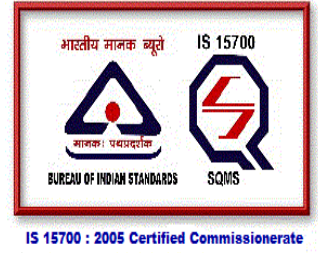




केंद्रीय शुल्क के प्रधान आयुक्त का कार्यालय  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL TAX  
हैदराबाद जीएसटी आयुक्तालय  
HYDERABAD GST COMMISSIONERATE  
जीएसटी भवन, एल बी स्टेडियम रोड, बशीर बाग,  
हैदराबाद 500004  
GST BHAVAN, L B STADIUM ROAD,  
BASHEERBAGH, HYDERABAD-500004



C.No. I/22/54/2019-Admn

Date: 23 .03.2020

**e-Tender Notice No. 09/2019-20**  
**Hyderabad GST Commissionerate**

NOTICE FOR INVITING ONLINE BIDS FOR OUTSOURCING OF HOUSEKEEPING SERVICES FOR THE PREMISES OF HEAD QUARTERS OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL TAX & CUSTOMS, HYDERABAD GST COMMISSIONERATE, GST BHAVAN, BASHEERBAGH, L. B STADIUM ROAD, HYDERABAD-500004.

Online Bids through e-procurement portal are invited from reputed House Keeping Agencies for providing Housekeeping Services for the office building including constructed area and open area of Hqrs Office of Central Tax, Hyderabad GST Commissionerate, on outsourcing basis during the period from 01.05.2020 to 30.04.2021. The details of the office premises along with the location and the area are as follows:

S.No	OFFICE AREA	AREA (Approx)
1	Office of the Principal Commissioner, Central Tax, Hyderabad Commissionerate, occupying Ground floor, 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> floors and part of 4 <sup>th</sup> floor. It includes corridors, stair cases and Wash rooms at Ground floor, 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> floors and the open area around the building.	43,393 Sq.ft Closed area. + 24,242 Sq.ft Open area.

2. The bidders need to quote their rates only as per Sq. ft. per month basis for the area mentioned as above and in no case, the wages proposed per person per month should be less than Standard Minimum Wages as fixed by the Labour department from time to time (inclusive of all statutory levies and Taxes).

3. THE LAST DATE FOR SUBMISSION OF ONLINE TENDERS is 14/04/2020 till 17.00 Hrs and the tenders will be opened on 16/04/2020 at 11.00 Hrs.

4. Interested House Keeping Agencies with experience in Housekeeping of at least 03 years and presently handling similar nature of work and also willing to comply with the terms and conditions annexed to this notice may submit their bids in the prescribed format with all the necessary documents online with digital signature at <http://eprocure.gov.in/procure/app> on or before 14/04/2020 by 17.00 Hrs. The nature of service to be provided and the terms and conditions are placed in the official websites of <https://eprocure.gov.in/epublish/app>, [www.cbic.gov.in](http://www.cbic.gov.in) and [www.cexhyd2.gov.in](http://www.cexhyd2.gov.in) .

5. It is to inform that the Principal Commissioner of Central Tax, Hyderabad GST Commissionerate reserves the right to reject all or any of the offers without assigning any reason thereof and the decision of this office shall be final and binding.

Encl: Annexure-I (Scope of Work and Terms & Conditions)  
Annexure-II (Proforma for Technical Bid)  
Annexure-III (Proforma for Financial Bid)

Sd/-  
**(Waghmare Jay G)**  
**Deputy Commissioner (Admn)**

Copy for information to:

1. The Chief Commissioner, Central Tax & Customs, Hyderabad Zone, Hyderabad.
2. Notice Board of Hyderabad GST Commissionerate.
3. The Superintendent (System) Central Tax, Hyderabad Commissionerate for publishing in the official website and CBIC website.
4. The PRO, Central Tax, Hyderabad GST Commissionerate.

Sd/-  
**(Waghmare Jay G)**  
**Deputy Commissioner (Admn)**

## **ANNEXURE-I**

The contract of cleaning and Housekeeping services will be initially for a period of 1 year i.e. from 01.05.2020 to 30.04.2021.

