TENDER NOTICE

The Deputy/Assistant Commissioner of Customs (PRO), IGI Airport, T-3, New Delhi on behalf of the Commissioner of Customs, IGI Airport, New Delhi invites online Bid/Quotation comprising two bids i.e. Technical and Financial Bids from reputed registered firms for providing House Keeping Services in the office of Commissioner of Customs, IGI Airport, Terminal-3, New Delhi for the period of one year from the date of awarding the contract.

2. The Department can anytime alter the number of workers under contract as per requirement.

3. The Tender documents may be downloaded from e-procurement website https://eprocure.gov.in/eprocure/app. Online submission of bid/quotation through the Central Public Procurement Portal (https://eprocure.gov.in/eprocure/app) is mandatory. Manual/Offline bid/quotation shall not be accepted under any circumstances.

4. The Bidders are requested to visit the website https://eprocure.gov.in/eprocure/app regularly. Any changes/modifications in the Tender will be intimated by corrigendum through this website only.

5. The last date for submission is upto 10.00 Hrs on 23.10.2019. The bid/quotation shall be opened at 11.00 Hrs on 24.10.2019. In case, any holiday is declared by the Government on the day of opening, the bid/quotation will be opened on the next working day at the same time.

6. In case only one bid/quotation is received, another extension of 7 days will be given and after that the bid/quotation so received will be evaluated.

7. The Commissioner, of Customs, IGI Airport, New Delhi reserves the right to accept or reject any or all the bids without assigning any reason, whatsoever. The decision of the Commissioner in this regard shall be final and binding on all.
8. If at any stage, before/after the tendering process, it is found that any of the details/documents furnished by the bidder is false/misleading/fabricated, then his/her bid would be liable for rejection/disqualification with suitable charges in that regard. If such rejection/disqualification occurs after the bid/quotation have been opened and the highest bidder gets rejected/disqualified, then the Commissioner of Customs IGI Airport, New Delhi reserves the right to consider the next bidder or take any other measure as may be deemed fit including annulment of the selection process.

9. At any time before the due date for submission of the bid/quotation, the Deputy/Assistant Commissioner of Customs, IGI Airport (PRO), may for any reasons whether at his/her own initiative or in any response to a clarification requested by the firms, modify the NIT documents by amendments which will be uploaded in the website.

10. The bid/quotation for which a notice of withdrawal has been submitted shall not be opened. Only those bid/quotation that are received on or before the due date and time and which contains all the information as desired shall be considered.

11. The tender is for a period of one year but the same can be extended up to 2 years at the sole discretion of the competent authority.

12. The terms and conditions, format for Technical and Format for Declaration are enclosed herewith.

13. Bidders who do not fulfil the pre-qualification requirement will not be considered for Financial Bids. The Commissioner of Customs, IGIA, Terminal 3, New Delhi reserves the right to accept or reject any or all the quotations at any stage, without assigning any reason whatsoever.

14. The bidders should be registered with service tax department with valid registration number and fulfil the eligibility criteria as per Annexure-I.

15. The terms and conditions are as below-

a) The office premises of the Commissioner of Customs, T-3, IGI Airport, New Delhi comprises of an area of approximately 30,000 Square Feet. The numbers of the housekeeping person required for housekeeping of the premises would be at least 1 person per 2000 Sq.ft or part thereof.

b) The bidders are required to quote their rate as per square feet per month. The rate quoted on the basis of per square feet per month would include the components of prevalent rate of minimum wages per person per month for housekeeping services as fixed by the Govt. of NCT of Delhi, deductions towards EPF, ESIC at the prevalent rate, administrative charges and taxes if any.
c) The bidders should be registered with service tax/GST with valid registration number and fulfill the eligibility criteria as per Annexure-I.

d) The age of workers should not be less than 20 years as on 01.01.2019.

e) The bidders should satisfy themselves before submission of the Rates/Quotations to the Commissioner of Customs, IGI Airport, Terminal 3, New Delhi, that they meet the qualifying criteria and capability as laid down in the Annexure.

f) The bidders must comply with all terms and conditions along with all specifications mentioned in Rates/Quotations.

