

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE/ DEPARTMENT OF REVENUE
CENTRAL BOARD OF EXCISE & CUSTOMS, MUMBAI CUSTOMS PREVENTIVE
COMMISSIONERATE.**

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (PREVENTIVE),
RUMMAGING & INTELLIGENCE, 11th FLOOR, ANNEXE BUILDING, NEW CUSTOM HOUSE,
BALLARD ESTATE, MUMBAI-400001.
Tel. No. 22623781/22614608 Fax No. 22691769**

F. NO. SD/INT/Admn-III/90/2018-19 R&I

Date 30.01.2020

**NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT
FOR AMC FOR OUTSOURCING OF HOUSEKEEPING SERVICES
FROM 24.02.2020 TO 23.02.2021**

Online e-tenders are invited for and on behalf of The Principal Commissioner of Customs (Preventive), R&I division, Annex Building, New Custom House, Mumbai – 400001, for AMC of “Outsourcing of Housekeeping and Maintenance of various sections, departments and toilets/bathrooms” in the offices of R&I Division of the Preventive Commissionerate as per locations mentioned at Annexure ‘A’, for the period of one year w.e.f. 24.02.2020 to 23.02.2021. The bids are invited in a two bid system (Technical and Financial) from reputed firms/housekeeping service providers. The concerns fulfilling the requirements as specified under eligibility conditions of this document shall be eligible to apply. The details of work specifications, terms & conditions are outlined in the Annexures to this e-tender as under :

- | | | |
|-----|---------------|------------------------------------|
| (a) | Annexure-I | Application Form |
| (b) | Annexure-II | Scope of Work |
| (c) | Annexure-III | Prequalification criteria for firm |
| (d) | Annexure-IV | Format of Technical Bid |
| (e) | Annexure-V | Terms & Conditions |
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| (i) | Annexure-IX | Work Satisfactory Certificate |

2. Mode of Tendering: Interested bidders may download the tender enquiry documents (TED) and submit their tenders online at Central Public Procurement Portal website: <https://eprocure.gov.in/eprocure/app> and bid online through the portal www.eprocure.gov.in. The Tender should be addressed to the Assistant Commissioner of Customs (Preventive), R&I division, 11th floor, Annex Building, New Custom House, Ballard Estate, Mumbai-400001 with words “Bid for AMC for Outsourcing of Housekeeping” for one year from 24.02.2020 to 23.02.2021. The bids are invited in a two bid system (Technical and Financial) from reputed firms/housekeeping service provider and are required to be submitted in two parts, namely, (1) Technical Bid and (2) Price Bid. The Price bid should be valid for One (01) year from the date of opening of the Tender.

3. The Tender enquiry documents will be available on official website (www.cbic.gov.in) and on <http://eprocure.gov.in> from 31.01.2020.

4. Earnest Money deposit of Rs 30,000/- (Rupees Thirty thousand only) should be submitted by bidders by Demand Draft drawn in favour of Principal Commissioner of Customs (Preventive). Bidders submitting their bids online should ensure that Earnest Money Deposit (EMD) of Rs 30,000/- (Rs Thirty thousand only) in the form of Demand Draft/Banker's Cheque, drawn on a Scheduled Commercial Bank in India, in favour of Principal Commissioner of Customs (Preventive) payable at Mumbai must reach the address at : R&I division, Administration-III, 11th floor, Annex Building, New Custom House, Ballard Estate, Mumbai-400001 by 11.00 am on 21.02.2020.

5. Tenders will be treated as non-responsive and will be rejected, at the initial stage itself “as Tenders received without EMD”.

6. The Bidder should clarify any doubt/query regarding the specification from Inspector/Superintendent of Customs, at Administration-III, Rummage & Intelligence (R&I) division, 11th

floor, Annex Building, New Customs House, Ballard Estate, Mumbai – 400001 on any working day between 11:00 am to 5:00 pm before 21.02.2020. The bidder should fulfill prequalification conditions of the Tender and should submit all documents attested by authorized person along with the bid.

7. The technical bid will be opened first in the presence of the Tender Committee Members and Bidders. Financial bids of only technically qualified bidder shall be opened in the presence of the Tender Committee Members and bidders. The Bidders, if they wish, can remain present.

8. Last date and time for submission of Bid/Tender is : 21.02.2020 upto 1800 hrs.

Opening of Bids :

Technical Bid :- 24.02.2020 at 1100 hrs

Financial Bid :- 24.02.2020 at 1600 hrs

9. 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.

