

**OFFICE OF THE PR. COMMISSIONER OF CUSTOMS (GENERAL)
NEW CUSTOM HOUSE, BALLARD ESTATE MUMBAI - 400 001.**

F.No. S/43-176/2018-19 CHS

Date: .04.2019

NOTICE INVITING e-TENDER

**SUB: CALLING FOR E-TENDERS TO AWARD ANNUAL MAINTENANCE CONTRACT
(AMC) OF HOUSE KEEPING, CLEANING AND MAINTENANCE SERVICES AT NEW
CUSTOM HOUSE, MUMBAI ZONE-1-REG**

Online e-Tenders are invited by the office of the Principal Commissioner of Customs (General), New Customs House, Ballard Estate, Mumbai from eligible and experienced/reputed firms, to provide housekeeping, cleaning and maintenance services at New Custom House, Ballard Estate, Mumbai - 400 001 under the jurisdiction of Chief Commissioner of Customs, Mumbai Zone-I,. Details of the services required and other terms and conditions relating to the award of contract are given in the Annexure - I.

The enclosed e-Tender should be submitted in the prescribed e-Tender Form only. The Bidder should go through the details and sign each and every page of e-tender, including its enclosures as a token of acceptance of the terms and conditions of e-tender.

The e-tender form for qualifying bid, prescribed in Annexure -II and the e-tender form for the financial bid prescribed in Annexure - III, complete in all respects, shall be submitted on-line on or before 07/05/19

All prospective bidders are invited to submit their bids under Two Bid Systems for the subject work, as detailed below, in accordance with the tender documents enclosed:-

MODE OF TENDERING : e-Tendering through our portal
www.eprocure.gov.in

EARNEST MONEY DEPOSIT : Rs.2,00,000/- (Rupees Two lakh only)

PRE BID MEETING (PBM) on : 25/04/19 at 3:00 PM

VENUE FOR PBM : CHS Section, Ground floor, New Custom House,
Ballard Estate, Mumbai - 400 001.

LAST DATE AND TIME FOR SUBMISSION OF BID / TENDER : 07/05/19 & 5:00 PM

DATE & TIME FOR OPENING TECHNICAL / QUALIFYING BID : 08/05/19 & 05:00 PM

DATE & TIME FOR OPENING FINANCIAL BID : 09/05/19 & 05.00 PM

Interested bidders may download the Notice Inviting e-Tender from the portal www.eprocure.gov.in. The tender enquiry documents will be available on official website (www.cbec.gov.in, www.mumbaicustomszone1.gov.in) and on http://eprocure.gov.in from 16/04/19. In the event of any of the above mentioned dates 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.

The e-Tenders should be submitted on-line on the website www.e-procure.gov.in complete in all respects on or before 07/05/19 in two separate files addressed to the Assistant Commissioner, CHS, office of the Pr. Commissioner of Customs (General), New Custom House, Ballard Estate, Mumbai-400001. The technical/ qualifying bid shall be opened by the e-Tender Evaluation Committee on 08/05/19. Incomplete bids shall be rejected. The valid bids shall be scrutinized by the e-tender evaluation committee to shortlist the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened on 09/05/19 by the e-Tender Evaluation Committee.

Bidders shall submit the technical as well as the financial bid through e-tendering portal only. Bids submitted by courier/ post/ in person shall not be accepted in this tender.

The Bidder should clarify any doubts/queries regarding the specification/brand from the Inspector/Superintendent of Customs, on any working day between 11.00AM to 5.00 PM before 07/05/19. The Bidder should fulfil pre-qualification conditions of the e-Tender and should sign each and every page of the e-tender including the annexure as a token of acceptance of having read and understood all the terms and conditions contained therein' and submit all documents attested by the authorized person along with the bid. The e-tender form shall be rejected if it is not complete in all respects.

Sd/-

(K.K.SHARMA)

ASSTT.COMMISSIONER OF CUSTOMS

CHS/ NCH, MUMBAI.

Copy to:

- i. Notice Board
- ii. EDI for posting on Mumbai Customs website.