g) The housekeeping staff will be hired on the prescribed rate of Delhi Govt. and the bidders will abide by all the rules and regulations laid down under Labour Act and office orders issued by Govt. of NCT, Delhi, time to time for the welfare of the workers i.e. employees by contractor. This office will not be responsible for any violation thereof.

h) The housekeeping staff will work between 9.30 AM to 6.00 PM with half hour lunch break, six days a week i.e. Monday to Saturday and will do the work of Housekeeping, cleaning and dusting of tables, chairs loading and unloading work etc. Some housekeeping staff will work in shift duty (at airport) as and when required in place of normal duty.

i) The workers provided by the bidders will be the employees of his/their company and they will have no claim for employment in this Department at any stage.

j) The bidders will be responsible for police verification of the workers deployed and a list of workers is required to be submitted to the department.

k) The bidders must ensure that the desired number of housekeeping staff should remain available during the said working hours; he must also make alternate arrangements in the absence of any worker, if any.

l) The payment will be made in the employees bank accounts by 7th day of next month and shall submit the proof of payment accounts by 15th of the same month. The bidder shall ensure for opening bank accounts to all its staff.

m) The contract can be terminated at any time without assigning any reason thereof.

n) The bidder shall in no case lease/transfer/sublet/appoint care taker for services.

o) The bidder shall be directly responsible for any/all disputes arising between him and his personal and keep the Customs, IGI Airport, New Delhi indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

p) The bidder shall be fully responsible for theft, burglary, fire or any mischievous deed by his staff.

q) All consumables and material used in this office shall be provided by this office only.
r) The contract shall be terminated and the payment shall be forfeited in case the work is not found satisfactory.

s) The contract will be awarded initially for a period of one year from the date of awarding the contract.

t) The tender should be strictly in accordance with Rule 160 (xiv) of General Financial Rules, 2005. Further the merits of the tenderers will be taken into consideration by the nominated members of the Committee.

u) The bidder will have to pay wages to all staff regardless of payments from the government for a minimum period of six months.

v) The bidder should submit every quarterly proof of payment of ESI/EPF in the account of contractual workers.

w) The bidder should not be blacklisted by any Government department/PSU/Agency and should not have any criminal case pending against it. An undertaking in this respect should be submitted.

The technical bids will be opened and considered first and financial bids will be opened only for those bidders who emerge successful after consideration of technical bids. The quotations should be Rupees per Square Feet per month for six working days in a week.

**Selection Process** – After opening the Technical Bids, the same shall be assessed and only the bidders fulfilling the minimum eligibility criteria shall be shortlisted. The Financial Bids would be opened of the bidders who qualify based on the Technical Bids. The bidders with the lowest financial score would be declared successful. In case there is tie between two or more lowest financial bids, the bidder having more marks/score in the technical bid would be declared successful.

The successful bidder shall be responsible for obtaining security clearance from Bureau of Civil Aviation Security within 30 days from the date of finalization of the tender and he/she shall be responsible for making Airport Entry Passes for the workers.

Assistant Commissioner (PRO)

**Copy to**

1. The Administrative Officer, Customs, IGI Airport, T-3, New Delhi for information and necessary action.

2. The System Manager, Customs, New Customs House, New Delhi for placing the tender notice on department website.

3. Notice board

Assistant Commissioner (PRO)
Annexure-I

ELIGIBILITY CRITERIA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR HOUSEKEEPING SERVICES

1. The Company/firm/enterprise/partnership intending to submit the Tender should have been providing housekeeping services for at least two years.

2. The Company/firm/enterprise should have undertaken supply for the housekeeping services to at least one Central Government Department/Public Sector Unit (PSU), for at least one year continuously in the last five years.

3. The successful bidder shall be responsible for obtaining security clearance from Bureau of Civil Aviation Security within 30 days or the reasonable extended period permitted by the Competent authority, from the date of finalization of the tender.

4. The bidder should be registered with Service Tax / GST department. The bidder should submit the Service Tax Return for the period F.Y 2018-19.

5. The bidder should submit the proof of turnover of the company for last two financial years certified by Chartered Accountant i.e for F.Y 2017-18 and F.Y 2018-19.

6. The bidder should submit proof of the total number of employees working in the Firm/Company and also submit the proof of EPF & ESIC accounts of all employees along with copies of challans evidencing payment of EPF and ESIC deposited during F.Y 2017-18 & F.Y 2018-19.