### **SCOPE OF WORK:**

#### **OFFICE AREA:**

- a) Cleaning, sweeping and wet mopping of the entire area including the lobby, toilets/washrooms and lift shafts etc. on every working day.
- b) Collection of all sweepings, garbage and waste material and their effective disposal.
- c) Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like Phenyl, Harpic, Vim and Surf etc. thrice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls. Shifting of furniture, files and other office equipment, whenever required.
- d) Dusting and cleaning of all furniture like tables, chairs, racks, Almirahs, computer table/ chair/sofa sets and electronic gadgets like computers, telephone, fax machines, photo copier machines, fans etc.
- e) Cleanings of pantry area, wiping and cleaning of wooden Formica and glass surfaces, window sills and frames and plant pots and removal of stagnant water.
- f) Miscellaneous Services including serving of drinking water / refreshment, etc., during Conference / Meetings / Seminars and during visit of Assessee in Headquarters office, running of Xerox machines, fax machine and making of course material etc and including those which may be required by this office by deploying dedicated personnel.
- g) Internal and external cleaning of window panels, doors and fans/electrical fittings.
- h) Cleaning of venetian blinds, ceilings, walls, AC duct, grills and beams.
- i) Cleaning of entire floor space, glasses and pantry with detergents.
- j) Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
- k) Watering of plants and garden in and around the building and cleaning on garden area on daily basis.
- l) Cleaning of terrace and solar power plant on monthly basis.

- m) General maintenance and up keep of the entire office premises.
- n) The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office, other rooms, toilets etc neat and tidy. Any breach of these conditions will result in the immediate termination of the contract.
- o) Any other miscellaneous work related to the above.

**COMMON AREA:**

- a) Sweeping the corridors and stair cases daily.
- b) Removing of Garbage daily.

**JOBS TO BE CARRIED OUT WEEKLY:**

- a) Cleaning of window panels with mild detergent such as Colin and any other cleaning operation assigned / required.
- b) Vacuum cleaning in the Computer section, all computers in the office and the sofa-sets, twice a week.
- c) Sweeping and cleaning parking areas and disposal of the wastes.

**CLEANING MATERIALS:**

The cleaning material will be provided by the Department in such quantity and of such quality as determined by proper officer of the Department.

**TERMS AND CONDITIONS:**

- a) Bidder/s should have experience in housekeeping for at least past 03 years. Bidder/s providing similar service to other Government Departments will be given preference. Testimonials of good service and good behavior of labour employed with past and current clients would also be preferred.
- b) Bidder/s shall be duly registered with ESIC, Provident Fund, GST and other relevant statutory authorities dealing with employment of labour. All existing statutory requirements of both the State as well as the Central Government shall be adhered to by the Contractor and all the 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. CONTRACTORS not registered under the ESIC and Provident Funds Act and other relevant statutory enactments dealing with employment of labour need not apply.

- c) The bidder/s should have complied with various statutory provisions of GST, EPFO, ESIC and other applicable Acts in previous three years. Any blacklisting of any of the above authorities should be made known as part of Annexure, while submission of tender documents.
- d) Bidders should be paying minimum wages and allowances to his employees as prescribed by the respective Central and State Government authorities as and when amended from time to time.
- e) Employing local persons will be given preference.
- f) The person employed will be required to work on all days except Sunday and Holidays declared by the Government of India/Local State Authority. All persons employed are expected to be committed, courteous and to follow instructions given to them by this office.
- g) Contractor or its persons employed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.
- h) The duty hours of housekeeping staff would be decided by the Office of the Principal Commissioner of Central Tax, Hyderabad GST Commissionerate. This office reserves the right to call for the services of the housekeeping staff, if required, even on Sundays/Holidays also.
- i) Bidder should state the lump sum amount to be charged on monthly basis, as well as rate per Sq. Ft. per month and also state the number of labours to be employed.
- j) Bidder should comply with statutory requirements pertaining to child labour.
- k) Contractor shall be solely responsible for payment of wages/salaries with other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissionerate shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.

