



सीमा शुल्क आयुक्त का कार्यालय  
नं.1, विलियम्स रोड, तिरुच्चिरापल्लि – 620 001

**OFFICE OF THE COMMISSIONER OF CUSTOMS  
NO.1, WILLIAMS ROAD, TIRUCHIRAPPALLI - 620 001**

Tele: (0431) 2410231 / Fax : (0431) 2410231/ e-mail :cusestttry@gmail.com

**NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING  
SERVICES AND SECURITY SERVICES**

The Office of the Commissioner of Customs, Trichy invites sealed offers from reputed PARTIES engaged in the business of providing housekeeping services and security services for out sourcing services of housekeeping and security in various offices of Customs Commissionerate for the period from date of award of contract to 31.03.2013. Tender forms along with terms and conditions can be obtained from DEPUTY COMMISSIONER OF CUSTOMS, Customs Hqrs. Trichy by making a written request in this regard, on all working days up to **07.11.2012 between 09.15 A.M to 5.00 P.M.** Tender document can also be downloaded from the web site [www.customstrichy.gov.in](http://www.customstrichy.gov.in)

The last date for receipt of filled in tender forms is **08.11.2012 up to 05:00 p.m.**

The rate should be quoted on per Sq.ft per monthly basis.

(Issued in file C.No.II/39 /13/ 2012 –Estt.(Cus) dated 18.10.2012)

Sd/-  
(S.HEMA)  
DEPUTY COMMISSIONER

To

1. All Assistant/Deputy Commissioner(s) of Customs, Customs Division, Ramnad, Trichy, Tuticorin, Nagapattinam and Cuddalore – for giving wide publicity
2. The Superintendent Customs (IAD), Hqrs. Trichy to publish in the official website
3. Notice Board of Customs Hqrs. Trichy

**NOTICE INVITING TENDER FOR PROVIDING HOUSE-KEEPING SERVICES/SECURITY SERVICES**

The Office of the Commissioner of Customs, Trichy-1, invites, -

- (i) Sealed offers from reputed PARTIES engaged in the business of providing housekeeping services, for outsourcing the services of housekeeping in its Divisional office/Formation office premises located in various places as detailed below. The Contract period is from the date of award of contract **up to 31.03.2013**. The approximate area for which housekeeping is required is given as under:

Sl.No	Name and Address of the Office	Area in Sq.ft.
1	Office of the Superintendent of Customs Customs Preventive Unit, Beach Road, Portnovo – 608502	1683.70
2	Office of the Superintendent of Customs Customs Preventive Unit, No.40.C.M.Illam, Thirumullaivasal, Sirkali (TK) – 609113	803.53
3	Office of the Superintendent of Customs Customs Preventive Unit, No.A.Agaharam Street, Aranthangi – 614616	2685.50
4	Office of the Superintendent of Customs Customs Preventive Unit, No.9/52, Agraharam Street, Manameldudi – 614620	1294
5	Office of the Superintendent of Customs Customs Preventive Unit, No.1441-A Elgi Building, Trichy Road, Coimbatore – 641018.	360
6	Office of the Assistant Commissioner Customs Division, No.66, Beach Road, Tuticorin	14256.92
7	Office of the Superintendent of Customs Customs Preventive Unit, O/o the Commissioner of Central Excise, CR Building Bebikulam, Madurai – 625002	2850
8	Office of the Superintendent of Customs Customs Preventive Unit, 6/63, Kovalam Road, Kanniyakumari – 629702	6430.20
9	Office of the Superintendent of Customs Customs Preventive Unit, 16/52, College Road, Nagercoil – 629001	2200
10	Office of the Superintendent of Customs Customs Preventive Unit, No.6, Godown Road Street, Thoputhurai – 614809	2250
11	Office of the Superintenant of Customs Customs Preventive Unit, No.7, East Street, Point Calimere – 614807	3000
12	Customs Hqrs. No.1, Williams Road, Trichy.	

