



सीमाशुल्कउप आयुक्त का कार्यालय  
OFFICE OF THE DEPUTY COMMISSIONER OF CUSTOMS  
हवाई सीमाशुल्क, अंतरराष्ट्रीय हवाई अड्डा, तिरुवनंतपुरम-695024  
AIR CUSTOMS, INTERNATIONAL AIRPORT,  
THIRUVANANTHAPURAM-695024  
भारत सरकार GOVERNMENT OF INDIA  
वित्त मंत्रालय MINISTRY OF FINANCE  
राजस्व विभाग DEPARTMENT OF REVENUE

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Fax No.04712501375

Date:30/03/2019

C. No. II/39/03/2013 Pt I

### NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSE KEEPING SERVICES

On behalf of President of India online tenders are invited from reputed parties engaged in the business of providing housekeeping services, for outsourcing of the services of Housekeeping at the Kennel, Air Customs Trivandrum, located at Departmental Staff Quarters, Valiyathura, Trivandrum for the period from **01.05.2019 to 31-03-2020** through **e-tender**.

The Terms and conditions/Invitation for bids of the tender and the proforma can be downloaded from website [www.cbec.gov.in](http://www.cbec.gov.in) & [www.cochincustoms.gov.in](http://www.cochincustoms.gov.in).

Interested Service providers are requested to submit their online bid, through Government e-procurement portal <https://eprocure.gov.in/eprocure/app>.  
**Tender id: 2019\_DREV\_460296**

Deputy Commissioner of Customs, Air Customs, Trivandrum International Airport reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

For further details, Superintendent(Admn), Office of the Deputy Commissioner of Customs, Air Customs, Trivandrum International Airport, Thiruvananthapuram (Tele: 0471-2500800) can be contacted.

The approximate area for which housekeeping is required is given as under:

Sl N o	Name of the Office	Address	Approx. Area (in sq. ft)
1	O/o The Deputy Commissioner of Customs, Air Customs, Thiruvananthapuram	Departmental Staff Quarters, Valiyathura, Trivandrum	800

The Bidders need to quote their rates only as per Sq. Ft. Per month basis for the area mentioned above.

#### CRITICAL DATES


Publish Date: 05.04.2019, 14.00 Hrs

Bid Document Download/Sale Start Date: 05.04.2019, 15:00 Hrs

Bid submission start date: 05.04.2019, 16:00 Hrs

Bid submission end date: 22.04.2019, 17:00 Hrs.

Bid opening date: 24.04.2019, 11:00 Hrs

  
30/3/19

Deputy Commissioner  
Air Customs, Trivandrum International Airport,  
Thiruvananthapuram

## INSTRUCTIONS TO BIDDERS

1. The Service Providers may submit their bids online, under Two cover bidding system , ie. (i) Cover-1 Technical Bid, and (ii) Cover-2 Financial Bid (BOQ), along with other supporting documents.
2. The **Technical bid** (Cover-1) should contain copies of the following documents bearing the signature, name and title of the person signing the offer with rubber stamp of the agency and date :-
  - a. PAN CARD
  - b. GST Registration Certificate
  - c. Registration Certificate with EPF
  - d. Registration Certificate with ESI
  - e. Registration Certificate with Labour Department
6. The **Financial bid** (Cover 2 - BOQ) should be generated online.
7. Financial bids of only those service providers would be opened, who have qualified in respect of the technical bids.
8. The rates quoted should be exclusive of the GST component.
9. The bidder can view the opening of the tender by the committee constituted for the purpose, online at the appointed time. The financial bids of only those bidders who technically qualify will be opened.

### **I. TERMS AND CONDITIONS:**

#### **ELIGIBILITY CRITERIA:**

Bidder should have minimum **3 (three) years** of experience in providing housekeeping services to various organizations and should have completed at least 2(two) such works with an Annual Contract Value of **Rs. 10 lakhs** of similar activity, in the last three years ending 31.03.2019.

The bidder must have ESI Registration and EPF Registration. The bidder must also have GST registration.

The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.

The tenderer should not have incurred loss in any 2 years during the last 3 years as on **31.03.2019**.

The successful bidder shall obtain a licence under the Contract Labour (R & A) Act, from the licensing authority.

#### **OTHER TERMS AND CONDITIONS:**

1. The staff deployed for housekeeping will have their normal working from 07.00 AM to 07:00 PM daily for kennels
2. If a particular staff is absent on any day another person should be deployed in his/her place.
3. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably English also.
4. The personnel should conduct cleaning of the kennel twice daily; in the morning and evening and in addition to that whenever it is required. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
5. The personnel will report to the Officer-in-charge assigned by the Department.
6. 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.
7. The contractor should pay to their personnel remuneration not less than the minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by O/o. the Chief Labour Commissioner (Central). Any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to this office.
8. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.

9. The employees engaged by the Housekeeping agency will be in the employment of the Housekeeping Agency only and not of the Department. Engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government Office.
10. The mode of payment of the service charges by the Department will be monthly and payments to the Housekeeping Contractor will be through electronic transfer to the designated account. Tax shall be deducted at source as per provisions of the Income Tax Act from the monthly bills.
11. The Contractor shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.
12. Even if there is a change in Variable Dearness Allowance payable to workers as per orders of Chief Labour Commissioner (Central), Delhi, the rate per square feet for each building will remain the same at which it is calculated now and the payment made.
13. The Contractor shall indemnify and shall keep this office indemnified against Act of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensations to such person or to third party. All damages caused by the housekeeping personnel shall be charged from the Contractor and recovered from their dues/bills.
14. Character and antecedents of all the persons engaged in the housekeeping work should be verified through the local police. A certificate to this effect will have to be submitted by the Contractor. Particulars of all persons engaged for the work should be submitted to this office for records.
15. This department reserves the right to terminate the services of the Housekeeping contractor at anytime without assigning any reason whatsoever. The contract will be terminated without any notice on failure of the contractor to comply with any of the terms and conditions of the contract. The contractor has the option to terminate the contract by giving **2(two) months** notice in writing so that the department can make alternate arrangements for cleaning.
16. No other person other than the deployed persons by the contractor shall enter the premises of the Kennel.
17. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the

successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.

