



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

Control Room: 0484-2666422

Email: commr@cochincustoms.gov.in

Fax: 0484-2668468

Ph: 0484-2666861-64/774/776

F.No.-S31/81/2019 PRD CUS

Date: 06.03.2019

TENDER NOTICE

**“Tender for Unskilled/Semi-skilled manpower for Cochin Customs
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 manpower services, to provide manpower to the offices of Cochin Customs (Custom House, Cochin; Cochin International Airport; Air Cargo Complex; Container Scanning Division; Postal Appraising Department) 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

Requirement:-

The broad requirement of manpower shall be as follows:

S. No.	Type of Work	Location	No. of Persons
1.	Computer operator/Data Entry /Records Management/File Movement	Customs House	8

2.	Contingent Staff/Multi Tasking	Cochin Airport	4
		Air Cargo Complex	1
		Container Scanning Division	2
		Customs House/Customs Canteen	5
	Total		20

The requirements for each kind of staff are as follows:

Type of Staff	Age (Desirable)	Essential Requirements	
Computer operator/Data Entry/Records Management/File Movement	21-40 years	Qualification	10+2 or equivalent
		Skills	Proficiency in Spoken Malayalam, Proficiency in Spoken English or Hindi, Computer proficiency, Knowledge of MS Office (Excel, Word, etc.) & Internet and knowledge of typing, handling of Networking equipment.
Contingent Staff/Multi Tasking	21-50 years	Qualification	10 th class or equivalent
		Skills	Proficiency in Spoken Malayalam, Proficiency in Spoken English or Hindi, basic kitchen/pantry work. Two persons are required to have knowledge of cooking.

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-II & III. This format is to be mandatorily followed, any other format shall lead to rejection. 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 manpower 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 and 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. The terms and conditions mentioned in Annexure-I shall form a part of the final contract.

10. For any clarification/help regarding this Tender Notice, bidders may contact Shri Ritesh Kumar Singh, Superintendent of Customs on 0484-2669466/ +919496578184 or cochincustomsprd@gmail.com.

Enclosures:

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

Sd-

सुमित कुमार / SUMIT KUMAR, IRS

सीमाशुल्क आयुक्त (COMMISSIONER OF CUSTOMS)

Annexure-I
TERMS & CONDITIONS

1. Notwithstanding anything contained herein, this office reserves the right to terminate the service of the Contracting Agency at anytime without giving any notice or reasons whatsoever. If the services rendered are not upto the subjective satisfaction of this office, then this office reserves the right to terminate the services.
2. 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. In the event of any liability /claim falling on this office, same shall be reimbursed /indemnified by the Service provider.
3. Scope of Work: The work to be done by the outsourced staff includes the following:
 - Typing work-this includes preparation of Correspondences in Word, Excel and PDF format, Data entry. In addition to this photocopying of documents and faxing to various destinations etc have to be done.
 - Up keeping of records and submitting the same to the proper officer.
 - Carrying files/documents.
 - Preparation and serving of Tea/Coffee, washing its utensils.
 - Assisting officials in any work required.
4. Cochin Airport and Air Cargo Complex works round the clock, the working hours for the outsourced staff deployed at these locations shall be decided by respective Assistant Commissioners subject to ceiling of permissible working hours per month.
5. Outsourced staff for other locations shall normally be working between 0900 hours to 1730 hours on all working days. However, services of one of the staff shall be required round the clock in Customs House premises.
6. In case of any exigencies, services of the outsourced staff maybe required beyond the stipulated time as above.
7. The personnel deployed should be, trained adequately and of sound health. They should be disciplined and well mannered. They should be provided with identity cards which should be displayed prominently. They should have fluency in Malayalam and English or Hindi. Photo, full address and telephone numbers of all personnel should be provided for record.
8. The personnel deployed by the service provider should not have any police record/criminal case against them. The agency should make adequate enquiries and certify about the character and antecedents of the personnel so deployed by them.
9. The personnel should be punctual and should complete the work assigned to them promptly and meticulously.

10. The personnel should report to the officer-in-charge assigned by the office. The service Providers should be registered under the ESI, Provident Funds Acts and other relevant statutory enactments dealing with employment of labour. All existing statutory regulations of both the State as well as the central Governments shall be adhered to by the service provider and all records maintained thereof shall be made available for scrutiny by this office. Any 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.
11. PAN / GST Registration number should be indicated and copies furnished for records.
12. The service provider should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. Any breach of this condition will result in the immediate termination of the contract.
13. 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 salaries are paid on time every month.
14. The amounts quoted should be applicable for the period 01.04.2019 to 31.03.2020 and no request for enhancement will be entertained.
15. The payment shall be made to the Service Provider on or before 15th of the following month. At the time of submission of bill for payment, the contractor should submit the proof for the previous payment made towards statutory liabilities like EPF, ESI etc. in respect of all the engaged personnel.
16. Payment to the Service Provider will be made through NEFT/RTGS mode of payment on presentation of the bill. TDS/TCS will be deducted at source as per the provisions of Income Tax Act/GST Act wherever applicable.
17. The persons engaged by the contracting agency will be in the employment of the Agency only and not Customs Department, Cochin.
18. The contractor shall indemnify and keep this office, indemnified against all acts of omission, 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.
19. All damages caused by the personnel to the property of the Office shall be recovered from the Service provider.
20. The contract will be for a maximum period of 01 (one) year starting from 01.04.2019 to 31.03.2020.
21. No other person except Service Provider's authorized representative shall be allowed to enter the office.
22. The workers employed by the service provider will be bona fide employee of service provider 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.

23. 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.

24. 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.

25. 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.

26. 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.

27. 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.

28. 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.

29. 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.

30. 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.

31. The department reserves the right to redeploy the persons involved as per requirement subject to ceiling of permissible working hours per month

32. The department reserves the right to increase or decrease the number of personnel required, which shall be finalized at the time of signing of the contract.

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

34. 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
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	Whether persons proposed to be deployed fulfill the criteria mentioned for qualification and age requirements as mentioned in Tender notice and conditions as mentioned in Annexure -I	Yes/No (Tick one)

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-III
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 person per month for worker to be deployed for computer operator/data entry/records management/file movement (excluding GST)*	(rate in figures)
		(rate in words)
5.	Rate per person per month for worker to be deployed for contingent staff/ multi tasking staff (excluding GST)*	(rate in figures)
		(rate in words)

***Important-** GST shall be borne by the department, hence quoted financial bid should not factor in the GST

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 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 - IV
(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. S31/81/2019 dated 06.03.2019

“Tender for Unskilled/Semi-skilled manpower for Cochin Customs 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 or 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 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-V

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.