- (ii) Sealed offers from reputed PARTIES engaged in the business of providing **Security Services**, for outsourcing the services round the clock security services on monthly basis in the office premises located in various places as detailed below. The Contract period is from the date of award of contract **up to 31.03.2013.**

Sl.No	Name & Address of the office premises	Remarks
1.	O/o the Superintendent of Customs Customs Preventive Unit, 7/106, Lakshmipuram, Beach Road, Thondi-623609	Round the clock Security Services for office.
2.	O/o the Superintendent of Customs Customs Preventive Unit, Keelakarai-623517	-do-
3.	O/o the Superintendent of Customs Customs Preventive Unit, Rameswaram - 623526	-do-
4.	O/o the Superintendent of Customs Customs Preventive Unit, Mandapam - 623518	-do-

## **I. TENDER PROCESS**

1. Tender is invites in two parts i.e. (1) Qualifying Bid and (2) Financial Bid.

The Tender form for Qualifying bid in Proforma prescribed in Annexure – I and the tender form for the financial bid in Proforma prescribed in Annexure – II complete in all aspects shall be submitted in two separate sealed covers for each service (i) **Housekeeping** and (ii) **Security** addressed to the Additional Commissioner of Customs, O/o the Commissioner of Customs, No.1 Williams Road, Cantonment, Trichy -620 001 on or before **08.11.2012 up to 05:00 P.M.**

- (i) The Sealed Covers should be superscribed with “Qualifying Bid – Contract for the providing Housekeeping services”, and “Financial Bid – Contract for providing Housekeeping services” respectively.
- (ii) The Sealed Covers should be superscribed with “Qualifying Bid – Contract for the providing Security services”, and “Financial Bid – Contract for providing Security services” respectively.

Qualifying Bids for both the service will be opened **on 09.11.2012 at 11:00 A.M.** in the presence of bidders at Conference Hall , III Floor, ‘B’ Wing, No.1 Williams Road, Cantonment, Trichy – 620 001. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short list the eligible bidders. The financial bids of the short listed bidders will be opened later. Late submission of tenders shall not be accepted

2. If the tenders are sent by post/courier, it should be ensured that cover should be intact at the time of reaching destination without any damage or loss. Department is not responsible for the delay on account of postal/courier services.

3. Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand only) per application in the form of Demand Draft / Banker’s cheque of scheduled Bank drawn in favour of The Commissioner of Customs, Trichy shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure – I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.

4. **Performance Guarantee:** The Successful bidder has to submit an amount equal to one month's payment as performance guarantee deposit in the form of **Bank guarantee from a Nationalized Bank / Demand Draft / Banker's cheque of a schedule bank drawn in favour of "O/o The Commissioner of Customs, No.1 Williams Road, Cantonment, Trichy – 1** before awarding contract. The performance guarantee shall be refunded to the selected bidder without any interest within one month from the completion of contract period.
5. **The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the qualifying bid.** The tenderer would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. Wherever required the rate quoted shall be written in figures and words as well. Annexure shall also have to be signed and stamped by the bidder or its authorized signatory. **The tenderer shall quote their rates for the Housekeeping service to be provided as "Rate per Sq.Foot per month."** (In both words and figures) which should include deduction towards PF and ESI etc. and the same would not be payable over and above the rates thus quoted.
6. **This office reserves the right to postpone / and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same, without assigning any reason thereof.**
7. This office reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, 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 such action.
8. The tender forms shall be rejected if it is not complete in any aspect.
9. The tender documents are not transferable.
10. The short listed tender along with the documents will be submitted to the '**Competent Authority**' and upon approval by the '**Competent Authority**', the successful bidders will be intimated about the award of contract to them.
11. Late submission of tenders shall not be accepted.

