



सतर्कता महानिदेशालय, सीमा शुल्क एवं केंद्रीय उत्पाद शुल्क,
पश्चिम आंचलिक एकक, मुंबई.
**DIRECTORATE GENERAL OF VIGILANCE, CUSTOMS AND CENTRAL EXCISE,
WEST ZONAL UNIT, MUMBAI.**

फ.सं. II/39 (Vig)/Admn-36/2017-18

तारीख, 12 मार्च, 2018

NOTICE INVITING TENDER

**Sub: CALLING FOR TENDERS TO AWARD ANNUAL MAINTENANCE CONTRACT (AMC) OF
HOUSE KEEPING SERVICES**

The Principal Additional Director General, Directorate General of Vigilance, West Zonal Unit, 7th floor, New Customs House, Ballard Estate, Mumbai-400001 hereby invites sealed quotation from registered housekeeping contractors engaged in the business of providing housekeeping services viz. to carry out the work of sweeping and clearing of corridors, sections/units/cabins of Directorate General of Vigilance, WZU, Mumbai during the financial year 2017-18.

2. The interested bidders may submit their documents of technical bids and financial bids, in the prescribed proforma duly signed, in the name of Assistant Commissioner, Directorate General of Vigilance, 7th Floor, New Custom House, Ballard Estate, Mumbai-400001 on or before 19.03.2018 at 16:00 Hrs. Bids beyond the specified date and time will not be accepted.

3. The tenders should be submitted in two sealed covers. The first sealed cover should be super scribed with "Technical Bid for providing house-keeping services addressed to the "Principal Additional Director General, Directorate General of Vigilance, West Zonal Unit, Mumbai", containing information as prescribed in the tender document. The second sealed cover should be super scribed with "Financial Bid for providing house-keeping services addressed to the "Principal Additional Director General, Directorate General of Vigilance, West Zonal Unit, Mumbai", and contain information only for the rate for providing the services on monthly basis as provided in the tender document. Both the sealed covers should be placed in main sealed envelope super scribed "Tender for providing house-keeping services to Principal Additional Director General, Directorate General of Vigilance, West Zonal Unit, Mumbai" and should be addressed to the "The Principal Additional Director General, Directorate General of Vigilance, West Zonal Unit, 7th floor, New Customs House, Ballard Estate, Mumbai-400001.

4. The technical bids will be opened in the presence of the tender evaluation committee at 12:00 hours on 20.03.2018. The Bidders may remain present at the DGoV office at the time of opening of bids to witness the technical bid opening. Financial bids will be opened on 20.03.2018 at 15:00 hours for only those tenders who qualify in technical bids.

5. The tenders/quotations received unsigned/incomplete and/or filed after the said due date shall be summarily rejected. The bidders who wish to be present at the time of opening of Tender/Quotation may represent themselves or authorize their representatives with an authority letter.

6. The detailed terms and conditions and other details including the proforma in which the application is to be made, is enclosed as Annexure-I, II, III, IV & V and is available on the official website of the Department <http://mumbaicustomszone1.gov.in> and <http://www.cbec.gov.in>.

7. Enquiry/details regarding the work, terms and conditions if any, can be obtained from Superintendent/Admin, 7th Floor, New Custom House, Ballard Estate, Mumbai-400001, Ph.- 022-22757229/25/30 on any working day during office hours on or before 17.00 Hrs.

8. The Principal ADG, DGoV, WZU reserves the right to accept or reject any or all tenders without assigning any reason. In case of any dispute of any kind and in any respect whatsoever, the decision of Principal ADG, DGoV, WZU shall be final and binding. If any information furnished by the agency is found to be incorrect even at a later stage, the agency shall be liable to be debarred from the tendering process and black-listed for the future.