Annexure-'I'
TERMS AND CONDITIONS

1. SCOPE OF THE CONTRACT:

The prime object of the housekeeping service is to maintain entire premises in a neat and clean condition. The scope of work involving this e tender for AMC of housekeeping, cleaning and maintenance of chambers/sections/corridors /staircases/Canteen area within the premises of New Custom House which includes two Buildings i.e. Old Building comprising of ground plus three floors and Annex Building comprising of ground plus ten floors (1st to 10th) and open space area inside the boundary wall (Total area of 2,00,000 Sq. Feet approx. including **71 gents/ladies toilets**).

2. DESCRIPTION OF WORK:

- i) Daily sweeping and wet moping of the entire office area of the New Custom House Premises including corridors, staircases, canteen and open spaces which should begin by 0700 hrs and shall be finished before arrival of department staff members i.e. before 0900 hrs on daily basis for all the days except on Sundays and public holidays. Staff deployed should be available in the New Custom House Premises from 0700 hrs to 1600 hrs.
- ii) All chambers of the senior officers shall be cleaned before 0900 hrs on every day basis.
- iii) Cleaning of all chambers, corridors and stair cases twice a day.
- iv) Cleaning of roofs, ceilings of the entire premises on regular basis.
- v) Dusting and wiping of all furniture like tables chairs, sofas, computer table/chair and electronic gadgets like computers, telephones, fax machines, photo copier machines etc.
- vi) Cleaning of all the doors, windows, partitions including the particle board, glass and aluminum channels in the entire office area.
- vii) Cleaning of Toilets/urinals, wash basins, tiles, mirror by using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and whenever required and changing of naphthalene balls at regular intervals.
- viii) Removal of blockages and clogging in the wash basins and other sanitary fittings for smooth outflow of waste water.
- ix) Shifting of furniture, files, e-wastes and other office equipments etc. whenever required.
- x) Cleaning and washing of all official vehicles on day to day basis.
- xi) All arrangements related Conferences, meetings, seminars and events organized by the department.
- xii) **04 Safaiwalas will be assigned the work (mentioned below) of Canteen area exclusively:**
 - a.) To sweep and wash the floor area of Canteen.
 - b.) Cleaning/dusting table, chair and other furniture in Canteen.
 - c.) Cleaning slabs and area where food is cooked.
 - d.) Cleaning of utensils used for cooking.
- xiii) **Any work assigned by CHS Section not included above and which deals with the Housekeeping, cleaning and maintenance of the New Custom House Premises.**

3. ELIGIBILITY CRITERIA FOR TECHNICAL/QUALIFYING BIDS:

Technical/qualifying Bids shall be submitted in a prescribed format as laid down in Annexure II to this NIT. The bidders shall provide information/documents/annexure as listed below.

- i. The Bidder must have registration with authorities under SERVICE TAX, VAT, SALES TAX along with GST and must have valid PAN Number since 01.04.2015 (three years prior to the issue of this NIT) and self-attested copy of these registration certificates should be attached to the Bid document.
- ii. The Bidder must be registered with the ESI and EPF authorities since 01.04.2015 (three years prior to the issue of this NIT) and self-attested copies of these registration certificates should be attached to the BID document.
- iii. **The Bidder must have valid Labour License and should adhere with the minimum wages act issued by Ministry of labour and Employment** from time to time and self-attested copy of these registration certificates should be attached to the Bid document.
- iv. The Bidder must have Shop & Establishment Registration (Gumasta License) since 01.04.2015(three years prior to the issue of this NIT) and self-attested copy of the same should be attached to the BID document.
- v. The Bidder must have ISO certification. Self-attested copy of the same should be attached to the BID document.
- vi. The Bidder must have annual turnover of minimum Rupees One Crores each year from the Housekeeping Services contracts for three consecutive years prior to the current financial year i.e. for the period 2015-16, 2016-17 and 2017-18. Copies of Profit and Loss A/c, Balance Sheet, Audit Report and Income Tax Returns of the concern duly attested by Chartered Accountant should be attached with the BID document. Annexure VI dully filled and signed by the bidder shall be submitted in this regard.
- vii. The bidder must furnish Solvency Certificate from the nationalised bank.
- viii. The Bidder must have minimum three years of experience as Housekeeping Service Provider and should have completed at least three such annual contracts with contract value of not less than Rs.20 lakh each. Experience of contracts with Central Govt./State Govt./Public Sector organisations will get preference. **Annexure IV & V** dully filled and signed by the bidder shall be submitted in this regard.
- ix. The bidder must have at least **34** permanent staff on its rolls. **(30 staff for Housekeeping services in entire office space and separately 04 Safaiwalas for cleanliness & maintenance in Canteen area.)**
- x. The Bidder must provide list of Housekeeping and Cleaning Equipment's owned by him and which he shall use in the execution of the contract.
- xi. The Bidder must provide number of personnel with their designation, he proposes to deploy for execution of the contract.
- xii. The Bidder should not be disqualified by any Govt./Semi Govt. organisation for similar work in the past. An undertaking to this effect must be submitted along with the Qualifying bid.
- xiii. The bidder shall satisfy all the conditions mentioned in detailed e-tender notice.