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## II. TERMS AND CONDITIONS:

### ELIGIBILITY CRITERIA

#### 1) **CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:**

- A) Bidder should have minimum three years of experience in providing housekeeping services to various organization; and should have completed at least two such works with an Annual Contract Value of Rs.20 lakhs in the similar activity, in the last three year,
- B) The bidder must have ESI Registration, EPF Registration, registered before 01 April 2008.The bidder must also have Service Tax Registration.
- C) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- D) The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years 2008-09, 2009-10 & 2010-11 certified by a Chartered Accountant.
- E) The bidder must have an Annual Average Turnover of not less than Rs.20 lakhs during the last three financial years 2008-09, 2009-10 & 2010-11 certified by a Chartered Accountant.
- F) **The tenderer should not have incurred loss in any two years during the last three years as on 31.03.2011.**
- G) The bidder must produced a solvency certificate from his banker for an amount not lest that AMOUNT OF THE CONTRACT FOR THE PERIOD from the date of award of contract.
- H) Within one month from the date of awarding the contract the successful bidder shall obtain a license under the Contract Labour (R&A) Act, from the licensing authority.

## **OTHERS TERMS AND CONDITIONS:**

1. The persons employed should work on all days except Sundays and National holidays.
2. The working hours will be from 08.30 a.m. to 4.30 p.m daily.
3. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably English also.
4. If a particular person is absent on any day another person should be deployed in his/her place.
5. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.15 a.m daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
6. The personnel will report to the Officer-in-charge assigned by the Department.
7. In case of emergency and residual situations the contractor has to make the personnel available to cater for emergency services and urgent works entrusted by this office as and when need arises.
8. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages act and any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules. The Service Provider should also maintain Pay Roll containing the above details.
9. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them. The workers should be provided with a salary slip every month.
10. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages or there is any decrease in their applicable wages. The employees engaged by the Housekeeping /Security agency will be in the employment of the Housekeeping /Security Agency only and not of the Customs Department.
11. Mode of payment will be monthly and payments to the Housekeeping/Security Contractor will be through Account Payee Cheques only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.

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12. The Contractor shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping/Security personnel shall be charged to the contractor and recovered from the dues/bills.

13. This office reserves the right to terminate the services of the Housekeeping/Security contractor at any time without giving any notice whatsoever.

14. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping/Security contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping/Security Contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and/or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.

15. The contract will be in force from date of award of contract up to 31.3.2013.

16. The contractor (Service Provider) shall submit the bill for every month by the 1<sup>st</sup> day of the following month along with the statement showing the area cleaned, mopped, etc. No interim bills will be entertained.

17. The Service Provider should specify the material to be supplied for the house keeping services. All the Housekeeping materials / consumables, such as Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets. Mugs, Toilet Cleaner, Floor Cleaner, Toilet fresheners, Urinal Cakes, Cleaning Powder, Phenyl, Hand Wash Liquid, Toilet cleaning brush, Cleaning / Dusting Cloth, Water wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, Glass cleaner etc., as required to execute the above jobs will be supplied by this office (**Service Receiver**).

18. No escalation of price whatsoever would be allowed during the pendency / currency of the contract.

19. If at any time during currency of JOB, the SCOPE OF WORK for which this job has been awarded is reduced / abandoned, the payment / value of this job order shall be reduced on pro-rata basis by this office and would be binding on the Contractor (Service Provider).

20. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration / conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Tiruchirappalli jurisdiction only.

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

1. Daily sweeping and wet mopping of the entire area including the lobby/lift area daily.
2. Furniture like tables, chairs, visitor's chairs, sofas, almirahs, etc., and all the electronic gadgets like computers, telephone, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
3. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., twice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
4. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
5. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
6. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
7. Maintenance and upkeep of the entire office premises.
8. Shifting of furniture and other equipments and files whenever required.
9. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs whenever required.
10. Artificial plants, door mats and carpets are to be cleaned daily. Natural Plants are to be watered daily.
11. Care should be taken that the gadgets are not tampered with during the cleaning operation.

