



सीमा शुल्क आयुक्तालय, कच्छ  
सीमा शुल्क सदन, कंडला

OFFICE OF THE COMMISSIONER OF CUSTOMS:  
CUSTOM HOUSE: KANDLA, KUTCH, GUJARAT  
PHONE : 02836-271468-469 FAX : 271467

F.No. S/22-09/2016-17

Date: 06.09.2017

**NOTICE INVITING TENDER**

Sub: Calling for tenders to award Annual Maintenance Contract (AMC) of Facility Management services at Container Scanner Project, Near Custom House, Kandla - Reg.


Office of the Commissioner of Customs, Custom House, Kandla invites sealed tenders from reputed Facility Management Service Providers (hereinafter referred to as Contractor) for providing Facility Management services at Container scanner Project, Near Custom House, Kandla. Details of work, specifications and terms and conditions of the contract are outlined in the Tender Form.

2. The tender form can be downloaded from [www.kandlacustoms.gov.in](http://www.kandlacustoms.gov.in)
3. The Contractor should go through the details and sign each and every page of tender including its enclosures as a token of acceptance of the terms and conditions of the tender.
4. The tender is invited in two parts i.e. **(1) Technical/Qualifying Bid** and **(2) Financial Bid**. The tender form for Technical/qualifying Bid prescribed in Annexure-1 and the tender form for the Financial Bid prescribed in Annexure-II are to be sealed in two separate envelopes superimposed with words "TECHNICAL/QUALIFYING BID" and "FINANCIAL BID" respectively. These two sealed envelopes with desired enclosures and Earnest Money Deposit Demand Draft should then be placed and sealed in a bigger envelope having superimposed with words "QUOTATION FOR AMC OF FACILITY MANAGEMENT SERVICES AT CONTAINER SCANNER PROJECT, NEAR CUSTOM HOUSE, KANDLA". Thereafter the sealed envelope shall be submitted at the Additional Commissioner, Custom House, Kandla on or before 22.09.2017 (05:00 hrs).
5. Tenders received after the stipulated date and time will not be entertained under any circumstances. This office reserves the right to reject any tender, even the lowest one, without assigning any reason thereof.
6. Tenders received without EMD would be rejected.
7. Any enquiry/details regarding the work can be obtained from Administrative Officer, Custom House, Kandla.

  
(U.B. Rakhe)  
**ADDITIONAL COMMISSIONER**  
**CUSTOM HOUSE, KANDLA**

Copy to:

- I. Notice Board, Custom House, Kandla.
- II. EDI section for posting on CBEC, Kandla Customs and E-procurement websites.

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PHONE : 02836-271468-469 FAX : 271467

F.No. S/22-09/2016-17

Dated: 06.09.2017

**NOTICE INVITING TENDER  
FOR AMC OF FACILITY MANAGEMENT SERVICES**

Office of the Commissioner of Customs, Custom House, Kandla - 628 004 invites Sealed Tenders from reputed concerns engaged in the business of providing Facility Management Services (hereinafter referred to as Contractor) for providing **Facility Management Services at Container Scanner Project, Near Custom House, Kandla** for the period of one year which may be extended for further period. The concerns fulfilling the requirements as specified under eligibility conditions of this document shall be eligible to apply.

**1. TENDERING PROCESS:**

The tender is invited in two parts i.e. **(1) Technical / Qualifying Bid** and **(2) Financial Bid**. The tender form for Technical/ Qualifying Bid prescribed in Annexure-1 and the tender form for the Financial Bid prescribed in Annexure-II are to be sealed in two separate envelopes superimposed with words "TECHNICAL/ QUALIFYING BID" and "FINANCIAL BID" respectively. These two sealed envelopes with desired enclosures and EMD should then be placed and sealed in a bigger envelop having superimposed with words **"QUOTATION FOR AMC OF FACILITY MANAGEMENT SERVICES AT CONTAINER SCANNER PROJECT, NEAR CUSTOM HOUSE, KANDLA"**. Thereafter the sealed envelope shall be submitted to the Additional commissioner (P&V) custom House kandla, on or before 22.09.2017. Submission of tenders after 04:00 hrs on 22.09.2017 shall not be accepted. Incomplete bid document shall be rejected. The valid Qualifying bids shall scrutinized by the tender committee to shortlist the eligible bidders.

**2. SCOPE OF THE CONTRACT:**

The prime object of the Facility Management Services **is to support the staff with facility of Housekeeping, Gardening, Marshall cum Driver for Container Trucks, Maintenance of Electrical and Plumbing, etc.** The scope of work involving this tender for AMC of Facility management of chambers / sections / corridors / staircases area / Open area within the premises of Container Scanner project, Near Custom House, Kandla which includes Admin Building comprising of ground, Tunnel, Garden, plus first floor Floor and Terrace of Admin Building area inside the boundary wall (Total area of **10083.09 Sq.Mtrs - 1,08,534.38 Sq. Feet**) which has Built Up area (Ground Floor + First Floor) of **8875.09 Sq.Mtrs (93531.47 Sq. Feet)**. To have better idea of scope of work, interested bidders can visit the site on 15.09.2017 between **10:30 am to 4:00 pm**.