4. SUBMISSION OF BIDS: Bids have to be submitted online in our e tendering system (www.eprocure.gov.in). Bidders shall submit the Technical as well as Financial Bids through e-tendering portal only. Bids submitted by Courier/Post/in person shall not be accepted in this e-tender.

5. FINANCIAL BID REQUIREMENTS:

The bidder shall submit Financial Bid in a stipulated format as laid down in **Annexure III** to this NIT. The bidder shall mention his quotation for contract work in the form of rate (in Indian rupees to be mentioned in figures and words separately) per square feet per month and for total contract period i.e. for the year. The quoted rate shall include all the taxes and all other liabilities. Bid shall not be submitted based on the quotation rate on the number of personnel to be deployed.

6. **EARNEST MONEY DEPOSIT:**

Earnest Money Deposit in the form of Demand Draft/Bank Guarantee of requisite amount in original in the prescribed formats and in the manner prescribed in the bid documents should be submitted prior to bid submission in sealed envelope. However, if the bidders are unable to submit EMD in original on the due date, they may upload a scanned copy of EMD while submitting the bid electronically, provided the original EMD copy of which has been uploaded, is received by the Office of the Pr. Commissioner of Customs, CHS Department, New Custom House, Ballard Estate, Mumbai – 400 001 within 7 days from the date of Technical/Qualifying bid opening, failing which the bid shall be rejected irrespective of their status/ranking in e-tender and notwithstanding the fact that a copy of EMD was earlier uploaded by bidder.

Only EMD/Authority/Power of Attorney shall be submitted in original in physical form on or before the bid due date.

7. **BANK GUARANTEE:**

The successful tenders shall furnish a security deposit to the Office of the Pr. Commissioner of Customs (General) within 30 days of the issuance of the contract, which shall be Rs.5,00,000/- (Rupees Five lakh only) and shall be in form of Demand Draft /Pay Order /Bank Guarantee from a Scheduled Bank drawn in favour of "SBI A/C Commissioner of Customs (General) "payable at par in Mumbai valid for the contract period and plus three months thereafter. EMD will be part of the Security Deposit and the EMD of the successful bidder can be refunded after depositing of Security Deposit.

- No interest will be payable by the office of the Commissioner of Customs (General) on Security Deposit.
- In case of breach of contract or violation of any terms of contract, security deposit shall be forfeited.

8. **RESPONSIBILITY OF BIDDERS:**

- a. The bidder will have to provide all the manpower, equipments for the contract work at their own cost.
- b. The bidder will have to ensure that the persons deployed are within the age group of 18 years to 50 years and have sound health. They understand local language and are experienced in the contract work.
- c. On award of the contract the Bidder shall furnish names and addresses along with the photo and residential proof of his personnel deployed for the contract work to the department. No other person except Bidder's authorized representative about whom this department is informed shall be allowed to enter the premises.
- d. The Bidder shall provide **uniform, safety shoes and identity cards** to its personnel. He shall ensure that the deployed personnel invariably wears the uniform and displays their identity cards while discharging their functions so that they can be easily identified by one and all.