10 TERMS OF PAYMENT

i) The contractor will submit the monthly bill in duplicate for reimbursement along with certificate of work completion (Annexure-IX) by the officer in charge. The bill will be paid after making recovery, if any.

ii) The contractor shall make regular and full payment to its personnel as per the law and furnish necessary proof in this regard as and when required.

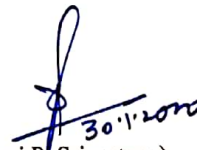
iii) In case of any complaint of non-fulfillment of any obligation under contract, this office reserves the right to deduct the amount due from the contract from monthly bills as well termination of the contract.

11. PENALTIES

i) The Contractor will attract a penalty of an amount of Rs.500/- per day in case a person fails to carry out the housekeeping services due to his absence or any other reason which shall be recovered from the bills or otherwise.

ii) The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.

iii) In the event of failure in maintaining the housekeeping services on any day up to desired standard, in part or full the contractor is liable to penalty @ Rs 500/- per day, which shall be recovered from the bills or otherwise.


(Ravi P. Srivastava)

Asstt. Commissioner of Customs (Preventive)
R & I, New Custom House, Mumbai

Copy to :-

1. Notice Board, New Custom House, Mumbai-400001
2. DC/EDI, (Customs Website), New Custom House, Mumbai-400001
3. CBEC Website through Telex Section, New Custom House, Mumbai-400001

ANNEXURE 'A'

Sr. No.	Name of the Office/ Department	Total Area (in sq. feet)	Cleanable / Closed area (in sq.feet)	No. of employee to be deployed
1.	Commissioner of Customs 2 nd floor, New Custom House, Mumbai.	500	500	01
2.	Office of R & I Division 11 th floor, Annex Bldg., New Custom House, Mumbai.	5500	5500	02
3.	Office of R & I Division 12 th floor, Annex Bldg., New Custom House, Mumbai.	5500	5500	02
4.	Basement W/H, Ground floor, New Custom House, Mumbai.	1000	3800	01
5.	Perishable W/H, Ground floor, New Custom House, Mumbai.	200		
6.	Control Room/ MTO Ground floor, New Custom House, Mumbai.	2600		
7.	Nanawati W/H Sewri (East), Mumbai.	25000	25000	01
8.	RSR and D.I.U. Clock Tower Bldg., P & V Docks, Masjid (East), Mumbai.	4200	4200	01
9.	Custom Marine Workshop, Versova, Mumbai.	200	200	01
	TOTAL:	44,700 sq.feet	44,700 sq. feet	09

Area is subject to variation up to 10%-15%.

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ANNEXURE-I

APPLICATION FORM

FROM :

To,

The Principal Commissioner of Customs (Preventive),
Administration-III, R&I division,
11th floor, Annexe Building,
New Customs House, Mumbai – 400001.

Sir,

Subject : e-Tender for “AMC for Outsourcing of Housekeeping Services” from 2020 to
.....2021

Reference : (1) Your e-tender Notice No Dated
(2) EMD-DD No Dated for Rs

I/We have also examined the requisite specifications and my/our offer is to provide the required service in accordance with the requisite scope of work.

I/We quote the rate inclusive of all taxes, duties, transportation, etc (in complete).

Yours faithfully,

(Signature and stamp of the Tenderer)
State legal status, Whether Proprietorship., Partnership,
Registered firm, Company etc.

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ANNEXURE-II

SCOPE OF WORK

- (i) **The prime object of housekeeping to maintain the entire premises in clean and hygienic condition.**
- (ii) **The broad details of work covered under the scope are enumerated as follows:**
 - (a) **Cleaning, sweeping & wiping of floors & toilets and cleaning of window Glasses, Curtains, IT equipments, Furniture & Fixtures, Cupboards, Water Coolers other fittings.**
 - (b) **Thorough cleaning of toilets/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.**
 - (c) **Shifting of furniture and other items/stores from one place to another as required by the administration.**
 - (d) **Any other work assigned by the controlling officer.**
 - (e) **JOBS TO BE CARRIED OUT DAILY**
 - 1. **Cleaning of toilets, wash basins, water coolers and other fittings. Removing all dust from the window panes. Cleaning to be done with phenyl/lyzol twice a day.**
 - 2. **Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon and removing all the unwanted materials.**
 - 3. **Removing dust from floors, windows, doors, books, furniture, fixtures, telephone, air conditioners and other equipment's, collecting waste paper etc.**
 - 4. **Cleaning of rooms by moping floor with cloth soaked in water & disinfectant.**
 - (f) **JOBS TO BE CARRIED OUT WEEKLY**
 - 1. **Washing of floors with surf/vim/soap/cleaning material and water or any other cleaning operation.**
 - 2. **If the manpower is required on Sundays/Holidays, no extra charge will be payable to the contractor.**
 - (g) **MISCELLANEOUS CONDITIONS**
 - 1. **Sweeping, cleaning, dusting etc shall be completed before 9:30 am everyday.**
 - 2. **The contractor shall, on award of the contract, furnish the list containing names and addresses of the workmen sent to this office for performing housekeeping services.**
 - 3. **The contractor shall maintain an attendance register of personnel and this register of personnel shall be subject to check by the concerned officer of this office.**
 - 4. **The personnel will render services everyday including Saturdays, Sundays if required, except on National Holidays.**
 - 5. **They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.**
 - 6. **Materials, consumables required for housekeeping and maintenance of toilet/bathrooms shall be provided by the Department.**
 - 7. **The Services provided by the contractor shall be closely monitored and should be up to the satisfaction of this office.**