7. If the bidder is a company, a copy of the certificate of incorporation issued by the jurisdictional registrar of companies and if the bidder is a partnership a copy of partnership deed should be submitted.

The bidders should give the proof of above criteria (1), (2), (3), (4), (5), (6) and (7). The bidder should also give an undertaking regarding (3) above on their official letter head.

Addresses where the housekeeping services are required:

OFFICE OF THE COMMISSIONER OF CUSTOMS,
IGI AIRPORT, TERMINAL-3,
NEW DELHI 110037
Phone: 011-25655729
GENERAL TERMS AND CONDITION FOR THE TENDER

- The Commissioner of Customs (IGI Airport, New Delhi) reserves the right to postpone and/or extend the dates of receipt / opening of rates/quotations or to withdraw the same, without assigning any reason thereof.
- The bidders are required to submit the complete rates/Quotations only after satisfying each and every condition laid down in the Annexure-II.
- The bidders should satisfy themselves before submission of the Rates/Quotations that they meet the qualifying criteria as laid down.
- Notwithstanding anything contained herein Office of the Commissioner of Customs, IGI Airport, New Delhi, also reserves the right to terminate the contract, by giving 15 days notice in writing without assigning any reason and without incurring liability whatsoever to the contractor.
- The bidders shall in no case lease/transfer/sublet/appoint caretaker of the service.
- While on duty the bidder’s personnel shall not do any private work, other than their normal duties.
- The bidder shall be directly responsible for any /all dispute arising between him and his personnel and keep the Commissionerate indemnified against all action, losses, damages, expenses and claims whatsoever arising thereof.
- Bidder shall be solely responsible for payment of minimum wages and other benefits order of the Govt. Commissionerate shall have no liability whatsoever in' this regard and the bidder shall indemnify this Commissionerate against any/all claims which may arise in this regard under the provisions of various Acts, Orders etc.
- The bidder shall be solely responsible for opening account in bank of his staff provided at the Airport, and shall make their salary payment through the bank account and produce the proof of payment of salary deposit of EPF or ESI every month to the department.
- The bidder shall be fully responsible for theft, burglary, fire or any other acts of omission and commission by his staff.

We agree to the above terms and conditions.

Signature with date.................................................................
Name of the firm/Company ......................................................

Seal.................................................................
# Annexure-III

## (Technical Bid)

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<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Name of Firm/Company/partnership (in block letters)</td>
</tr>
<tr>
<td>2</td>
<td>Copy of partnership deed/ Copy of incorporation of Company or Firm.</td>
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<tr>
<td>3</td>
<td>Full Postal Address: Telephone/Fax No./E-mail:</td>
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<tr>
<td>4</td>
<td>Details of experience for providing similar services in large and reputed organizations</td>
</tr>
<tr>
<td></td>
<td>(like Govt. &amp; PSU)</td>
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<tr>
<td>5</td>
<td>Permanent Account Number (PAN). (Please attach attested copies)</td>
</tr>
<tr>
<td>6</td>
<td>Income Tax Return Details (Please attach attested copies)</td>
</tr>
<tr>
<td>7</td>
<td>GST / Service Tax Registration (Please attach attested copies)</td>
</tr>
<tr>
<td>8</td>
<td>E.S.I.C. Registration with Date (Please attach attested copies)</td>
</tr>
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<td>9</td>
<td>E.P.F. Registration With Date (Please attach attested copies)</td>
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Signature or Authorized Signatory with date ........................................

Name of the Firm ________________________________________________________

Seal ____________________________________________________________________
### Score/ Marks for Technical Bid.

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<th>Details of experience for providing similar services in large and reputed organizations (like Govt. &amp; PSU)</th>
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<th>02 to 03 Years</th>
<th>01 to 02 Years</th>
<th>Less than 01 Year</th>
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<td>More than 02 Crores</td>
<td>25 Marks</td>
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<td>01 to 02 Crores</td>
<td>15 Marks</td>
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<td>50 Lacs to 01 Crores</td>
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<td>GST/Service Tax Payment details</td>
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<td>05 to 10 Lacs</td>
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<td>01 to 05 Lacs</td>
<td>10 Marks</td>
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<td>80-100 employees</td>
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<td>50-80 employees</td>
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