- e. The Bidder will have to ensure the Punctuality, mannerism, good behaviour and proper conduct of the personnel it deploys for execution of the contract. The personnel so engaged by the Bidder should be polite with pleasing manners, co-operative, disciplined and should not drink/smoke or engage in unlawful activities such as playing cards etc. while on duty and inside the office premises. They shall be under his employment and disciplinary jurisdiction. However, they shall be subject to the overall discipline of Office of the PR. Commissioner of Customs (General). No tips in any form shall be accepted/ entertained.
- f. The bidder shall be solely responsible for regular payment of wages/salaries other benefits and allowance to his personnel as per the prevalent labour laws and/or any other payments that might become applicable under any Act or Order of the Central/State Government and this department shall have no liability in this regard. The bidder shall furnish necessary proof in this regard whenever required.
- g. The bidder has to maintain their daily workers attendance and work report, which is to be counter-signed by concerned official of the CHS Section on a day to day basis. Bidder shall be responsible for providing replacement of personnel against the absentee. At no point of time number of personnel proposed to be deployed for contract and mentioned under Technical Bid shall be curtailed or otherwise the bidder will be liable to pay Rs.500/- per person per day towards its failure to deploy sufficient personnel.
- h. The bidder shall provide the safety articles/equipments to its personnel. Safety of the personnel deployed by the bidder will be the sole responsibility of the Bidder and that the Department will not be responsible for any kind of hurt/loss/damage caused to the personnel on account of any accident or mishap.
- i. The bidder shall be solely responsible for regular deposition of contribution to EPF, ESI etc. for the personnel it deploys. There shall be no liability on department in this regard. As and when demanded the bidder shall submit copies of such payments to the competent authority.
- j. Insurance covers protecting the agency against all claims applicable under the Workman's Compensation Act 1948 shall be taken by the Bidder. The bidder 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 bidder.
- k. The Bidder shall pay the Govt. dues such as Service Tax, Professional Tax etc. as and when required. Department shall not be responsible in any manner in this regard. As and when demanded, the bidder shall submit the copies of such payments in the contract period to the competent authority.
- l. The bidder 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.
- m. In case of any loss caused to the third party by way of the conduct of the personnel deployed by the bidder, department shall not be responsible. Bidder shall be solely responsible to compensate the third party in such cases.
- n. The bidder and/or its personnel shall not allow movement of equipment/items or any property of the department in or out of the New Custom House Premises without prior permission of the competent authority. Bidder shall be solely responsible if any equipment/items or

property is found missing and will have to compensate the department as decided by the competent authority of the department. Bidder shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

- o. The bidder shall be responsible for timely completion of work on day to day basis. The personnel deployed by the bidder shall be available in New Custom House from 0700 hrs to 1600 hrs. Cleaning of the premises will have to begin by 0700 hrs and shall finish before arrival of the staff members of the department i.e. before 0900 hrs. The Bidders shall provide 4 personnel beyond 1600 hrs till 1800 hrs to meet any exigency which may arise and they shall be available at CHS section.
- p. The bidder shall deploy **one supervisor** on a day to day basis and he should be available to the CHS section in person and on phone at all the time during the working hours and all the days including holidays. **The wages paid to the supervisor must be decided as per the minimum wages act.**
- q. The bidder shall render services every day including Saturdays except Sundays and National Holidays. In case of administrative exigencies as and when need arises the bidder shall provide his services and personnel even on the Sundays and National Holidays at no extra cost.
- r. The bidder shall not subcontract or outsource the Contract work in any manner.
- s. The bidder shall not communicate or use in advertising, publicity, bidding for other contract, sales releases or in any other medium, photographs or other production of the work under this contract.

9. Terms of Payments:

- i. The bidder shall submit the bill on monthly basis in duplicate duly certified by the CHS section and same shall be paid thereof after making recovery, if any. No interim bills will be entertained. The bill payment will be subject to TDS applicable under the Income Tax Act 1961. The bill shall be accompanied by certificates from nodal officers nominated by this department of each floor, certifying the proper execution of the contract work.
- ii. Payment due to the bidder shall be made by the Office of the Pr. Commissioner of Customs (General) by ECS/NEFT. For this, the bidder is supposed to submit a mandate form to the office. In all cases, the bidder shall present his bill pre-receipted with proper revenue stamp.

10. TERMS AND CONDITIONS:

The successful bidder shall have to enter into a contract with the department and the contract shall be valid for a period of one year.

1. The conduct of the successful bidder will be constantly monitored and failure to abide by the terms and conditions of the contract, failure to maintain New Custom House Premises in tidy and clean condition, lack of punctuality and any breach in security procedure or making any false declaration to any Govt. Agency which in the opinion of the Govt. is not in the public interest shall make the contract liable to be terminated.

