

OFFICE OF THE COMMISSIONER OF CENTRAL TAX APPEALS-1 PUNE : GST
BHAVAN : 3RD FLOOR : 'F' WING : 41/A , SASOON ROAD : OPP : WADIA COLLEGE :
PUNE : 411 001.

F.NO.I/ADM/22-22/HK/API/2017-18/PT.1
Pune, the 22nd March 2019

To,
The Superintendent (EDP),
CGST Pune I Commissionerate,
Pune.

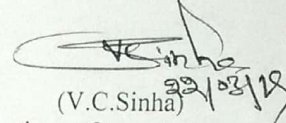
Sub: - Outsourcing of Housekeeping Services at the premises of Appeals-1 Pune
Commissionerate...uploading of letter-reg.

This office intent to outsource housekeeping services at the premises of this office and
decided to call for sealed quotations from the prospective service providers.

Accordingly, this office has issued letter bearing F.NO.I/ADM/22-22 / SWEEPING /
API/2017-18 dated 22.03.2019, inviting quotations from the prospective service providers. The
same is enclosed herewith.

You are requested to upload copy of said letter on the website of CGST & Customs Pune
Zone.

This is issued with the approval of Commissioner (A)


(V.C.Sinha) 22/03/19

Assistant Commissioner,
Central Tax Appeals-1 Pune.

Encl: As above.

OFFICE OF THE COMMISSIONER OF CENTRAL TAX APPEALS-1
COMMISSIONERATE PUNE : GST BHAVAN : 3RD FLOOR : 'F' WING : 41/A,
SASSOON ROAD : OPP : WADIA COLEGE: PUNE-1

F.NO.1/ADM/22-22/HK/AP-1/2017-18
Pune, the 22nd March 2019

Sub: - Outsourcing of House Keeping Services at the premises of Appeals-1 Commissionerate Pune.

Sealed quotations are invited from the eligible and capable vendors/service providers for providing Housekeeping Services at the Office of the Commissioner of Central Tax Appeals-1 Commissionerate (hereinafter referred to as "the (Department) for the period from 01.05.2019 to 31.03.2020.

The Details of Office premises are as under.

Sr.No.	Name of building/Locations	Approximate House keeping Area in Sq.Ft.
1.	Office of the Commissioner, Central Tax Appeals-1 Commissionerate, Pune, GST Bhavan, 3 rd Floor, "F" Wing, 41/1, Sassoon Road, Opp : Wadia College : Pune-411 001.	4378

2. **The terms and conditions are as under:-**

- a) The applicants should be capable of providing services of such nature and should furnish an undertaking to the effect that all relevant labour laws are being complied with and also that they are capable of holding and controlling the man power without any legal encumbrances; the firm must be registered with the Labour Commissioner, for providing the required number of labours, and should also possess valid PAN number, GST Registration (if applicable), ESI, EPF registration as applicable.
- b) They should mention in their quotations for the above said work at a) lump sum amount to be charged on monthly basis, as well as rate per Sq. ft. per month and also state the number of contract worker to be deployed & for the above said work at b) state the amount charged per worker per month and also number of contract worker to be deployed. The amount for a) & b) should be mentioned separately.
- c) 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 by the department over and above the rates thus quoted. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified in this regard from time to time.
- d) **Skeleton staff should be deployed beyond 04.30 pm on all working days to cater for emergency services.**
- e) The Sweeping & Cleaning services should be provided on all days from 08.00 am to 04.30 pm (including lunch-break of half hour) except Sundays.