- l) Period of the contract shall be from 01.05.2020 to 30.04.2021 and as per the requirement of this office as decided by the appropriate authority.
- m) Any statutory levy in respect of the services being provided found leviable at any time shall be borne by the contractor only, even if not already included in the contract.
- n) Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- o) It is clarified in no ambiguous terms 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 the official premises for claiming any regular or part time employment in this office or any other Govt. Office. Any litigation on this account would render the contract liable for termination.
- p) The Contractor will provide his staff with the necessary uniform (for Gents- Shirt – Sky blue / trouser – navy blue; for Ladies- Salwaar Kameez/ Saree in similar combination and Shoes). The cost will be borne by the service provider. Contractor is required to verify the antecedents of persons employed including past police records, before deploying the persons in this office.
- q) Photographs, documents with full address proof and telephone number of all housekeeping personnel should be provided to the competent authority of this department for records.**
- r) Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for all persons deployed by him for short duration. The Commissionerate shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Commissionerate, the same shall be indemnified by the Contractor on his cost.
- s) Contractor shall in no case lease/transfer/sublet or appoint care taker for services.
- t) No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate.

- u) The Competent authority reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
- v) The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.
- w) 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 figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.
- x) Rates/Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address.
- y) The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissionerate.
- z) No other allowances of any kind including transport/food/clothing/washing/overtime etc will be paid by this office.
- aa) Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 1 (one) months' notice in writing without assigning any reason and the Contractor intends to terminate the contract with this Dept., has to give the termination notice within three months prior notice with proper reasons in writing.
- bb) The contractor will be responsible for the good conduct and high degree of discipline of all workers deployed and will be liable legally for any harm or loss arising to any person whomsoever, in whatever form, from misconduct or any act of negligence. Omission or commission whether intentional or otherwise, of the contractor or any of the worker deployed by the contractor in the course of providing any services stated in this contract and will bear full responsibility and cost of the same behaviour.

- cc) After the award of contract, the contractor shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.
- dd) The department will not be a party to any dispute between Contractor and workers engaged by the Contractor. The issues/disputes relating to the contractor and their workers have to be redressed by the Contractor himself. The department will not be responsible for any dispute relating to their welfare, health and other facilities including their deployment and retrenchment etc., or any other issues either with any Government department or otherwise.
- ee) **EARNEST MONEY DEPOSIT (EMD):** Bid Security of Rs. 1,00,000/- (Rupees One Lakh only) in the form of demand draft (DD) payable to the Chief Accounts officer (CAO), Hyderabad GST Commissionerate must accompany the tender. Tenders without EMD and in any form i.e. Cheque or Cash etc will not be considered. A scanned copy of EMD must be uploaded on the e-procure portal and the original DD of EMD should be submitted in a sealed envelope to the Principal Commissioner of Central Tax, Hyderabad GST Commissionerate, GST Bhavan, Hyderabad-500004 on or before 14/04/2020 by 17.00 Hrs.
- ff) The envelope should be super scribed with the words, "EMD related to Tender for Hiring of Housekeeping Services" on the top of the sealed cover. Bid Security (also known as Earnest Money) is from the bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or is registered with the Central Purchase Organisation or the concerned Ministry or Department.
- gg) Earnest money deposit of the unsuccessful bidders will be returned at the earliest after expiry of the final bid validity or latest on or before the 30th day after award of the contract. Earnest money will be refunded to the successful bidder on receipt of performance security.

**TERMS OF PAYMENT:**

- i) The tenders will quote their rate only on per square feet per month basis and not based on the number of persons to be deployed or per person basis. The deduction towards PF and ESI and the annual bonus paid to the employees of the contractor, if any, etc. should be inclusive in the rates quoted as per square feet per month and the same would not be payable over and above the rate thus quoted.



ii) The contractor will submit the monthly bill for reimbursement in duplicate which shall be got certified by the officer-in charge as per his satisfaction regarding the provision of services. The contractor shall make regular and full payment of labour wages which should not be less than that fixed under Minimum Wages.

iii) The Contractor is responsible for payment of salaries and other statutory payment to the workers on monthly basis as applicable to them under law. The contractor should ensure that the same are paid on time in every month without waiting for the payment of the bill by the Department.

**After awarding a contract, the contractor should furnish performance security deposit amount of Rs. 2,50,000/- (Rupees Two lakhs Fifty Thousand only) in favour of Principal Commissioner, Central Tax, Hyderabad GST Commissionerate on behalf of The President, Govt. of India in the form of Fixed Deposit Receipt or Bank Guarantee from a Commercial Bank.**

**PENALTY CLAUSE:**

This office reserves the right to deduct the amount as determined by this office on reasoned and proportion basis, in case if any irregularity in provision of services or of any non-compliance of directions of this office effects the provision of services.