2. The Bidder should give details of their business soundness and provide list of customers of previous supply of similar items to Government Departments/Undertakings/public/ private sectors with contact details. The details of the agency/profile should be furnished along with the copy of all related documents.
3. Rates should be quoted in Indian Rupees in both words and figures. Vendors/Bidders shall submit their bids online only after digitally signing the bid documents with their allotted digital signature. If any modifications are required to be made to a document after attaching the digital signatures, the digital signature shall again be attached to the modified document before uploading the same.
4. The bids shall be submitted in two parts viz;
 - a. **Technical/Qualifying Bid:** To be submitted on collaboration folders of the e-tendering system complete with all technical details other than the price along with the tender duly digitally signed and stamped as per Annexure -II attached.
 - b. **Financial Bid:** Financial bid shall be submitted as per Annexure -III attached. It should contain only the prices without any condition whatsoever.
5. This office shall appreciate submission of offers based on the terms and conditions only in the enclosed conditions of the contract so as to avoid wastage of time and money in seeking clarifications on commercial aspects of the offer.
6. Office of the Pr. Commissioner of Customs (General) assumes no responsibility for non-submission of bids by the bidders through our e-tendering system on account of delay in submission. Bidders shall ensure that they submit the bids well before the due date and time of bids submission. This office shall not be responsible if bidders are not able to submit the bids on account of failure in network/internet connection at the bidders' end. Bidders' shall obtain the digital certificate (class 3) on their own and this office shall not be responsible for bidders' not having the valid digital certificate.
7. Bidders shall submit the financial bids strictly as per the format attached with this tender. Financial bids containing any fresh conditions (not mentioned in the technical bid) shall be liable for rejection. Bids must be submitted within the stipulated date and time as indicated in the tender and should be valid for a period of 90 days from the final date of submission of e-tender.
8. Any bidder who wishes to quote against this tender may download the bidding documents from this office website (www.eprocure.gov.in) and submit the bids complete in all respect online on or before the due date/time along with an undertaking that the contents of the bidding documents have not been altered or modified.
9. The bidders are required to submit scanned copies of all certificates/documentary evidences towards the proof of meeting the eligibility criteria along with other requisite documents through our e-tender system. Non-submission of the scanned copies of the requisite certificates/documents shall render the bid non-responsive and shall be liable for rejection.

10. This is zero deviation e-tender. Bidders are strictly advised to confirm compliance of tender conditions and not to stipulate any deviations in their offer. Subsequent to bid submission, this office shall not seek confirmation/clarifications and any bids which are not in line with tender conditions shall be liable for rejection. Bidders are also requested to submit the documents/confirmations strictly as per the annexure enclosed. Any change in bid after the due date of submission is not allowed.
11. The prices/rates quoted by the bidder shall remain firm till the issue of final certificates and shall not be subjected to any escalation. The price schedules shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in executing the work. The contract price shall be inclusive of all levies, taxes, transportation charges, stamp duties etc. from and of Central or State Government or Local Bodies whatsoever. Bidder shall also obtain and pay for all clearances, permits, or other privileges necessary to complete his obligations as per contract. For work under unit rate basis, no alteration shall be allowed in the schedule or rates, reasons of works or any part of them being modified altered, extended, diminished or omitted. The price schedules are fully inclusive rates which have been offered by the bidder and agreed to by the Office of the Principal Commissioner of Customs (General) and cannot be altered.
12. The Office of the Principal Commissioner of Customs (General) reserves the right to cancel the contract at any time after acceptance of the same with a notice. The Bidder/Supplier shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the work/supply in full but he did not derive in consequence of the foreclosure of the whole or part of the works. The Contract shall be valid for a period of one year i.e. from the date of issuance of the contract. OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL) reserves the right to terminate the Contract awarded at any time during the period of the Contract without assigning any reasons **by giving one month's notice in advance** in writing. The Successful Bidder shall be required to give three month's advance notice in writing for termination of the contract, failing which due action shall be taken. If all or part of the contract is terminated in accordance with the provisions contained above, the Office of the Principal Commissioner of Customs (General) shall pay charges up to the effective date of termination. However, the termination of the contract shall not relieve the bidder of any of his obligations imposed by the contract with respect the work performed by them prior to such termination.
13. A prospective bidder requiring any clarification of the e-Tender document may contact the concerned official (Superintendent of Customs- CHS Dept.) at the scheduled date and time of the pre-bid meeting. Bidders are requested to attend the pre-bid meeting so that their queries, if any, related to the tender/scope of work; e-tendering can be addressed during the meeting.
14. At any time prior to the last date of receipt of bids, Office of the Pr. Commissioner of Customs (General) may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify the e-tender documents by an amendment.
15. The Office of the Principal Commissioner of Customs (General) 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 the Principal Commissioner of Customs (General) is final in all the matters of e-tender and purchase.
16. Prior to the commencement of the Contract, officials from the OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL) shall inspect office of the Bidder.

