार्यालय  
**OFFICE OF THE COMMISSIONER OF CUSTOMS**

सीमा शुल्क गृह, विल्लिंगटन आईलैंड, कोच्चिन-682009  
**CUSTOM HOUSE, WILLINGDON ISLAND, COCHIN-682009**

Sevottam Compliant



An IS 15700 certified Custom House

Website: [www.cochincustoms.gov.in](http://www.cochincustoms.gov.in)

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F.No.-S31/60/2019 PRD CUS

Date: 06.03.2019

### TENDER NOTICE

**“Tender for Housekeeping services for Cochin Customs House for the year 2019-20”**

The Office of the Commissioner of Customs, Custom House, Willingdon Island, Cochin – 682009 invites e-bids from reputed parties, engaged in the business of providing Housekeeping services, to provide the housekeeping services to the above mentioned office for a period of one year from 01.04.2019 to 31.03.2020 on terms and conditions appended as per the below mentioned tender schedule.

### TIME SCHEDULE FOR TENDER

SL No.	Particulars	Date
1	Tender e-publish date	07/03/2019
2	Bid submission starts	07/03/2019
3	Bid submission ends	27/03/2019, 11.00 AM
4	Tender opening date (Technical)	28/03/2019, 11.00 AM
5	Tender opening date (Financial)	29/03/2019, 11.00 AM

### Brief Scope of Work:-

The prime objective of housekeeping services is to maintain the entire premises of the above said office in neat, clean, tidy and hygienic conditions. Detailed work terms and conditions are given in Annexure-II. The broad division of area that shall be covered under housekeeping is as follows:

S.No.	Type of Area	Approximate Area (Sq. ft)	Remarks
1.	Serviceable Carpet Area	41722	Carpet Area consists of main office building being made up of 2 floors. It contains office rooms, toilets, canteen, recreation club room, passages, stairs, training hall, laboratory, library, waiting areas outside rooms, lobby area, stage, warehouse room, control room, gate guard room.
2.	Open space	53913	Common approach area, open parking, covered parking, internal roads, open area surrounding premises of the above said buildings, garden area containing vegetation, drainage & gutter.

	Total area	95635	
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2. Tender documents may be downloaded from Central Public Procurement Portal (CPPP) site <http://eprocure.gov.in/eprocure/app> as per the schedule given in time schedule for tender as above. Aspiring Bidders who have not enrolled/registered for e-procurement should enroll/register before participating through the Portal <http://eprocure.gov.in/eprocure/app> . The portal enrolment is free of cost. Bidders shall submit their quotation online on <http://eprocure.gov.in/eprocure/app> as per the tender document available on the Portal. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said Portal.

3. The tenders shall be submitted online, in two parts viz. Technical Bid and Financial Bid, along with all the tender documents and the Tender Acceptance Letter duly signed in all the pages. The format of Technical and Financial Bid is mentioned in Annexure-III & IV. All the pages of the bid must be sequentially numbered and signed. Over writing, if any, has to be duly initialled by the bidder or his authorised signatory irrespective of nature of content of the documents before uploading. In case of non-uploading of copies of documents specified, such bids shall be summarily rejected. The offers submitted through any means other than uploading on the CPPP Portal <https://eprocure.gov.in/eprocure/app> shall not be considered. No correspondence will be entertained in this matter. Bids without Earnest Money Deposit (EMD) shall not be considered for Technical Evaluation and shall be rejected there itself (see para 5 of this notice).

4. **Tender Fee-** There is no tender fee for this tender.

5. **Earnest Money Deposit (EMD)/Bid Security: Rs. 30,000/-** (Rupees Thirty Thousand Only) shall required to be furnished by way of DD/Banker's Cheque issued by Nationalized/Scheduled Bank only in favour of **"Pay and Accounts Officer, Customs House Cochin"** payable at **Cochin**. The Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises **or** Startups as recognized by the Department of Industrial Policy and Promotion (DIPP) are exempted from furnishing EMD. The hard copy of DD/Banker's Cheque in original **OR** for claiming exemption from EMD, hard copy of self attested MoMSME certificate registered for Housekeeping services, **OR** hard copy of self attested proof of being a startup registered with DIPP **should be sent to Deputy Commissioner of Customs, Custom House, Willingdon Island, Cochin – 682009 through speed post/hand delivery to reach before opening of the technical bids**. Non submission of hard copy within the period would automatically disqualify the bidder. Final decision in this regard would be taken by Customs Cochin. The bidders should ensure that the document (EMD payment proof or exemption claim proof) reaches well in time. Soft copies of the proof of EMD payment or supporting proof for exemption claim should also be uploaded in the CPPP portal while uploading the bid without fail.

