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**Customs Excise & Service Tax Appellate Tribunal
West Block No. 2, R. K. Puram, New Delhi-110066**

Dated 09/01/2019

NOTICE INVITING QUOTATIONS FOR CLEANING/HOUSEKEEPING SERVICES

Sealed tenders are invited in two separate covers (envelopes), one of Technical bid and the other of financial Bid in prescribed proforma from reputed, registered firms / companies engaged in the business of housekeeping to provide housekeeping services viz., cleaning of rooms, furnitures, corridors, toilets, glass doors, windows, curtains, open area etc. as specified in the scope of work at Annexure II on monthly basis for its Office Customs Excise & Service Tax Appellate Tribunal, West Block No. 2, R. K. Puram, New Delhi-110066 for a period of one year from the date of award of contract.

2. Details regarding general terms and conditions, pre-qualification requirement for awarding of contract, and proforma for quoting rate, can be downloaded on CESTAT web site. www.cestatnew.gov.in

3. The tender form, in the prescribed proforma enclosing all the Annexures, complete in all respects should be submitted to the Assistant Registrar CESTAT by 04:00 noon on 25 January, 2019. While submitting quotations, the bidders must submit the Technical Bid (Annexure-III) in one envelope and Financial Bid (Annexure-IV) in another envelope. Both the sealed envelopes should be placed in another sealed cover super scribing it as **"Quotation/Rate for House Keeping Services."**

4. The tenderer shall sign and stamp each page of the tender document as a token of having read and understood the terms and conditions contained therein and submit the same along with the bid. The tenderer shall fill up the information in Annexure I in clear and legible terms. Necessary documents of proof should be attached. Prices wherever quoted should be written both in figures and words.

5. The service providers may inspect the aforesaid buildings on any working day, between 11 a.m. to 5 p.m. with prior permission from the Assistant Registrar (Admin) CESTAT West Block No. 2, R. K. Puram, New Delhi- 110066 before submitting their bids.

6. Bids which do not fulfil pre-qualification requirements will not be considered. Financial bids of only those service providers / Agencies will be opened who fulfil the terms and conditions as mentioned in Annexure 'I' & 'III'. This office reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

7. Tenders will not be accepted after the time and date fixed for the receipt of tenders.

8. The tenders will be opened at 17.00 hrs on the same date by the approved committee in the presence of tenderers who wish to be present.


Assistant Registrar (Admn.)
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ANNEXURE-I

TERMS AND CONDITIONS:

The Housekeeping Agency will be considered for award of contract only if it agrees to abide by the following terms & conditions:

1.ELIGIBILITY

i. The Housekeeping agency should be registered with Service Tax (Documentary evidence in this regard shall be provided.)

ii. The Agency must have a minimum experience of three years in providing Housekeeping services to Government organizations, other large public sector offices or large corporate offices. Copies of Agreement / Work order from clients shall be provided as documentary evidence. Certificate of appreciation from the present clients may be enclosed.

iii. The agency must be registered under the Provident fund Act, ESI Act etc; copy of the registration papers along with code numbers attached to the Agency/Company shall be provided.

2.EARNEST MONEY DEPOSIT : Earnest Money Deposit of Rs.10,000/(Rupees Ten thousand only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of the " AR CESTAT New Delhi" should accompany the tender. Tenders received without Earnest Money Deposit will be rejected. EMD will be forfeited in case the eligible tenderer withdraws during the tender selection process.

3. The agreement will be in force for a period of one year from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period of 12 months subject to satisfactory performance and on mutually agreed terms and conditions.

4. Conditional tenders, late tenders, tenders incomplete or not meeting all the tender conditions specified herein are liable to be rejected.

5. This office reserves the right to accept or reject any tender in part or full or without assigning any reasons thereof.

6. **Performance Guarantee:** The successful tenderer shall submit a performance Guarantee either by way of fixed Deposit or Bank Guarantee Receipt @25% of the value of contract within three days from the day of obtaining the contract. It will remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.

7. The personnel to be deployed should be well experienced and trained adequately to handle any type of cleaning/housekeeping and other work entrusted to them by this office. The agency shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of this office.

8. If the quality of Housekeeping is found to be not satisfactory, a penalty of Rs. 1000 imposed by the CESTAT. The decision of the designated officer of CESTAT for this purpose shall be final and binding.

9. The personnel to be deployed should have sound health, good hygiene, be able bodied and have experience in cleaning / housekeeping. They shall ensure that they present themselves clean and tidy.

10. The housekeeping personnel should be provided with uniforms & identity cards prominently displayed. If a particular worker is absent on any day, another substitute should be deployed in his place.

11. The entire premises should be kept clean and tidy by **9.00 AM** on all working days. The wash rooms and floors of this office shall be cleaned thrice daily or more as the instruction of the Assistant Registrar if so requires. The housekeeping personnel shall attend to work punctually at the prefixed / determined timings and shall be well-behaved and well-mannered. Approximately 3 personnel are required to be deployed in both floors. The personnel employed should work on all days except Sundays and national Holidays.

12. The housekeeping personnel shall be subject to the entry and exit procedures as may be determined by this office from time to time. Close liaison shall be maintained with the Officers concerned for smooth and efficient performance of duties by the housekeepers.

13. The Agency should be registered under the ESI & Provident Fund Acts and other relevant statutory enactments relating to the employment of labour.