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- f) The personnel employed should attend to work punctually and complete the cleaning work of the entire office premises before 09.30 am daily. The personnel will perform all the duties assigned by the Service Provider and as specified by the Department from time to time.
- g) The successful bidder will be required to give letter of acceptance within 3 days of being informed and enter into an agreement for the work contract.
- h) The Service Provider shall deploy only those personnel whose antecedents have been verified by the Police.
- i) All the workers deployed shall be in proper uniform with ID cards displayed prominently on their person, which shall be provided by the Service Provider. This office shall not provide any accommodation/food/uniform to the housekeeping attendants.
- j) The Contractor's authorized representative carrying valid ID cards shall only be allowed to enter this office. Within the premises of the office, the contractor's personnel shall not do any private work, except their assigned duties, and will not entertain any guests/outsideers etc.
- k) The Service Provider shall arrange necessary Insurance cover for all the persons deployed by him.
- l) This Office shall not entertain any claim arising out of mishap, etc, if any, that may take place while discharging the duties by the personnel(s) provided by the Service Provider. In the event of any liability/ claim falling on this Commissionerate, the same shall be reimbursed/ indemnified by the Service Provider.
- m) The workers engaged by the Service Provider for the said work at Appels-1 Commissionerate Pune will not have any right / claim whatsoever, for recruitment of temporary or permanent employment in the Government of India.
- n) The Contractor shall be fully responsible for theft, burglary, loss, breakage or fire etc. or any mischievous deeds by his staff.
- o) The Contractor should not indulge in employing child labour.
- p) The Service Provider who is awarded the work by the Department is not permitted to Sub-contract the subject work.
- q) The Service Provider should deploy one supervisor with mobile phone who shall be available every day in GST Bhavan premises.
- r) The Cleaning material will be supplied by the department.
- s) **There should not be overloading of work on personnel deployed. The work between the personnel deployed should be uniformly distributed and ideally it should not be more than 2000 Sq. Ft per personnel per day.**
- t) The personnel deployed should be well experienced and trained adequately and should be of sound health.
- u) The personnel will report to the officer in charge assigned by the department i.e. caretaker/PRO. If a particular person is absent on any day, another person shall be deployed in his/her place. For any absence and non-engagement, no housekeeping charges shall be paid.

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- v) The service provider shall ensure that there is no scope for any grievance from the personnel on delayed payment of housekeeping charges.
 - w) The Service provider shall pay wages to the laborers engaged by them for the work as per Minimum Wages Act, fixed by Central/State Government, as amended from time to time. Any anticipated increase in the wages must be factored in the rates being quoted. The department shall be in no way responsible or liable for payment of salaries, bonus, gratuity, allowances or any type of payment to them.
 - x) All deductions towards PF, ESI etc must be factored in the rates being quoted per sq. ft per month basis.
 - y) Against Income Tax, Under Section 194(c) of Income Tax Act and the rules framed there under, the Department is free to deduct the amount at the rate applicable under the rules from the monthly due and payable to the Agency as TDS and shall issue suitable TDS certificate to that effect to the Agency.
 - z) The Service Provider shall indemnify and keep indemnified this office against any acts of omission or commission from the personnel engaged for work and this office shall not be liable to pay any damages or compensation to such person or to third party. All such damages caused by the housekeeping personnel shall be charged to the Service Provider and recovered from its dues/ bills.
 - aa) The bidders who intend to bid and intend to visit the aforesaid premises to acquaint themselves of the work to be carried out in the said premises, the scope of work etc. can do so on 1st April 2019 onward till 5th April 2019 during the office hours 11.00 hrs to 16.00 hrs. The name of contact persons are as under: -
Shri. V.R.Gaikwad, Superintendent (Admin), Appeals-1 Commissionerate Pune GST Bhavan, 3rd floor, 'F' wing, 41/A, Sasoon Road, Opp: Wadia College, Pune-411001.
 - bb) It will be the prerogative of the Department to decide whether the aforesaid contracts are to be given to one Contractor or to different contractors.
 - cc) The contract can be terminated by the department without assigning any reason at any time. The Service provider shall not terminate the contract without giving proper notice of at least two months.

dd) TERMS OF PAYMENT

- a) The contractor will submit the monthly bill in duplicate for reimbursement along with certificate of work completion by the officer in charge. The bill will be paid after making recovery, if any.
- b) The contractor shall make regular and full payment through e-payment to their respective bank accounts to its personnel/laborers as per the law and furnish necessary proof in this regard as and when required by the department.
- c) In case of any complaint of non-fulfillment of any obligation under contract executed between the Service provider and department. this office reserves the right to deduct the amount due from contract from monthly bills as well as the termination of the contract.