6. Interested service providers are advised to visit CPPP Portal <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/ addendum/amendment.

7. In the event of any of the above-mentioned date being subsequently declared as a holiday/closed day for this office, the tenders will be opened on the next working day at the scheduled time without any further notice.

8. Interested service providers may also download the tender from the official website [www.cbec.gov.in](http://www.cbec.gov.in) and [www.cochincustoms.gov.in](http://www.cochincustoms.gov.in). The bids, complete in all respects should be submitted exclusively through the Government e-procurement portal <https://eprocure.gov.in/eprocure/app> as per the tender schedule mentioned above.

9. Interested bidders can also visit the said office on any of the working day before Bid Submission ends, to get accustomed to the premises so that they can create a suitable bid.

10. The terms and conditions mentioned in Annexure-I and Annexure-II shall form a part of the final contract.

11. For any clarification/help regarding this Tender Notice, bidders may contact Shri Ritesh Kumar Singh, Superintendent of Customs on 0484-2669466/ +918848764769 or [cochincustomsprd@gmail.com](mailto:cochincustomsprd@gmail.com).

Enclosures:

- i) Annexure - I (General Terms and conditions).
- ii) Annexure – II (Work Terms and conditions)
- iii) Annexure - III (Technical Bid Format)
- iv) Annexure - IV (Financial Bid Format)
- v) Annexure - V (Tender Acceptance Letter)
- vi) Annexure –VI (Special Instructions for e-submission of bids)

Sd-

**SUMIT KUMAR, IRS**  
**(COMMISSIONER OF CUSTOMS)**

**Annexure-I**  
**GENERAL TERMS & CONDITIONS**

1. The contractor/service provider/agency should be registered with GST department with valid registration number and fulfill the eligibility criteria governing the tender.
2. PAN and GST registration number of the service provider should be indicated and copies of the same should be furnished.
3. The contractor/service provider/agency should be registered under the ESI and Provident Funds act and other relevant statutory enactments dealing with employment of labour under Ministry of Labour & Employment, Government of India. All existing statutory regulations of both state and central government shall be have to adhered to by the service provider/agency and all records maintained thereof shall be made available to this office for scrutiny as and when required. Failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
4. The service provider/agency shall arrange necessary insurance cover for any persons deployed by them. This office shall not entertain any claim arising out of any mishap/accident, if any, that may take place during the course of the work.
5. The workers deployed by the service provider/agency shall be paid by the service provider at the latest prescribed minimum wages rate as applicable under law. Differential change in wages if any arising out of any change in minimum wage notifications shall be borne by the service provider/agency without changing the value of the awarded contract.
6. The workers employed by the service provider/agency will be bona fide employee of service provider/agency and they will have no claim for employment in this office/Department. Any dispute concerning the service provider and their employee arising from this contract shall be the subject matter of the service provider/agency and their employee and this office shall, in no way, be responsible and involved for such disputes. Terms and conditions of employment between the service provider and their employee are matters to be settled by them and the office/Department shall in no way be responsible for the same.
7. The workers should have good health, sound mind, obedient, honest and sincere and should not have bad antecedent. They should be provided with photo identity cards by their service providers and aprons with the name of the service provider/agency embossed on it. Photographs, full residential address, Aadhaar card/driving license, telephone number of the workers so engaged shall have to be submitted to this office for records. Workers should also be accessible through their mobile numbers during working hours.
8. The service provider/agency shall be responsible for payment of salary or any other sum statutorily payable to them under law. The service provider/agency should ensure that salaries to the workers are paid by the 5<sup>th</sup> day of every month and the proof of such payment shall have to

be submitted to this office.

9. Payment to the service provider/agency will be made by NEFT/RTGS and the same will be credited directly to its account number. Income Tax shall be deducted at source as per the rates notified by the Income Tax Department. Though, the contract awarded is for a term of one year, payment will be made to the service provider/agency at the end of each month after it submits the proofs of payments made with respect to the disbursement of wages, payment made towards statutory liabilities like EPF, ESI etc in respect of the workers engaged by the service provider/agency. Payments made towards GST shall be reimbursed upon submissions of proof of payment.

10. The service provider/agency, to whom the contract will be awarded, shall not engage the services to any sub-contractor or transfer the contract to any other person.

11. Any liability regarding payment to the workers, or arising due to non-compliance with any of the **labour laws/ minimum wages act** or due to any human loss/injury during the course of work will be the sole and personal responsibility of the service provider/agency.

12. The workers deployed by the service provider/agency shall not claim any benefit/compensation/absorption/regularization of services with this office/department. An undertaking from the person to this effect will be required to be submitted by the service provider to this office.