LAST DATE AND TIME FOR : 19.03.2018(16.00 Hrs)
SUBMISSION OF BID / TENDER

DATE & TIME FOR OPENING : 20.03.2018(12.00 Hrs)
TECHNICAL / QUALIFYING BID

DATE & TIME FOR OPENING : 20.03.2018(15.00 Hrs)
FINANCIAL BID

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(Ravindra Kurundwad)
Assistant Commissioner,
Directorate General of Vigilance,
WZU, Mumbai.

Encl.: Annexure – I, II, III, IV & V.

Copy to:

- i. Notice Board
- ii. EDI for posting on Customs website.
- iii. CBEC website through telex section, New Custom House, Mumbai – 1.

Annexure 1

Part A: - TERMS & CONDITIONS:

1. The Terms & conditions shall form part of tender to be submitted by the bidder to the The Principal Additional Director General, Directorate General of Vigilance, West Zonal Unit, 7th floor, New Customs House, Ballard Estate, Mumbai-400001, hereinafter termed as “DGoV, WZU”.
2. All bidders are requested to submit the tender document (Technical & Financial bids) duly filled in with relevant information supported by relevant documents at the following address :- The Principal Additional Director General, Directorate General of Vigilance, West Zonal Unit, 7th floor, New Customs House, Ballard Estate, Mumbai-400001.
3. All columns in the tender document should be duly filled in and no column should be left blank. “NIL” or “Not applicable” should be marked, where there is nothing to report. All the pages of the tender document should be signed by the service provider. Any other cutting or use of white ink should be duly initialed by the bidder. This office reserves the right to reject the incomplete tender or in case information submitted is found to be incorrect.
4. In case space in tender document is found to be insufficient, the bidder may use separate sheet to provide full information.
5. Tender documents received after due date and time i.e. 16:00 Hours on 19.03.2018 shall be rejected outright and no correspondence in this regard shall be entertained.
6. The bidder should not withdraw / modify the offer in terms of price and other terms and conditions quoted in the Technical or Financial bids.
7. There should not be any deviation in terms & conditions as have been stipulated in the tender document.
8. The payment terms mentioned in the financial bid shall be strictly followed and no deviations will be allowed.
9. The cost of cleaning material should not be included in outsourcing proposal and it would be provided by the DGoV, WZU. The Service Provider shall undertake all types of House-keeping work viz., cleaning, dusting, loading and unloading of records etc. in general.
10. The office of the Principal ADG, DGoV, WZU, may at its discretion, at any point of time, during the validity of the contract, require the service provider to dismiss or remove from the site of work, any person or persons, as employed by the Service Provider, who may be in competent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
11. The Service Provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality of improper conduct upon receiving written notice from the office / officer.
12. The Service Provider’s personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote goodwill and enhance the image of the Department. The Service Provider shall be responsible for any act of indiscipline on the part or persons deployed by him
13. The Service Provider’s personnel shall not divulge or disclose to any persons, any details of office, operational process, technical know-how, security arrangements and administrative, organizational matters as all are of confidential/secret nature. In

case, the Department comes to know about any such act done by the Service Provider's Personnel, the office reserves the right to cancel the contract.

14. The Service Provider's persons shall not claim any benefit/compensation/absorption; regularization of service with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.

15. The persons deployed by the Service Provider shall not have any claim to any "Employer and employee" relationship against this office.

16. The Service Provider shall provide the list of the persons deployed and shall maintain the details of all the persons deployed.

17. The Service Provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering.

18. The transportation, food, medical and other statutory requirement under the various Acts/Government Regulations in respect of each personnel of the Service Provider will be the sole responsibility of the Service Provider.

19. Complying with the legal rules and regulations of the Central/State Government, governing such House-keeping contracts would be the sole responsibility of the contractor. 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.

20. The Service Provider shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month.

21. Income Tax as applicable shall be deducted at source and the liability of payment of taxes (Goods and Service Tax etc.) shall be on the service provider.

22. The Service Provider shall not sublet, transfer or assign his contract or any part thereof to a third party without the prior approval of the DGoV, WZU.