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ANNEXURE-III

PREQUALIFICATION CRITERIA FOR THE FIRM

1. Name of the organization/ Firm
2. Name (s) of the Proprietors/Directors
3. Registered Address
4. Telephone No. Fax No.
5. Whether firm is registered & License holder under Contract Labour (Regulation & Abolition) Act
(Copy to be enclosed)
6. Registration No of the Firm (Copy to be enclosed)
7. Permanent Account No. of the firm (PAN) (Copy to be enclosed)
8. Copy of Income Tax Return Certificate (ITR) for the last three years to be attached
9. Employees Provident Fund number allotted by Regional Provident Fund Office (Copy to be enclosed)
10. ESI Registration No. (Copy to be enclosed)
11. Details of Service Tax Registration along with evidence
12. Total staff/workers of the firm
13. Name(s) of Public Sector / Govt. Organization to whom similar services have been provided by the firm during last three years.(Please attach the job order/service certificate from Govt. Office/Public Sector)
14. Last three years Audited statement from Chartered Accountant
15. List of clients indicating quantum of work executed with them
16. Length of experience in the field
17. Whether firm is blacklisted by any Government or any criminal case is registered against the firm or its owners/partners anywhere in India. (If no, a certificate is to be attached in this regard.

Signature with Date _____

Name of the Firm _____

Seal _____

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ANNEXURE-IV
FORMAT OF TECHNICAL BID

1	NAME OF THE CONTRACTOR	
2	TYPE OF ENTITY -PROPRIETORSHIP FIRM, PARTNERSHIP FIRM, PVT. LTD. COMPANY	
3	ADDRESS	
4	TEL NO./FAX NO./MOBILE NO.	
5	NAME OF THE CONTACT PERSON	
6	TEL. NO./MOBILE NO. OF CONTACT PERSON	
7	EMD DETAILS @ Rs. ____/-	DD NO. ____ / Date:
8	LEGAL CERTIFICATES TO BE ENCLOSED AND DETAILS IN THIS REGARD TO BE PROVIDED	
9	PAN DETAILS	
10	GST REGISTRATION DETAILS	
11	ESI REGSITRATION DETAILS	
12	EPF REGISTRATION DETAILS	
13	SHOP AND ESTABLISHMENT REGSITRATION (GUMASTA LICENSE) DETAILS	
14	ANNUAL TURNOVER OF PREVIOUS THREE FINANCIAL YEARS DETAILS (ANNEXURE VI ALONG WITH COPY OF PROFIT & LOSS A/C, BALANCE SHEET, AUDIT REPORT AND INCOME TAX RETURNS OF SAID THREE YEARS TO BE ENCLOSED)	
15	BANK SOLVENCY CERTIFICATE ENCLOSED	
16	EXPERIENCE IN HOUSEKEEPING WITH DETAILS OF CONTRACTS IN PREVIOUS THREE FINANCIAL YEARS (RELEVANT ANNEXURE III, IV AND V TO ENCLOSED)	
17	NO. OF STAFF TO BE DEPLOYED FOR CONTRACT (Minimum 09 staffs are required)	
18	DETAILS OF HOUSEKEEPING/CLEANING EQUIPMENT OWNED AND TO BE PUT IN USE FOR CONTRACT BY THE CONTRACTOR	
19	ANY EMPLOYEE OF THE OFFICE OF PRINCIPAL COMMISSIONER OF CUSTOMS (PREVENTIVE) ON YOUR BOARD OR SHARE HOLDER IN CONTRACTOR'S ENTITY	YES/NO, If yes, please provide details
20	HAS ANY OF YOUR DIRECTOR/PARTNER/ENTERPRENUER EVER BEEN CONVICTED UNDER LAW	YES/NO, If yes please provide details
21	HAS YOUR FIRM/COMPANY EVER BEEN BLACK LISTED AT ANY TIME IN THE PAST BY ANY ORGANIZATION	YES/NO, If yes please provide details
22	ANY OTHER INFORMATION CONTRACTOR MAY LIKE TO FURNISH (MAY BE FURNISHED IN SEPARATE ENCLOSURE)	

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 Document.