### **WEEKLY SERVICES (Saturdays)**

1. Removal of cobwebs in the corridors and lavatories.
2. Removal of dust accumulated on the walls, windows planes and ventilators in the toilets.
3. Thorough washing, rubbing and cleaning of corridors using Scrubber machine.
4. All name boards, wall panels paintings etc., should be wiped off dirt at regular intervals. All brass boards have to be polished with brass polish.

[Contd... 9]

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

**Round the clock security services on a monthly basis.**

### **Rate and Prices**

(i) The bidders shall quote their rates for personnel employed as **“Rate per Square Foot per month” (In both words and figures) in respect of Housekeeping . The bidders shall also quote the number of persons proposed to be deployed.**

(ii) The bidders shall quote their rates for personnel employed as **“Rate per Security person per month” (In both words and figures) in respect of Security services . The bidders shall also quote the number of persons proposed to be deployed.**

### **Final Payment**

The contractor shall submit the bill for every month by the 1<sup>st</sup> day of following the month. No interim bills will be entertained. Payment will be made through Cheque within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective officer-in-charge of the office premises. The payment is subject to TDS as applicable under the Income Tax Act, 1961.

The tenderer should ensure that the following documents are part of the **Qualifying Bid:**

- a) **Annexure – I (duly filled in) along with necessary enclosures.**
- b) EMD for Rs. 10,000/- Demand Draft / Banker’s Cheque drawn in favour of “The Commissioner of Customs, No.1 Williams Road, Cantonment, Trichy – 1”.
- c) Tender Document (all pages signed)

### **The Financial Bid**

- a) Duly filled – in **Annexure – II Housekeeping Services**
- b) Duly filled – in **Annexure – III Security Services**

**Deputy Commissioner of Customs  
For Commissioner of Customs, Trichy**

Encl:

1. Qualifying Bid Document (Annexure-I)
2. Financial Bid Document (Annexure-II)
3. Financial Bid Document (Annexure-III)

[Contd... 10]

## **ANNEXURE – I**

### **QUALIFYING BID DOCUMENT**

1. Name of the party :
2. Address :  
(with Tel No., Fax No.)
3. Name & Address of the proprietor / Partners/Directors (with Mobile No.) :
4. Contact person (s) (with mobile number) :
5. No. of years of experience in providing Housekeeping Services / Security Services :  
(enclose proof such as Performance Reports from clients (or) TDS copies)
6. Average Annual Turnovers (last 3 Years ended 31.3.2011) :
7. Permanent Account Number (PAN) (The Evidence for filing of IT returns along with 2008-2009 Profit and Loss Account & Balance Sheet 2009-2010 For the last three financial years to be 2010-2011 Enclosed) :
8. Details of ESI & EPF Registration along with Evidence (Registered Before 01.Apr – 2008) :
9. Details of Service Tax Registration along With evidence :
10. Details of EMD :
11. Solvency Certificate issued by Bankers :

### **DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I / we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date)

[Contd... 11]

**ANNEXURE – II**

**FINANCIAL BID DOCUMENT FOR HOUSE KEEPING SERVICES**

1. Name of the party :
2. Address :  
(with Tel No., Fax No.)
3. Name & Address of the proprietor / Partners/Directors (with Mobile No.) :

Sl.No.	Name of the Office & Address	Area (Sq.ft.)	Monthly Rate per Sq.ft. (Rs.)	Amount (Rs.)	Proposed Manpower Deployment (Nos.)
1					
2					
3					
Monthly Service Charges					
Service Tax					
Grand Total					

(Rupees in words :)

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I / we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date)

[Contd... 12]

**ANNEXURE – III**

**FINANCIAL BID DOCUMENT FOR SECURITY SERVICES**

4. Name of the party :
5. Address :  
(with Tel No., Fax No.)
6. Name & Address of the proprietor / Partners/Directors (with Mobile No.) :

Sl.No.	Name of the Office & Address	Rate per person per month	Amount (Rs.)	Proposed Manpower Deployment (Nos.)
1				
2				
3				
Monthly Service Charges				
Service Tax				
Grand Total				

(Rupees in words : \_\_\_\_\_ )

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I / we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date)

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