The Bidder undertakes that he shall comply with all conditions laid down under all applicable statutes, licenses and permissions and undertakes to keep all licenses and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Department.

17. All disputes and differences arising out of or in any way concerning the contract shall be settled after holding necessary discussions between the parties. However, in the event of any dispute/differences remaining unsolved, the same shall be referred to a sole Arbitrator to be appointed by the Department for this purpose. The decision of the Arbitrator shall be final and binding on both parties.
18. The department shall be the sole authority to decide on the quality of service rendered by the Bidder. In case the performance of the Bidder is found unsatisfactory, the Department shall have the right to terminate the agreement without notice or compensation or any payment whatsoever at the sole discretion of the Department.
19. The Department shall have the right to withhold any reasonable sum from the amount payable to the Bidder under this contract, if the bidder 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.
20. The staff engaged by the Successful Bidder shall have no claim whatsoever on OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL) and shall not raise any industrial dispute either directly or indirectly with or against OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL) in respect of their service conditions as long as they are engaged at OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL)'s premises for execution of the Contract.
21. If the bidder fails to carry out the work in conformity with the contract documents or if he suspends the work without proper authority or if he fails to execute the work to the proper satisfaction of the authority or commits breach of contract then, the Office of the Principal Commissioner of Customs (General) shall have the power to take possession of the Guest House and the materials and stock thereon and to rescind the contract, following which he shall not be entitled to any dues for the remaining period of the contract. In such case, the Office of the Principal Commissioner of Customs (General) shall have power to sell in such manner and for price as it may think fit all materials, pertaining to the bidder and to recover the said deficiency out of the proceeds of the sale.
22. Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiration of the duration of contract.
23. The price to be paid by the Office of the Principal Commissioner of Customs (General) to the bidder for the whole of the work to be done and the performance of all the obligations undertaken by the contract as per the terms of the contract shall be ascertained by the application of the respective price schedule and payment shall be made accordingly to the work actually executed and approved by the Office of the Principal Commissioner of Customs (General)
24. Under no condition, the Bidder or his staff shall claim the benefits of Office of the Pr. Commissioner of Customs (General)'s Rules, Wages & Allowances, facilities etc.

25. Office of the Commissioner of Customs (General) reserves the right to reject any or all e-Tenders without assigning any reason thereof at any stage of the process.

11. COMPLETION OF CONTRACT:

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiry of the duration of contract i.e. one year. Fresh agreement shall have to be drawn if both parties agree to extend the period of contract beyond one year by mutual consent.

12. TERMINATION:

In case the successful bidder wishes to terminate the Contract at any point of time, after acceptance, a notice to this effect should be given to the department at least three months in advance. The department is however at liberty to terminate the contract with immediate effect in case of breach of any of the terms and conditions of the contract or if the services are not found to be satisfactory at any time.

13. SUBMISSION OF APPLICATION FOR CONTRACT:

- i. If an individual makes the application, it shall be signed by the proprietor above his full typed written name and current address.
- ii. If a proprietary firm makes the application, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- iii. If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address or alternatively by a partner holding power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.
- iv. If a limited company or a corporation makes the application, a duty authorized person holding power of attorney for signing the application shall sign it. In such a case a certified copy of the power of attorney shall accompany the applications. Such limited company or corporation may be required to furnish satisfactory evidence of its existence before the tender application is filed.
- v. Applications made by FAX and those received late will not be entertained. The application should be typewritten and signed on each page of the application.
- vi. Overwriting should be avoided. Neatly crossing out, initiating, dating and rewriting shall make correction, if any. All pages of the document shall be numbered and submitted as a package with signed letter of transmittal. At no stage use of white ink/fluid or correction pen be used.
- vii. A senior Officer of the client should sign references, information and certificates from the respective clients certifying suitability, know-how and capability of the applicant.