18. The contract will be in force from **01.05.2019 to 31.03.2020**. This office reserves the right to extend the duration of the contract for a further period of **12(twelve) months** subject to satisfactory performance and on mutually agreed terms and conditions.
19. All the Housekeeping materials / consumables, such as Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets, Mugs, Toilet Cleaner, Floor cleaner, Toilet fresheners, urinal cakes, cleaning powder, phenyl, Hand wash liquid, toilet cleaning brush, cleaning / dusting cloth, Water Wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, glass cleaner, cleaning machinery etc., as required to execute the above jobs will be supplied by the Department.
20. Service Provider shall in no case lease/transfer/sublet/appoint care taker for services
21. The hike in wages as per Ministry's orders may be incorporated during the contract period
22. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration /conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Thiruvananthapuram jurisdiction only.

### **SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR:**

- a. Sweeping, washing and wet mopping of the kennel and its premises..
- b. Cleaning of the Kennel twice daily or as and when required.
- c. Collect all the sweepings, garbage and wastes and transport/dispose the same to the nearest pit.

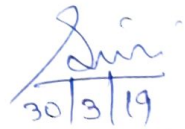
### **TERMS OF PAYMENT**

i) The bidders shall quote their rates as **"Rate per square feet per month"** (in **both words and figures**) which should include deduction towards PF and ESI, other statutory payments etc and any other taxes applicable except GST.GST at the applicable rate shall be payable in addition to the rate quoted.

ii) The contractor shall submit the bill for every month by the 1<sup>st</sup> day of next month along with the statement showing number of persons employed for number of days certified by the respective Administrative Officers /Caretakers. No interim bills will

be entertained. The bill should be submitted in duplicate. Payment will be made by direct credit to the account within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Administrative Officers. The payment is subject to TDS applicable under the Income Tax Act, 1961.

This office reserves the right to reject/ cancel any/ all bids in part/ full without assigning any reason for the same. The decision of this office in this regard will be final and will not be open to question by any person in any form in any forum.

  
30/3/19

Deputy Commissioner,  
Air Customs,  
Trivandrum International Airport

Encl.:

1. Technical Acceptance Letter (Annexure-I)
2. Technical Bid (Annexure II)
3. Financial Bid (Annexure III)

**ANNEXURE - I (TENDER ACCEPTANCE LETTER)**

To

**The Deputy Commissioner,  
Air Customs,  
Trivandrum International Airport**

Sir,

**Subject: Acceptance of Terms & Conditions of tender.**

Tender Reference No : C.No. II/39/03/2013 Pt I

Name of Tender/ Work : House Keeping Services

1. I/We have downloaded/obtained the tender document(s) for the above mentioned tender from the web site(s) namely \_\_\_\_\_ 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 (including all documents like annexure(s), schedule(s), etc., 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. The corrigendum(s), issued from time to time by your department have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that we have not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. 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 Bidder



## (TECHNICAL BID)

**Pre-qualification requirements for award of contract  
for 'Hiring services for Maintenance / House Keeping'**

1.	Name of the Organization/ Firms with full address with Pin Code, Phone No, Fax No, email, etc.	
2.	Name of the Proprietor / Partners / Directors	
3(a)	PAN No. of the Firm.	
3(b)	Copy of the Income Tax Return filed for last 3 years and Income Tax Clearance Certificate (ITCC) for the last year to be attached.	
4	Total strength of staff/workers available with the Service Provider	
5	List of the Public Sector/Govt. Organization to which similar Services have been provided by the Contractors / Firms / Agencies during the last 5 years. List of Government Organizations where the Service Provider is currently providing services may also be indicated. (Please attach the job order/service certificate from Govt. Office / Public Sector	
6	The Contractor should also submit Copies of Registration Certificate obtained from GST office, Department of Labour, State Government, Employees Provident Fund Organization (Ministry of Labour, Govt. of India), Employees State Insurance Corporation (ESI Act, 1948) and Kerala Shops & Commercial Establishments Act, 1960.	
7	The total Turnover of the Contractor as Service Provider for such services (should not be less than Rs. 10 lakh in 2015-16, 2016-17, 2017-18). Necessary documents/ Certificates to be enclosed.	

8	Registration Number of Tenderer/Concern with GST Department :(Attested Photo copy of registration certificate should be attached)	
9	Registration Number of Tenderer/Concern with other Government Departments :(Attested Photo copy of registration certificate should be attached)	
10	Any other information to be considered:	

Signature of Bidder with date: .....

Name & full address: .....  
.....  
.....  
.....

Telephone No: Office :.....

Fax No :.....

Residence :.....

(FINANCIAL BID)  
**PROFORMA FOR QUOTING RATES**

01	Name & Address of the Contractors, Firms, Agencies	
02	Name of Proprietor / Partners' / Director	
03	Rates quoted per square feet (Inclusive of all taxes / charges / levies including Goods and Services Tax (GST) payable under the Central Goods and Services Tax Act and State Goods and Services Tax Act, 2017).	

Signature of Bidder with date: .....

Name & full address: .....  
 .....  
 .....  
 .....

Telephone No: Office :.....

Fax No :.....

Residence :.....