23. The Service Provider shall exercise proper supervision of the work turned out by the deployed persons.

24. The persons deployed by the Service Provider should have sound medical fitness, well behaved and should be well experienced and trained adequately to handle any type of cleaning/House-keeping and other works entrusted to them by the department.

25. The Contractor shall on award of contract shall furnish names and addresses of and submit the photo and residential proof of his personnel deployed for the contract work to the department. No other person except Contractor's authorized representatives about whom this department is informed shall be allowed to enter the premises.

26. Insurance covers protecting the agency against all claims applicable under the Workman's Compensation Act 1948 shall be taken by the Contractor. The contractor shall arrange necessary insurance cover for all the persons deployed by him even for short duration. This department 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 charge the same shall be the responsibility of the contractor.

27. The persons deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated office of the department. The contractor will have to ensure that the persons deployed are within the age group of 18 years to 50 years

28. Contractor will attract a penalty of Rs. 100/- (Rupees one hundred only) per day per person in case the person fails to carry out the said services due to his absence or any other reason.

29. Canvassing in any form will automatically disqualify the offer. The contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff. The contractor shall be liable to pay compensation of any loss to the property of the Department caused by the acts of omission and/or commission by its personnel.

30. In case of administrative exigencies as and when need arises the contractor shall provide his services and personnel even on the Sundays and National Holidays at no extra cost.

31. Being a Central Government Office, no security Deposit/ advance payment will be paid. The quotes of bidders who insist on advance deposit may not be considered for further evaluation.

32. The Office of the service provider/bidder should be located in Mumbai and the proof of address of the office in Mumbai would have to be furnished as a part of the tender.

33. No tender will be accepted by fax, email, telex or any other such means.

34. Tender is likely to be rejected because of non-fulfillment of any of the above terms.

35. The party desirous of remaining present at the time of opening of tenders may attend at the above mentioned time and date.

36. At any time prior to the last date of receipt of bids, Office DGoV, WZU may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify the tender documents by an amendment.

37. The Office of DGoV, WZU reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons thereof and it shall also; at its own discretion extend the last date of receipt of bids. The decision of the Office of DGoV, WZU is final in all the matters of tender and purchase.

38. The Department shall have the right to withhold any reasonable sum from the amount payable to the Contractor under this contract, if the contractor commits breach of any of the terms and conditions of this agreement or if he fails to produce sufficient proof to the satisfaction of the department as to the payment of all statutory and other dues or compliance with other obligations.

39. This office reserves the right to reject all or any tender without assigning any reason thereof. If any disagreement or dispute arising between the vendor and the Government under or in connection with the terms & conditions, they shall make every effort to resolve amicably by direct informal negotiation, even then, if any disagreement or dispute arising between them shall be settled under the Court of Law within its jurisdiction at Mumbai. The resultant contract will be interpreted under Indian Laws

40. The Service Provider must ensure to pay the salary of the staff, to be deployed in this office in the first week of the following month.

SIGNATURE OF SERVICE PROVIDER

SEAL OF THE FIRM / COMPANY

ANNEXURE II

**TECHNICAL/QUALIFYING BID FORM FOR TENDER OF HOUSEKEEPING OF Directorate General of
Vigilance, West Zonal Unit, MUMBAI.**