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ee) PENALTIES

The Contractor will attract a penalty of an amount of Rs. 500/- (Rs. Five Hundred Only) per day per person, in addition to deduction of the wages, 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.

Security Deposit/Performance Security: On acceptance of tender, the successful bidder must provide Security Deposit/Performance Security in the form of Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any of the Commercial Banks in India, equal to 5% of the value of the Contract in favour of Pay & Account Office, Central Excise & Customs, Pune. Performance security should remain valid for a period of **Sixty days** beyond the date of completion of all contractual obligations of the contractor. The Security Deposit will be refunded only after the successful completion of the contract. The deposit is liable to be forfeited, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened/ breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the department that the contractor firm may invite upon themselves due to any of the reasons specified above.

The agency shall raise monthly bill for the services rendered and shall make prompt and full

Payment of labour charges, salaries and other payments as due as per the labor laws to its contract workers deployed for housekeeping work and furnish necessary proof whenever required.

SCOPE OF WORK

The scope of work for housekeeping of office buildings is as under:-

- (i) Cleaning, sweeping and wet mopping of the entire area including the lobby, Stair-cases, corridors, passages etc.
- (ii) Collection of all sweeping garbage and waste materials and their effective disposal.
- (iii) Cleaning of toilets, urinals, W/C along with attached water tanks and washbasins, using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and as further required.
- (iv) Shifting of furniture, files and other office equipments whenever required.
- (v) Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer tables/chairs and electronic gadgets like computers, telephones, fax machines, photo copier machines, sofa sets, fans etc.
- (vi) Cleaning of pantry area, wiping and cleaning of wooden Formica, glass surfaces, window sills, frames, plant pots and removal of stagnant water. Filling of water in coolers/watering indoor plants in the office.
- (vii) Services such as serving of drinking water/ refreshments etc during Conferences/ meetings, Seminars and visit of assesses to headquarters. Cleaning of roads in Society/residential complex premises in case of emergency.
- (viii) Filling of water in coolers/watering & cleaning indoors plants in the office.
- (ix) Other similar & miscellaneous work of office.

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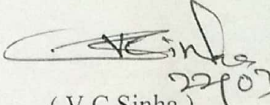
Miscellaneous Conditions:

- i) Sweeping, cleaning, dusting etc. shall be completed before 9:30 a.m. every day.
- ii) The Contractor shall on award of the contract, furnish the list containing name and addresses of the workmen sent to this office for performing Housekeeping services.
- iii) 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.
- iv) The personnel will render services everyday including Saturday except on National Holiday. In case of emergencies, very rarely, work may be required on Sundays also.
- v) They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.
- vi) Materials, consumables required for housekeeping and maintenance of toilet/bathroom shall be provided by the department.

The sealed quotations superscribed as "Quotation for Housekeeping Service " should be marked as "Confidential and reached to " The Assistant Commissioner (Admn) , Central Tax (Appeals-1) Pune Commissionerate, having his office at GST Bhavan, 3rd Floor, "F" wing, 41/A, Sasoon Road, Opp : Wadia College : Pune : 411 001 on or before 05th March 2019. Tenders will be opened on 08th March 2019 at 11.30 Hrs.

In case of dispute, the decision of the Commissioner, Central Tax Appeals-1 Pune having his office at GST Bhavan, "F" wing ,2nd Floor, 41/A, Sasoon Road, Pune-411 001 shall be final and binding on all the concerned.

The Competent authority viz. the Commissioner, Central Tax Appeals-1 Pune, reserves the right to accept or reject any/all quotations either in full or part without assigning any reason thereof. The decision of the Competent Authority in all respect shall be final and binding on all the concerned.


(V.C.Sinha)

Assistant Commissioner,
Central Tax Appeals-1 Pune.