Date:-

Sign:-

Place:-

Name:-

Desgn.:-

Co. Name & Seal

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ANNEXURE-V

GENERAL TERMS AND CONDITIONS

- (i) The rate should be quoted on the basis of Per Square Feet per Month inclusive of all taxes.
- (ii) Quotations will be received up to the stipulated date and time only.
- (iii) The contractors are required to submit the complete Quotations only after reading each and every laid down condition.
- (iv) The contractors must comply with all the terms and conditions of the contract.
- (v) This office reserves the right to terminate the contract without assigning any reason to the contractor.
- (vi) Nobody except contractor's authorized representative shall be allowed to enter this office. Within the premises of this office, the contractor's personnel shall not do any private work except their assigned duties.
- (vii) The contractor shall be solely responsible for payment of wages /salaries and other benefits and allowances to his personnel as applicable under any Act or order of the Government including Minimum Wages Act. This office shall have no liability whatsoever in this regard.
- (viii) Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by contractor. The Commissionerate shall not entertain any claims arising out of mishap, if any, which may take place.
- (ix) The deduction towards PF and ESI etc. be factored in rates being quoted on per square feet per month basis and the same would not be payable over and above the rates thus quoted. 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.
- (X) It is made clear that the engagement of the service provider does not 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 Govt. Office.
- (xi) The contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- (xii) The contractor should not indulge in employing child labour.
- (xiii) All consumables and materials required for housekeeping & Maintenance of toilet/bathroom shall be provided by the Department.
- (xiv) Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place. Minimum 09 personnel excluding supervisor should be deployed for aforesaid cleaning / sweeping work. They should report the office at 08.00 am sharp.
- (xv) The Company must have registration of GST, PAN, Registration of firms, registration of Establishment under Maharashtra shop and establishment Act.
- (xvi) The company must have minimum 3 years experience of providing housekeeping services to the central government organization.
- (xvii) The applicant should have appropriate registration under statutory Acts like Labour laws ,EPF, ESI etc. proof of necessary certificates is mandatory.

- (xviii) The proof of experience and performance is a must.
- (xix) Earnest money Deposit in the form of Demand Draft of Rs. 30,000/- in the name of Principal Commissioner of Customs (P) should be submitted along with bid documents. In case of disqualification, the same shall be returned to respective bidders,
- (xx) The earnest money of the firm whose quotations are not accepted will be returned, after finalization of the contract.
- (xxi) The Performance Security Deposit of 10% of the contact value shall be submitted by the successful bidder by way of Bank Draft in favor of the "Principal Commissioner of Customs (Preventive) Mumbai"
- (xxii) The Office of the Principal Commissioner of Customs (P) reserves the right to accept any bid other than the lowest or even rejecting all the bids without assigning any reasons thereof.
- (xxxiii) The contractor shall not engage any subcontractor for rendering the services mentioned in this contract.
- (xxiv) The staff engaged by the successful contractor shall have no claim whatsoever on Office of the Principal Commissioner of Customs (P) and shall not raise any industrial dispute either directly or indirectly with or against Office of the Principal Commissioner of Customs (P) in respect of their service conditions as long as they are engaged at Office of the Principal Commissioner of Customs (P) premises for execution of contract.
- (xxv) The successful contractor shall ensure that the statutory requirements as per the enactments are complied for his staff during the tenure of the contract. He shall ensure compliance of all the provisions of various labour enactments viz. The Minimum Wages Act the payment of wages act 1936, the Workmen's Compensation Act 1923, the Employees Provident Fund & miscellaneous Act 1952, as may be applicable from time to time.
- (xxvi) The successful contractor shall be responsible for payment of statutory taxes like GST, etc. and submit the proof thereof.
- (xxvii) The Bids would be approved by the competent authority subsequent to compliance and also that it can be rejected without assigning any reason.
- (xxviii) All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing dating and rewriting. In case of discrepancy between the words and figures the rates indicated in words shall prevail. All overwriting/ cutting, insertions shall be duly authenticated and attested.
- (xxix) Rates/Quotations should be submitted and signed by the firm with its current business address and contact number.
- (xxx) Service Provider shall in no case lease/ transfer/sublet/appoint care taker for services.
- (xxxi) It is made clear that the 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.
- (xxxii) The contract will be awarded for one year from the date of entering into contract & the rates will be valid for one year from the date of entering into contract.
- (xxxiii) The service provider must ensure proper dress code for its workers.