13. The service provider/agency shall immediately replace any personnel, if he/they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct, upon receiving written notice from this office.

14. This office/department shall not be liable for any loss, damage, theft, burglary or robbery of the personal belongings/equipment or vehicles of the personnel engaged by the service provider.

15. The service provider shall ensure proper conduct of their personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking and loitering.

16. The Service provider shall solely be responsible for the personnel deployed by them including any legal liability arising out of any action initiated by the said personnel provided by them.

17. The service provider/agency shall ensure the presence of enough workers so as to satisfactorily meet the work requirement as mentioned below. If, for any reason, a worker quits or remains absent, it will be binding for the service provider/agency to provide a suitable substitute immediately.

18. The financial terms of contract shall not change depending upon the number of persons deployed by the service provider/agency and the contract shall be a lump-sum contract for one year, payment for which shall be made in equal monthly installments after the end of each month subject to the conditions prescribed above and subject to satisfaction in terms of the quality of services rendered. Since the contract is independent of the number of persons deployed, financial

bids should purely be “*rate per square foot per month*” basis only. However, the number of persons that the service provider intends to deploy for the contract maybe indicated in the technical bid.

19. The contractual workers to be engaged by the service provider/agency should not, in any way, claim the perks and facilities that are provided to the regular employees of this office/department.

20. Notwithstanding anything contained herein above, this office reserves the right to terminate the services of the contracting agency/service provider at any time if it fails to meet any of the conditions of the contract including the work requirements whatsoever. If the services rendered are not upto the subjective satisfaction of this office, then this office reserves the right to terminate the services without being liable to pay the monthly installment for that month as well as the remaining period of the contract.

21. In case of any conflict that may arise, the decision of the department shall be final and binding.

22. Any dispute arising out of the contract will be subjected to the Indian law and jurisdiction of the courts located in **Ernakulam only**.

## **Annexure II**

### **Work Terms and Conditions**

1. In general, for the purpose of housekeeping, the office shall be functional for 5 days in a week (weekdays), while control room and gate guard room shall be functional all days of the week. The housekeeping staff has to ensure proper maintenance and upkeep of the entire office complex on the 5 weekdays while control room, gate guard room and front yard should be kept neat and tidy on all 7 days of the week. However, in case any weekly holiday or public holiday is declared as a working day for this office, housekeeping services should be provided for that day as well.
2. Operations to be done on normal working days (daily operations):
  - a) The first round of cleaning and dusting work for the entire complex should be completed before 9:00 AM daily by deploying adequate number of persons.
  - b) Sweeping and wet mopping of the entire covered area of buildings including corridors, verandah, lobby area. The verandah and lobby area must be mopped thrice daily.
  - c) Sweeping of the internal roads and open area once daily.
  - d) Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water as and when required.
  - e) Cleaning and dusting of main gate, Brass plates, Name Plates, Sign boards etc. once daily.
  - f) Cleaning of drinking water areas including attached sinks and tiles etc. twice daily.
  - g) Dusting of all furniture such as tables, chairs, sofas, almirahs etc, and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. on daily basis. The doors, windows, partitions, glass panes in the entire complex should be cleaned daily.
  - h) Collection of all the sweepings, garbage and waste and its disposal, as per local municipal requirements.
  - i) Cleaning of all the Toilets in the complex twice daily.
  - j) Washing of urinal Pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with clean cloth at least twice daily and as per requirement.
  - k) Filling of liquid soap in soap containers, placing tissues in tissue holders and putting of air freshener/sanitary cubes/naphthalene balls in urinal pots, urinal mats, etc. as and when required.
  - l) Removal of cobwebs in the corridors, rooms, chambers and lavatories, removal of dust accumulated on the walls, window panes and ventilators in the toilets using vacuum cleaners and thorough washing, rubbing and cleaning of corridors, once every week.
  - m) Shifting of furniture and other equipments, files etc. whenever required.
  - n) Periodical cleaning of Indoor plants pots, mats and carpets and their shifting (for exposure to sunlight).

- o) It shall be ensured that while carrying out the activities of dusting and cleaning the files/papers/documents etc. and the electronic gadgets etc. are not tampered with in any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.
- p) Any other work assigned by the administration/authority concerned.

3. Operations to be carried out weekly/fortnightly/on demand:

- a) Removal of dirt and dust from the exterior walls of the buildings, floor tiles in the open area etc. and any other area as and when desired by the office administration.
- b) Removal of unwarranted weeds, grasses etc. that may crop up at odd places.

**4. Supply of machinery / consumable materials required for cleaning:** All the Housekeeping materials / consumables, such as brooms, mop sticks and other cleaning materials / machinery like vacuum cleaners etc. **will be supplied by the department.** The record of issuance of such materials shall be maintained by the department with strict monitoring and items thus issued shall be duly received by the authorized personnel deployed by the service provider / agency after countersigning the corresponding entries in the designated records.