ANNEXURE 'II'

TECHNICAL BID FORM

SUB: - NOTICE INVITING TENDER FOR e-TENDER OF HOUSEKEEPING, CLEANING AND MAINTENANCE OF NEW CUSTOM HOUSE PREMISES, MUMBAI-01

1	NAME OF THE CONTRACT	HOUSEKEEPING, CLEANING AND MAINTENANCE OF NEW CUSTOM HOUSE PREMISES, MUMBAI-01	
2	Name of the Tender / Co.		
3	Address		
4	Telephone No. /Fax No. / Mobile No.		
5	Name of the Contact person		
6	Type of Co. / firm- Prop/partnership / Pvt. Ltd. / Ltd.		
**	Particulars required	Yes/No.	Details
7	EMD Details @ Rs. 2,00,000/-		DD No. Date.....
8	Whether having PAN/GIR No.		
9	Whether having VAT/Sales Tax/Service Tax / GST Registration		
10	Whether having ISO 9001-2008 Certificate		
11	Whether having Shop and Establishment Registration Certificate		
12	Whether having Labor License.		
13	NO. OF STAFF TO BE DEPLOYED FOR CONTRACT	34 (Minimum)	
14	Details Of Housekeeping Cleaning Equipment Owned And To Be Put In Use For Contract By The Bidder		
15	Whether having P.F. & ESIC Registration (attach payment challans for the last financial years)		
16	Whether any employee of the office of the Principal Commissioner of Customs (General) is on your board of directors or Share holder in your co. / firm.		
17	Have your any Director / partner / Prop. Been		

	Convicted		
18	Whether Bank solvency certificate attached		
19	Has your Firm / Co. ever been black listed if yes, give the details.		
20	Any other information which Bidder may like to furnish (separate sheet may be enclosed if required.)		
21	Whether 03 year bank account statement enclosed		
22	Whether having 03 years of experience in such services to the government / Semi Government department / organizations.		
23	Whether turnover certificate from the Chartered Accountant enclosed		
Note i) Self attested copy of documentary proof for 8-12 must be furnished along with the tender application. ii) Any overwriting must be signed.			

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 stage 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 documents.

Date: _____

Sign: _____

Place: _____

Name: _____

Designation: _____

Co. name & Seal: _____

Annexure – 'III'
Financial Bid Document

1. Name of the Bidder
2. Address (with telephone no.)
3. Name & address of proprietors / partners or directors
4. Contact Persons(s) (With Mobile No.)
5. Quotations for 12 months charges (inclusive of all taxes) in Rupees

Name Of Work	Rate (per Sq. Feet)	Amount per month	Amount per year
Total area 2 lakh Sq. Feet approx including 70 toilets approx	Rs.		

Total Cost in Words: _____

Note:

Rate quoted and agreed to shall remain firm for entire contract period including extension. The services of the above personnel are required throughout the year round the clock. The rate includes the cost of relievers for weekly off, gazetted holidays and any other leave, in addition to statutory obligations like ESI, PF, Uniform, and as per Minimum Wages Act etc. The material will be provided by the Department itself.

Declaration

I / we hereby certify that information furnished above is true and correct to the best of my /our knowledge. I / we understand that any deviation is found in above statement in any stage 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 documents.

Date: _____

Sign: _____

Place: _____

Name: _____

Designation: _____

Co. name & Seal: _____

ANNEXURE 'IV'

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

Sr. 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 Bidder)

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 2 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) Resource fullness : Excellent / Very Good / Good / Fair

7. Any penalty imposed for bad performance :

8. Any litigation pending :

(Signature)

(Seal of the Organization)

Date:

ANNEXURE 'VI'

FINANCIAL INFORMATION OF THE ORGANIZATION

I. Financial Analysis-Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for the last 3 (three) years and certified by a Chartered Accountant, as submitted by the applicant to the Income Tax department (copies to be attached).

Sr. No.	Details	Financial Years		
		2015-16	2016-17	2017-18
i)	Gross annual turnover in housekeeping services			
ii)	Profit/Loss			
iii)	Financial Position as on 31.03.2018 a) Cash b) Current assets c) Current liabilities			

II. Up-to-date Income Tax Clearance Certificate.

III. Financial arrangements for carrying out the proposed works.

Note: Attach additional sheets, if necessary

(Signature of the applicant)

Seal of organization