We agree to the above terms and conditions.

Signature with Date _____

Name of the Firm _____

Seal _____

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ANNEXURE-VI

PROFORMA FOR PRICE BID

Sr.No.	Name of the office/Department	Cleanable/ Closed Area	Monthly Rate Per Sq. Feet	Total No of Persons	Total Amount for total Sq. feet per month (inclusive of all taxes applicable)
1.	Principal Commissioner of Customs 2 nd floor, New Custom House, Mumbai.	500			
2.	Office of R & I Division 11 th floor, Annex Bldg., New Custom House, Mumbai.	5500			
3.	Office of R & I Division 12 th floor, Annex Bldg., New Custom House, Mumbai.	5500			
4.	Basement W/H, Ground floor, New Custom House, Mumbai.	1000			
5.	Perishable W/H, Ground floor, New Custom House, Mumbai.	200			
6.	Control Room/ MTO Ground floor, New Custom House, Mumbai.	2600			
7.	Nanawati W/H Sewri (East), Mumbai.	25000			
8.	RSR and D.I.U. Clock Tower Bldg., P & V Docks, Masjid (East), Mumbai.	4200			
9.	Custom Marine Workshop, Versova, Mumbai.	200			
		44700 Sq.feet			

Total cleanable/closed area in sq. ft. i.e. 44700 Sq. ft. X Rs. Per month per Sq. ft. X 12 months =
Total Rs..... p.a.

Certified that the above quoted rate complies with Minimum Wages Act and all the statutory provisions and rules as applicable. The above rates are inclusive of all the taxes (Service Tax or any other tax) payable to Government.

Signature of the bidder

Office Seal.

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ANNEXURE-VII

UNDERTAKING BY THE BIDDER

I/We undertake that my firm M/S
has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

2. ISon/Daughter/Wife of Shri
.....Proprietor/Partner/Director/authorized signatory of M/s
.....am competent to sign this declaration and execute this
tender document:

3. I have carefully read and understood all the terms and conditions of the tender and undertake to
abide by them:

4. The information/documents furnished along with the above application are true and correct to the
best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false
information /fabricated document would lead to rejection of my tender at any stage besides liabilities
towards prosecution under appropriate law;

5. I understand that in case any deviation is found in the above statement at any stage, my
concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date :

Signature of the authorized Signatory of the firm/

Place :

Company/Organization Office Stamp /Seal

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ANNEXURE-VIII

CHECK LIST and the order in which the documents are to be submitted for the Technical Bid

Sr. No.	Documents	Page No.
1	Letter of Submission of tender	
2	Tender documents with all pages duly signed and embossed with official seal	
3	Demand Draft of Rs/- towards Earnest Money Deposit	
4	Copy of PAN Card	
5	Copy of GST	
6	Copy of EPFO Registration	
7	Copy of ESIC Registration	
8	Copy of Shop & Establishment Registration (Gumasta Licence)	
9	Copy of valid Government Registration and Licences for conducting their firm	
10	Annual turnover of previous three financial years details (Annexure VI along with copy of Profit & Loss A/C, Balance Sheet, Audit Report and Income Tax Returns of the said 03 years to be enclosed)	
11	Proof of at least 3 years work experience of housekeeping in Central/State government organization/Autonomous Body/Statutory Body/PSU within the preceding 3 years	
12	Undertaking to the effect that the tenderer has not ever been blacklisted by any Central/State government organization/Autonomous Body/Statutory Body/PSU or its contract has been terminated on account of poor performance	
13	Duly filled Technical Bid Proforma	
14	Bank Solvency Certificate	
15	Any other document (s), please specify	

Annexure - IX

ON THE LETTER HEAD OF SERVICE PROVIDER

To,

The Asstt. Commissioner of Customs,
Admn-III, R&I Division,
11th floor, Annexe Building,
New Custom House,
Ballard Estate, Mumbai-400001.

Sir,

Subject : Satisfactory Certificate of work completion for the month of

The house keeping services provided in this office/site were found satisfactory during the period
..... to

OR,

The house keeping service provided in this office/site were found not satisfactory during the
period to(Reason/s)

Name & Stamp of Head of Office

Name & Designation of

Authorized Signatory of Contractor

Seal

Bidders to ensure

- A. That all pages have been stamped and signed by the authorized person (s).**
- B. That all the pages have been numbered.**
- C. That all the documents are legible (clearly readable)**