14. The wages paid to the Housekeeping personnel should **strictly adhere** to the Minimum Wages Act, 1948, & Contract Labour (R & A) Act, 1970 and as prescribed by the O/o the Chief Labour Commissioner (Central). Licence from Labour Department as per section 12 of Contract Labour (R & A) Act, 1970 should be obtained for the contract work within 7 days of award of contract.

15. The agency should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping agency will be in the employment of the Housekeeping Agency only and not of the CESTAT.

16. Mode of payment will be monthly and payments to the Housekeeping Agency will be through account only. Tax shall be deducted at source as per the Income Tax Act from the monthly bills.

17. The agency 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 agency and recovered from its dues / bills.

18. In case the agency withdraws or the department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against performance guarantee provided by the successful bidder.

19. This office reserves the right to terminate the services of the Housekeeping agency at anytime without giving any notice whatsoever.

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20. All existing statutory regulations of **both State & Central Governments** shall be adhered to & complied with by the Housekeeping agency and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Agency shall strictly comply with the terms and conditions of the agreement which will be executed with the successful tenderer. Failure by the agency to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.

21. **The bidders shall quote consolidated rate for one year for this entire area in both words and figures.** The contractor would be liable for ensuring compliance with the relevant rules, and regulations as notified by the Government in this regard from time to time.

22. The cost of cleaning material **should not be included** in the rate for bidding and it would be provided by this office.

23. 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.

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

25. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement failing which the dispute will be subject to Delhi jurisdiction only. The CESTAT is entitled to withhold payments due to the Housekeeping Agency in case of any dispute, till it is resolved.


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CESTAT

ANNEXURE-II**SCOPE OF WORK**


CESTAT has a built up area of 26,000 sq.ft. spread over two floors. The work of housekeeping involves:

- a. Sweeping and wet mopping of office floor area including rooms, cabins, work stations, corridors, staircases and other common utility areas and the stair case having to this First floor.
- b. Cleaning of carpets, furnitures and curtains / blinds with vacuum cleaner / damp cloths.
- c. Dusting of wooden panels in the premises.
- d. Keeping the toilets, wash basins etc clean & hygienic at all times using disinfectants.
- e. Cleaning of pantries, water dispensers, crockeries & cutleries etc. as required.
- f. Shifting of furniture & records & their re-arrangement as & when required. Movement of files/records within the office premises. Watering the plants in the premises. Arrangement, proper maintenance of flower pots and shifting of them whenever required.
- g. Cleaning of dustbins, collecting waste & deporting them to the dumping point set up by the MCD.
- h. Dusting of ceiling, walls, partitions, glass doors, windows, grills etc.
- i. Cleaning of electrical fittings and fixtures.
- j. Care should be taken that the gadgets/equipments are not tampered with during the cleaning operation.
- k. Such other cleaning or other work that may be entrusted from time to time by the Officers concerned of the CESTAT.
- l. Cleaning of outside panels of the windows.
- m. Weekly selective intensive cleaning on floor by floor basis using modern equipments.

**TOTAL AREA OF THE PREMISES/BUILDING FOR CLEANING PURPOSE PERTAINING TO
CESTAT, NEW DELHI**

Carpet Area (in Sq. Ft)

a. First Floor	:	6,000
b. Second Floor	:	20,000
Total	:	26,000


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Assistant Registrar (Admn.)
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ANNEXURE-III

TECHNICAL BID

TENDER FORM FOR HOUSE KEEPING AT CESTAT NEW DELHI

1. Name of Registered Firm / Company :

2. Address of the company :
(with Tel no., Fax & E-mail)

3. Status of Ownership :
(Proprietary / Partnership / Company-
attach proof)

4. Name & Address of the Partners / Directors :
(With Mobile No.)

5. Contact Person (s) (with mobile number) :

6. Date of establishment of the firm / company :

7. List of clientele along with certificate of
Appreciation from at least two important clients. :

8. PAN NO. :

9. GST Registration No. :

10. Amount of service Tax paid during the :
Financial year 2017-18 (Attach Proof)

11. No. of persons employed :

12. Annual Turnover for last three years. :
(Attach Balance sheets)

13. Details of Registration with PF authorities :
and ESI authorities (attach proof)

14. Details of EMD :
15. Man power required to complete the work :
daily.
16. Solvency Certificate issued by the Bankers :

DECLARATION

I/we hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, the company/firm will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date and Seal)

ANNEXURE-IV

FINANCIAL BID

1. Name of the Registered Firm / Company :
2. Address of the company :
(with Tel No., Fax & E-mail)
3. Name & Address of the Proprietor/Partner/ Directors. (With Mobile Number) :
4. Area (sq.ft) :
5. Rate per Sq.Ft :
6. TOTAL BID AMOUNT FOR ONE YEAR :
(Exclusive of GST) FOR THE CARPET AREA
7. PROPOSED MAN POWER DEPLOYMENT :

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is 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 Suthorized Signatory with date and Seal)

Financial Bid Enclosures

Rate of wages for Housekeepers	
Basic pay	Rs
Variable DA	Rs
Gross Daily Wages	Rs
Add: Statutory Contributions	
EPF (12%)	Rs
Pension fund (1.61%)	Rs
ESI (4.75%)	Rs
Bonus (8.33%)	Rs
Add: Contractor's Service Charges	Rs
Total	Rs
(% of Gross Wages)	
Wage rate per square foot per day	
(Rupees)	
Wages for 26 days	
(Rupees)	

(Signature of Authorized Signatory with date and Seal)