**MODE OF SUBMISSION OF BIDS:**

The bidders are required to upload two bids in e-procurement portal i.e., technical bid and financial bid in the prescribed Proforma (Annexure - II & III) which may be obtained from the website or from this office. In the technical bid, the bidder will provide:-

- (i) Details of his PAN number, Applicable GST registration and details of ESIC, PF etc. (attach photo copy).
- (ii) Details about his experience in the field, and the other organizations for which he is providing such services along with testimonial.
- (iii) Details regarding compliance of statutory laws, number of persons proposed to be deployed, etc. In the financial bid he will submit the quotation for his charges.

(iv) The Bidders shall submit the documentary evidence regarding statutory compliances viz. GST/GST Returns as applicable, Returns and payment of ESIC and E.P.F.O. for previous year along with Technical Bid and any instance of blacklisting by any statutory authority for violation of any laws prevailing.

The service providers will be short listed on the basis of their technical competency, eligibility, past credentials, testimonials, references and suitability after opening of technical bids. Financial bids of only those bidders who are short-listed on the basis of Technical Bid will be opened. The decision will be governed by the rates per sq. ft. per month, number of persons to be deployed and the bid with lowest quotation among the opened bids will normally be approved. However, they should also mention in their financial bid the number of persons to be employed for this work and their monthly wages as given in the pro-forma enclosed. Any suppression of fact of violation of any prevailing laws being executed by statutory authorities or submission of any doctored documents in evidence of the eligibility and other terms and conditions prescribed will result in disqualification of technical Bid or contract during any time of execution of contract.

This office reserves the right to reject/cancel any/all bids in part/full without assigning any reason for the same. The decision of this office in this regard will be final and will not be open to question by any person in any form in any forum.

**THE LAST DATE FOR SUBMISSION OF ONLINE TENDER IS 14.04.2020 TILL 17.00 hrs.** Bids received later than the stipulated date and time will not be considered under any circumstances. **The Technical bid will be opened on 16.04.2020 at 11.00 hrs** by the Tender Evaluation Committee at GST Bhavan, whether the representative of the bidder(s) are present or not. **The Financial bids of successful technical bids will be opened on 17.04.2020 at 12.00 hrs.** This Office reserves the right to reject any tender, even the lowest one or all the Tenders, without assigning any reasons thereof.

FOR ANY CLARIFICATION IN THE MATTER AND/OR FOR INSPECTION OF THE PREMISES, PRIOR APPOINTMENT MAY BE MADE WITH ADMINISTRATIVE OFFICER, CENTRAL TAX, HYDERABAD GST COMMISSIONERATE, THIRD FLOOR (Room No. 408), GST BHAVAN, L.B. STADIUM ROAD, BASHEERBAGH, HYDERABAD-500004.  
Phone No. 040-23244429, 9848559874.

Sd/-  
**(Waghmare Jay G)**  
**Deputy Commissioner (Admn)**

**Proforma for Technical Bid**

- 1] Name of the Party.
  
- 2] Postal Address.
  
- 3] Telephone No.
  
- 4] Mobile No.
  
- 5] Name of Contact Person / Authorized.
  
- 6] Mobile No. of Authorized Person.
  
- 7] Permanent Account Number (PAN).  
Allotted by Income Tax Dept.
  
- 8] Service Tax / GST Registration No.
  
- 9] Employees Provident Fund  
Registration No.
  
- 10] Employees State Insurance  
Corporation Registration No.
  
- 11] Contract Labour Act Licence No. &  
Date & its validity period.

12] Name & Address of Customer to whom  
Housekeeping & Cleaning Services Provided.  
Copy of work order of Govt. Department may  
be submitted if any.

13] Details of experience in the field & turnover  
Within three years.

14] Copy of ITR within three years.

15] Total staff/workers of the firm.

16] Whether Terms and Condition are fulfilled or not.

(Note: - Attach attested photo copies of all the above Documents.)

### **Declaration**

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

[Signature of Authorized Person with stamp]

**ANNEXURE-III**

**Proforma for Financial Bid**

1] Rate per Sq. ft per month :-

(Including all Taxes, statutory levies  
& EPF/ESIC etc. except GST)

2] No. of Labours proposed to be engaged :-

3] Validity period of rates Quoted :-

[Note: - Cost of cleaning material should not  
be included in above rates, as the cleaning  
Material will be provided by the Department]

[Signature of Authorized Person with stamp]