**Annexure-III**  
**TECHNICAL BID**

**Technical requirements for awarding contract for outsourcing of housekeeping services**

1	Particulars of DD/Banker's Cheque submitted as Bid Security (Earnest Money Deposit)*	
2	Name of the Firm/Company (in Block letters)*	
3	Year of incorporation/establishment of the firm/company*	
4	Full postal address with telephone no/fax & email id*	
5	Name of the proprietor/partner(s)/director(s) with contact nos and address*	
6	Permanent Account Number (PAN) (Please attach self attested photocopy)*	
7	GST registration number (Please attach self attested photocopy of registration certificate)*	
8	Copy of GST returns for past one year (please attach photocopy) , <i>if available</i>	
9	Income Tax Return details for the last two years (please attach photocopy), <i>if available</i>	
10	Details of firm/company registration with date obtained from various concerned authorities (please attach photocopies of necessary documents)*	
11	Details of E.S.I.C registration (please attach photocopies)*	
12	Details of E.P.F registration (please attach photocopies)*	
13	Organizations to be which services are being provided at present (if any) in following format for each such organization (attach photocopy). i. Name of the organization. ii. Number of deployed workers iii. No. of years serving the organization	
14	Indicative no. of persons that the service provider intends to deploy for the whole duration of contract. (see general terms and conditions: 17 and 18 as given in Annexure- I of Tender Notice)	
15	Special/Additional Features offered in addition to work terms and conditions	

**Note:** Items marked with \* are mandatory

**Declaration:**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I undersign that in case any deviation if 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 Authorised Signatory with date .....**

**Name of the firm .....**

**Seal .....**

**Annexure-IV**  
**FINANCIAL BID**

1.	Name of the firm/company (in Block letters)	
2.	Full postal address with telephone no./fax & email id	
3.	Name of the proprietor/partner(s)/director(s) with contact nos and address	
4.	Rate per square foot per month (exclusive of GST) in Rupees*	(rate in figures)
		(rate in words)

**\*Important-** GST shall be borne by the Department, however the quoted bid should not factor in the GST while quoting their financial bid. Since the rate to be quoted is in terms of “per square foot per month” bidders should factor in all other factors such as EPF, ESI deductions etc in their financial quote.

**Declaration:**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I undersign that in case any deviation if found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future. I also certify that I have carefully gone through the general terms and conditions and work terms and conditions of the Tender Document and shall scrupulously follow the same.

**Signature of Authorised Signatory with date .....**

**Name of the firm .....**

**Seal .....**

**Annexure - V**  
**(TENDER ACCEPTANCE LETTER)**

To,  
Commissioner of Customs,  
Customs House, Willingdon Island,  
Cochin – 682009.

Sir,

Subject: Acceptance of Terms & Conditions of tender for housekeeping services.  
Tender Reference No: F. No. S31/60/2019 dated 06.03.2019

**“Tender for Housekeeping services for Cochin Customs House for the year 2019-20”**

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned tender from the website(s) namely [www.cochincustoms.gov.in](http://www.cochincustoms.gov.in) or [www.cbic.gov.in](http://www.cbic.gov.in) or <https://eprocure.gov.in/eprocure/app> as per your advertisement, given in the above-mentioned website(s).
2. I /We hereby certify that, I/We have read the entire terms and conditions of the tender documents (both general conditions and work conditions) and all other annexures, which form part of the tender document and signed on all the pages of the terms & conditions. I/We shall abide by the terms / conditions / clauses contained therein.
3. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) including corrigendum(s) (if any) in its totality / entirety.
4. I/We do hereby declare that we have not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. I / We certify that all information furnished by me/ us/ our firm is true & correct and, in the event, that the information is found to be incorrect/untrue or found violated, then your department shall without giving any notice or reason thereof, shall summarily reject the Bid, without prejudice to any other rights or remedy.

Yours sincerely

Name & Signature with stamp (if any)  
of Legal owner/Power of Attorney holder

## ANNEXURE-VI

### **Special Instructions to the Contractors/Bidders for e-submission of the bids online through the e-Procurement Portal (also available on CPPP <https://eprocure.gov.in/eprocure/app> under the web link 'Help for Contractors')**

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 <http://eprocure.gov.in/eprocure/app> .

### **REGISTRATION**

- 1) Bidders are required to enroll 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 Enrollment" 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 with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC 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 / email 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) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF / JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

## **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) Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the EMD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.

6) The server time (which is displayed on the bidder's 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.

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.

8) 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 indicated in the tender.

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.