1	NAME OF THE CONTRACTOR	
2	TYPE OF ENTITY -PROPRIETARY FIRM, PARTNERSHIP FIRM, PVT. LTD. COMPANY	
2	ADDRESS	
3	TEL NO./FAX NO./MOBILE NO.	
4	NAME OF THE CONTACT PERSON	
5	TEL. NO./MOBILE NO. OF CONTACT PERSON	
6	LEGAL CERTIFICATES TO BE ENCLOSED AND DETAILS IN REGARD TO BE PROVIDED	
	PAN DETAILS	
	GOODS AND SERVICE TAX REGISTRATION DETAILS	
	LABOUR LICENSE DETAILS	
	ESI REGSITRATION DETAILS	
	EPF REGISTRATION DETAILS	
	SHOP AND ESTABLISHMENT REGSITRATION (GUMASTA LICENSE) DETAILS	
7	ANNUAL TURNOVER OF PREVIOUS THREE FINANCIAL YEARS DETAILS (ANNEXURE V ALONG WITH COPY OF PROFIT & LOSS A/C, BALANCE SHEET, AUDIT REPORT AND INCOME TAX RETURNS OF SAID THREE YEARS TO BE ENCLOSED)	
8	EXPERIENCE IN HOUSEKEEPING WITH DETAILS OF CONTRACTS IN PREVIOUS THREE FINANCIAL YEARS (RELEVANT ANNEXURE III, IV TO ENCLOSED)	
9	NO. OF STAFF TO BE DEPLOYED FOR CONTRACT	04
10	DETAILS OF HOUSEKEEPING CLEANING EQUIPMENT OWNED AND TO BE PUT IN USE FOR CONTRACT BY THE CONTRACTOR	
11	ANY EMPLOYEE OF THE OFFICE OF DGOV, WZU ON YOUR BOARD OR SHARE HOLDER IN CONTRACTOR'S ENTITY	YES/NO, If yes, please provide details
12	HAVE YOUR ANY DIRECTOR/PARTNER/ENTERPRENUER CONVICTED UNDER LAW	YES/NO, If yes please provide details
13	HAS YOUR FIRM/COMPANY BLACK LISTED AT ANY TIME IN PAST BY ANY ORGANIZATION	YES/NO, If yes please provide details
14	ANY OTHER INFORMATION CONTRACTOR MAY LIKE TO FURNISH (MAY BE FURNISHED IN SEPARATE ENCLOSRE)	

DECLARATION

I/We hereby certify that information furnished above is true and correct to the best of my/our knowledge. I /We understand that if any deviation is found in above statement at any state I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorized to sign the Tender Document

Date:-

Sign:-

Place:-

Name:-

Desgn.:-

Co. Name & Seal

ANNEXURE III

FINANCIAL BID DOCUMENT

1. Name of the Contractor :

2. Address of the Contractor :
(With Tel. No., Fax E-Mail):

3. Name & Address of the Partners/Director:
(With Mobile No.):

4. Contact Persons(s) (With Mobile No.) :

Name Of Work	Rate (per sq feet)	Amount per month	Amount per year
Total area 3400 Sq. Feet appx .	Rs.		

Total Cost in Words: _____

Note:

1. The rate should be inclusive of all taxes etc.

2. The services of the above personnel are required throughout the year except Sundays. The personal are supposed to present in the office for 1200 hrs.The material will be provided by the Department itself.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them and all of it is included in cost.

(Signature of contractor with seal and Date)

ANNEXURE IV

DETAILS OF ALL CONTRACT COMPLETED/UNDER EXECUTION DURING THE LAST THREE YEARS

Sl. No.	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of Commencement as per contract	Period of contract	Litigation Arbitration pending/in progress with details	Name, Address & Tele No. of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

(Signature of the Contractor)

Seal of organization

ANNEXURE V

PERFORMANCE REPORT OF CONTRACT

(Furnish this information for each individual contract in the following format from the employer for whom the contract was executed – minimum 1 to be submitted)

1. Name of Contract & Location :

2. Agreement No. :

3. Annual Value of Contract :

4. Date of Start :

5. Date of Completion :

6. Performance Report :
 - i) Quality of service : Excellent / Very Good / Good / Fair

 - ii) Resourcefulness : Excellent / Very Good / Good / Fair

7. Any penalty imposed for bad performance :

8. Any litigation pending :

(Signature)

Senior Level Officer of the Client
with complete contact details :

(Seal of the Organization)

Date: