



सीमा शुल्क आयुक्त का कार्यालय (निवारक)  
नं 1.विलियम रोड, कैटोनमेंट, तिरुचिराप्पलि-620001  
**OFFICE OF THE COMMISSIONER OF CUSTOMS  
(PREVENTIVE)**  
NO.1 WILLIAMS ROAD, CANTONMENT,  
TIRUCHIRAPPALLI - 620 001.



IS 15700 CERTIFIED  
COMMISSIONERATE

फोन नं Phone No. 0431 – 2410672 फैक्स Fax: 0431-2412204

C.No.II/31/03/2021-Esst.(Cus)

Date:08.04.2022

### NOTICE INVITING TENDER

TENDER NOTICE (THROUGH GEM PORTAL) FOR ENGAGEMENT OF MANPOWER AGENCY FOR OUTSOURCING HOUSEKEEPING SERVICE TO, **OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE), TRICHY**

E-tender (through GeM Portal) under two-bid system from eligible Manpower Service providers for providing Security Personnel to **OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE), TRICHY** for an initial period of one year (extendable for further period of one year) with mutual consent of both parties is invited. Requirement/eligibility criteria Terms and Conditions of the contract have been clarified in the additional documents. Tender document (including additional documents) is available online at GeM Portal as well as on the website of **OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE), TRICHY** i.e. [www.trichycustomszone.gov.in](http://www.trichycustomszone.gov.in). However, for any clarification, bidders may contact on mohamedfk.c119101@gov.in. Bidders are advised to read tender document (uploaded on website and on GeM portal) and check their eligibility before participating in the bid.

## TENDER SCHEDULE

Name of the Work	E-Tender for Providing Housekeeping Personnel on outsourced basis at the Office of the <b>Commissioner Of Customs (Preventive), Trichy.</b>
Estimated Cost for one year contract	Refer GEM Bid Document
Last Date & submission of E-Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand on or before the last date of submission of E Tender (Technical)	Declaration to be submitted as per Department of Expenditure Procurement Policy Division OM No. F.9/4/2020-PPD dated 12.11.2020.
Performance Security Deposit / Security Deposit (PSD / SD) to be deposited by successful bidder	3% of the Contract Value

### **INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS**

1. The e-tenders are being invited for Housekeeping Manpower Service through GeM. All the instructions of GeM bidding is applicable. Tender must be submitted through GeM only. The bid received in physical mode shall not be considered at all. Detailed information regarding the items, application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the following websites: [www.trichycustomszone.gov.in](http://www.trichycustomszone.gov.in), gem.gov.in
2. The interested bidders shall submit their tender(s) both Technical bid and financial bid through online mode in [www.gem.gov.in](http://www.gem.gov.in). The bidders shall upload all the documents as per Eligibility criteria for Bidders.
3. Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
4. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.

### **5. Place of HOUSEKEEPING SERVICES and No. of Persons required.**

CITY "B" :

SlNo	Name and Address of the Office for which requirement received from Divisions	Area in Sq.ft.	No of persons required
1	Chief Commissioner of Customs (Prev.,) Trichy	5000	3
	<b>Customs Hqrs. Office, Tiruchirappalli</b>		
2	Customs Hqrs. Office, No.1, Williams Road, Cantonment, Tiruchirappalli.	34483 + 29556.5	24
3	Dog Kennels –Two numbers, at Customs Airport/ Customs Airport (round the clock)	315	3
	<b>Customs Division, Tiruchirappalli</b>		
4	O/o. the Deputy. Commr. Of Customs, Customs Division, Tiruchirappalli. (including Legal & Review Sections of Hqrs. Office)	4148	3
5	Office of the Superintendent of Customs, Customs Retail Shop, No.1, Williams Road, Cantonment, Tiruchirappalli-1	1376	1
6	Aircargo complex Trichy	2700	1
7	Office of the Assistant Commissioner of Customs, Customs Preventive Unit, Ragavees Centre, 121 B, Nethaji Nagar, Nanjundapuram Main Road, Ramanathapuram, Coimbatore – 641045.	2200	2
8	Air Cargo Complex: Coimbatore	1700	1
9	Office of the Superintendent of Customs, Customs Preventive Unit, 3 <sup>rd</sup> Floor Central Revenue Building Bibikulam, Office of the Commissioner of Central Excise, Madurai-625002	2850	1
10.	CPU Salem	1534	1
11.	Custom House Pondicherry	1446	1
	<b>Total</b>	<b>87308 Sq. Ft.</b>	<b>41</b>

#### EMD EXEMPTIONS:

1. Bidders have to submit a valid EMD declaration (Annexure-V) in the Technical bid in place of EMD.
2. Bids received without EMD declaration will not be considered and summarily rejected.
3. Any attempt to negotiate directly or indirectly on the part of the Bidder with authority competent to finally accept the Tender or influence the acceptance of the tender by any means will result his tender excluded from consideration.
4. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents will be summarily rejected.

5. This office reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for this Office's action.
6. The bidder, at the bidder's own responsibility and risk, may visit at their own cost and examine the site of required services and its surroundings and obtain all necessary information for preparing the bid and entering into a contract for the services.
7. Clarification regarding any ambiguity in eligibility criteria may be sought through e-mail at [mohamedfk.c119101@gov.in](mailto:mohamedfk.c119101@gov.in)
8. It requires that this office as well as bidder observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, this office will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare a firm in eligible either indefinitely or for a stated period of time for award of the contract if, at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing a contract.
9. Tenderers are requested that, before quoting their rates or filling tender, the tender form may please be read out thoroughly (line by line), otherwise the Competent Authority of this office will not be held responsible for any error/oversight of his own. Manpower Service Agencies intending to participate in the rate contract should first ensure that they fulfill all the eligibility criteria as prescribed under the terms and conditions mentioned herein before, otherwise the tender will be summarily rejected. Tenderer should quote only for the rate Percentage (%) of administrative charges/ service charges in the Financial Bid (Annexure - IV).

#### **General Terms and Conditions**

- 1. Service Charges quoted /added by the bidder must not be zero or Nil.**
- 2. Per sq.ft rate quoted by the bidder must be complied with statutory minimum wages Act.**
- 3. The bidder/ agency should have its Registered Office in Tiruchirappalli District or within the jurisdiction of Customs (Preventive), Commissionerate Tiruchirappalli.**
4. The personnel will report to the Designated Officer / Care taker and follow his/her instructions.
5. The Bidder must be registered with the statutory Central and State authority viz., ESI, EPF, Income Tax, GST Registration etc., and should have a valid Central Labour License / obtain valid Central Labour License for supply of manpower as mentioned in the tender document. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the contractor and all records

maintained thereof shall be available for scrutiny by this Office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.

6. PAN/GST No. should be enclosed.
7. The contractor should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. During the contract period if any statutory increase of wages/ DA, etc is to be maintained based on the circular/Notifications issued by the Office of the Chief Labour Commissioner, Ministry of Labour & Employment, Government of India from time to time. Any breach of this condition will result in the immediate termination of the contract.
8. The Contractor should furnish copies of all remittance challans /receipts of statutory levies paid in respect of EPF, ESI, GST, etc of previous month along with the claim/bill of current month.
9. No wages / remuneration will be paid to any staff for the days of absence from duty.
10. The service charges/rates quoted by the agency shall be fixed for the contract period and no request for any change / modification shall be entertained before expiry of contract period.
11. The contractor should ensure that wages are paid before 7<sup>th</sup> of every month.
12. Payment to the contractor will be made by NEFT/RTGS/ECS only, on presentation of the bill. Income Tax, GST and other taxes, if any shall be deducted at source as per the rates notified by the respective authorities.
13. The contractor shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this Office shall not be liable for any damages or compensation to any personnel or third party.
14. All damages caused by the personnel to the property of the Department shall be recovered from the contractor.
15. This Office reserves the right to terminate the contract at any time without giving any notice or reasons whatsoever.
16. The contract 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 contract further, subject to satisfactory performance of the Contractor.
17. The service provider should have at least a minimum of three years' experience.
18. Bank Guarantee from a reputed bank for 3 % (Three) of Annual Value of the contract as performance guarantee. In case of deficiency of service / loss due to negligence, this guarantee will be invoked in addition to any other action that may be initiated including termination of contract. The guarantee will be valid during the contract period and also two months after the end of the contract period.
19. The service provider shall fill in the required details as per annexure and enclose the supporting documents which does not contain any ambiguity. Incomplete enclosure of documents shall be rejected and the tender shall be disqualified.
20. Any dispute arising out of the 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 courts of Chennai jurisdiction only.

21. There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office or the Government of India.
22. The service provider's person shall not claim any benefit / compensation / absorption / regularization of services from / in this office under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
23. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential /secret nature.
24. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In-charge upon any matter arising under the clause shall be final and binding on the agency.
25. That the persons engaged shall not be below the age of 21 years or above the age of 55 years and they shall not interfere with the duties of the employees of this office.
26. The service provider shall not assign, transfer, pledge or sub contract the performance of such services without the prior written consent of this office.
27. 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.
28. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering either individually or in groups.
29. The character of antecedents of each personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect will be submitted to the Office.
30. The Office of the Commissioner of Customs (Prev.), Trichy 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 incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.

**Bid Evaluation:**

1. Bids, in respect of which EMD declaration has been furnished, will only be considered for technical evaluation.
2. Financial bids of technically qualified bidders will be considered for financial evaluation.
3. The Service provider should quote the service charges as a percentage of monthly wage bills exclusive of GST. The percentage of service charges shall not be less than the applicable TDS Rate as per income tax rules.
4. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest service charge shall be awarded the contract. If more than one bidder

quotes the lowest rate, as per guidelines in GEM portal the buyer shall have two options for placement of Contract: a) Placement of contract by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system or (b) Placement of contract on any one of the L-1 bidders based on any criteria as deemed fit by the Buyer with appropriate internal approvals.

### **TERMS AND CONDITIONS FOR HOUSEKEEPING SERVICES:**

1. The persons employed should work on all days except Sundays.
2. The working hours will be from 07.30 hrs to 16.00 hrs daily with half – an –hour break for lunch in between.
3. No. of persons to be deployed for cleaning etc., as tabulated above
4. The personnel deployed should be well experienced, trained adequately and of sound health. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed prominently. They should have knowledge of local language and preferably English too.
5. If a particular person is absent on any day, a substitute should be deployed in his/her place.
6. The personnel should be punctual and should complete the cleaning work of the entire office premises by 09.00 hrs daily.
7. It is mandatory for the service provider to pay a minimum wage at the prevailing rate fixed under the Minimum Wage Act prescribed for **Employment of Sweeping and Cleaning excluding activities prohibited under the employment of Manual Scavengers and Construction of Dry Latrines (Prohibition) Act, 1993** (Industrial worker) based on Circular / Notifications/ Order issued by the Office of the Chief Labour Commissioner, Ministry of Labour & Employment, Government of India.
8. If any of the Service provided is insufficient and has inefficiency a penalty of Rs.500/- (Day) will be deducted in the next month bill raised by the contractor

### **SCOPE OF CONSERVANCY SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR.**

#### **DAILY SERVICES:**

- a. Daily sweeping and wet mopping of the entire area including the lobby.
- b. Dusting and wiping of all furniture like tables, chairs, sofas, almirahs, computer table/chair and electronic gadgets like computers, telephones, fax machines, photo copier machines etc. All the doors, windows, partitions including the particle board, glass and aluminum channels in the entire Office should also be cleaned daily.
- c. Thorough cleaning of toilets, including WCs and Urinals along with attached water tanks and wash basins, using strong disinfectants like phenyl, harpic, etc., twice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors on the toilet walls.
- d. Vacuum cleaning the Computer Section, all computers in the Office and sofa sets, twice a week.
- e. Removal of blockages and clogging in the wash basins and other sanitary fittings for smooth outflow of waste water, and any major problems to be reported to **PRO**.
- f. Collection of all sweepings, garbage and waste material and their effective disposal.
- g. General maintenance and up keep of the entire in and around Office premises,

including Annexure Building.

- h. Shifting of furniture, files and other Office equipment, whenever required.
- i. Care should be taken that the gadgets are not tampered with during the cleaning operation.
- j. Cleaning and maintenance of canteen premises & utensils.
- k. The deployed persons should sign with timings in the Morning and Evening attendance register maintained by OM (caretaker).
- l. The Service Provider should also ensure the mopping of the steps leading to all the floors and the middle foyers every day.
- m. In respect of the Common area of the building like terrace, car park and periphery of the building including greenery should be swept and kept clean.
- n. The waste bins kept inside the toilets should be cleared every day.

**WEEKLY SERVICES (Saturdays):**

- o. Once a week, the urinals and the toilets should be cleaned with acid / bleaching powder.
- p. Once in a fortnight, all the toilets should be cleaned with acid.
- q. Removal of cobwebs and accumulated dust on walls, window panes, name boards, wall panels, paintings etc. Polishing of brass boards with brass polish.
- r. Thorough washing, rubbing and cleaning of corridors.

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JOINT COMMISSIONER (P&V)  
O/o the Commissioner of  
Customs(Prev.,)  
Trichy -620001

ANNEXURE – I

(To be submitted with technical bid)

DECLARATION

1. I, \_\_\_\_\_ Son/ Daughter /wife

of Shri \_\_\_\_\_ Proprietor/ Director, authorized signatory  
of the

Agency / Firm, mentioned above, is competent to sign this declaration and execute this tender  
document;

2. I have carefully read and understood all the terms and conditions of the tender and  
undertake to abide to them;
3. The information/ documents furnished along with the above application are true and  
authentic 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.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

ANNEXURE – II  
(To be submitted with technical bid)

**PROFILE OF THE CONTRACTOR / TENDERER**

Sl. No	Particulars	To be filled in by the Tenderer
1.	Name of the Agency	
2.	Date of establishment of the agency.	
3.	Detailed office address of the Agency with office telephone number, Fax number and Mobile number and the name of the contact person(s) and email ID	
4.	Whether registered with all concerned Government authorities (PF/ESI etc.) (Copies of all certificate of registration to be enclosed.)	
5	PAN/ TAN Number (Copy to be enclosed)	
6.	GST Number (Copy to be enclosed)	
7.	License under "The Private Security Agencies (Regulation) Act, 2005(Copy to be enclosed)	
8.	Whether the firm is blacklisted by any Govt. Department or any criminal case is registered against the firm or its owner / partner anywhere in India. Please attached an Affidavit stating that the agency is / has not been black listed by Centre/ State Government/ PSU etc.	
9.	Length of experience in the field	
10.	Client list as per annexure III	
11	Whether agency profile is attached?	

Signature of the Tenderer or Authorized signatory Of the Tenderer with seal of the Firm/Agency.

## ANNEXURE – III

(To be submitted with technical bid)  
**Details of the existing contracts**

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	In Government/ Private Sector	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of the Contract	
					From	To
1.						
2.						
3.						
4.						
5.						

Signature of the Tenderer or Authorized signatory Of the Tenderer with seal of the Firm/Agency.

Date:

Full Name:

Place:

Seal:

## **ANNEXURE –IV**

**The bidder should not have been issued with any notice by any Govt. Organization/ Department. There should not be any pending litigation with any organization / Department/ CBIC and its offices. [Declaration to this effect to be uploaded alongwith bid document.]**

### **UNDERTAKING BY THE BIDDER**

1. .... I/We undertake that my / our firm M/s ..... has/ have not been blacklisted by any Govt. Department/ Public Sector Undertaking / Autonomous Body.
2. .... I/We undertake that my / our firm M/s ..... has/ have not been issued with any notice by any organization / Department and there is no pending litigation with any organization / Department / CBIC and its offices. **If any documents contrary to or against this statement is found by the buyer organization, my/our bid would lead to rejection at any stage.**
3. I ..... Son / Daughter/ Wife of Shri ..... of Proprietor/ Partner/ Director/ Authorized signatory of M/s ,,,,,,,,,,, am competent to sign this declaration and execute this tender document.
4. I have carefully read and understood all the term and conditions of the tender and undertake to abide by them.
5. 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/our bid at any stage besides liabilities towards prosecution under appropriate law.
6. I understand that in case any deviation is found in the above statement at any stage, my concern/ firm/ company shall be blacklisted and shall not have any dealing with the Department in future.

Signature of the Tenderer or Authorized signatory Of the Tenderer with seal of the Firm/Agency.

Date:

Full Name:

Place:

Seal:

## **ANNEXURE – V**

### **EMD DECLARATION**

I/We hereby accept that if I/We withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and I/We fail to sign the contract or to submit a performance security before the deadline defined in the request for proposals (RFP) document, I/We will be suspended for a period of six months from being eligible to submit Bids/Proposals for contracts with the Office of the Commissioner of Customs (Prev.), Trichy.

Signature: (Authorized Signatory) Designation: `  
Stamp:

Place:

Date:

**ANNEXURE – VI**  
**TECHNICAL BID CHECK LIST**

S.No.	Documents	Remarks Yes/NO
1.	EMD Declaration	
2.	Copy of last 03 years annual income tax returns	
3.	Proof of experience as Manpower supplier	
4.	Copy of PAN	
5.	Copy of GST Registration, Latest Annual Return Copy	
6.	Copy of EPF Registration	
7.	Copy of ESI Registration	
8.	Satisfactory work completion certificate.	
9.	Copy of Registration/Incorporation of the company/Firm/Agency	
10.	Affidavit regarding not blacklisting	
11.	<b>Proof regarding Registered Office in Tiruchirappalli District or within the jurisdiction of Customs (Preventive), Commissionerate Tiruchirappalli</b>	
12.	Any other statutory Registration	