**3. DESCRIPTION OF WORK:**

- I. Marshall cum Driver should take control of movement trucks/container movements which arrives for scanning and coronate with drivers / customs staff meant for scanning around the clock. He should ensure that drivers come out of tunnel of Scanning project.
- ii. Electrician should be able to attend all related jobs including generator operations etc. Plumber should attend requirement of water storage and distribution. Gardener should maintain the garden.
- iii. Daily sweeping and wet moping of the entire office area of the Container Scanner Project including Corridors, staircases and open spaces which should begin by 0700 hrs and shall be finished i.e. before 1000 hrs., on daily basis for all the days except on Sundays and public holidays. Staff deployed should be available in the Container Scanner Project Premises from 0700 hrs. to 1600 hrs.
- iii. All Chambers /sections shall be cleaned before 09.30 hrs on every day basis.

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## 6. RESPONSIBILITY OF CONTRACTORS:

- ❖ The contractor will have to provide all the manpower and equipments needed for the contract work at their own cost. The material required in the process shall be provided by the department.
- ❖ The contractor will have to ensure that the persons deployed are within the age group of 18 years to 50 years and have sound health. They understand local language and are experienced in the contract work.
- ❖ The Contractor shall on award of contract shall furnish names and addresses of and submit the photo and residential proof of his personnel deployed for the contract work to the department. No other person except Contractor's Authorized Representatives about whom this department is informed shall be allowed to enter the premises.
- ❖ The Contractor shall provide uniform and identity cards to its personnel. He shall ensure that the deployed personnel invariably wears the uniform and displays their identity cards while discharging their functions so that they can be easily identified by one and all.
- ❖ The Contractor will have to ensure the Punctuality, mannerism, good behaviour and proper conduct of the personnel it deploys for execution of the contract. The personnel so engaged by the Contractor should be polite with pleasing manners, co-operative, disciplined and should not smoke or be drunk or engage in unlawful activities such as playing cards etc. while on duty and inside the campus premises of Container Scanner Project. They shall be under his employment and disciplinary jurisdiction. However they shall be subject to the overall discipline of Office of the Commissioner of Customs, Container Scanner Project, Custom House, Kandla. No tips in any form shall be accepted/ entertained.
- ❖ The contractor shall be solely responsible for regular payment of wages/salaries other benefits and allowances to his personnel as per the prevalent labour laws and/or any other payments that might become applicable under any Act or Order of the Central/State Government and this department shall have no liability in this regard. The contractor shall furnish necessary proof in this regard whenever required.
- ❖ The contractor shall provide the safety articles/equipments to its personnel. Safety of the personnel deployed by the contractor will be the sole responsibility of the Contractor and that the Department will not be responsible for any kind of hurt/loss/damage caused to the personnel on account of any accident or mishap.
- ❖ The contractor shall be solely responsible for regular deposition of contribution to EPF, ESI etc. for the personnel it deploys. There shall be no liability on department in this regard. As and when demanded the contractor shall submit copies of such payments to the competent authority.
- ❖ Insurance covers protecting the agency against all claims applicable under the Workman's Compensation Act 1948 shall be taken by the Contractor. The contractor shall arrange necessary insurance cover for all the persons deployed by him even for short duration. This department shall not entertain any claim arising out of mishap, if any that may take place. In the event of any liability/claim falling on this charge the same shall be the responsibility of the contractor.
- ❖ The Contractor shall pay the Govt. dues such as Service Tax, Professional Tax etc. as and when required. Department shall not be responsible in any manner in this regard. As and when demanded, the contractor shall submit the copies of such payments in the contract period to the competent authority.
- ❖ **The contractor shall pay all its contractual employees payment as per the Central Government Notification No.1/15(7)/2015-LS-II dated 30.09.2015 w.e.f. 01.10.2015.** The contractor should pay EPF and ESIC contributions (of employer and employee) on monthly basis and submit its ECR / challan copies to this department failing which monthly bills will not be processed further.
- ❖ The contractor shall be liable to pay compensation of any loss to the property of the Department caused by the acts of omission and/or commission by its personnel.

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- iv. Cleaning of all chambers/ Sections, corridors and stair cases twice a day.
- v. Cleaning of roofs, ceilings of the entire premises on regular basis.
- vi. Dusting and wiping of all furniture like tables chairs, sofas, computer table/ chair and electronic gadgets like computers, telephones, fax machines, photo copier machines etc.
- vii. Cleaning of all the doors, windows, partitions including the particle board, glass and aluminium channels in the entire office area.
- viii. Cleaning of Toilets/urinals, wash basins, tiles, mirror by using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and whenever required and changing of naphthalene balls at regular intervals.
- ix. Removal of blockages and clogging in the wash basins and other sanitary fittings for smooth outflow of waste.
- x. Shifting of furniture, files and other office equipment's, whenever required.
- xi. All arrangements related Conferences, meetings, seminars and events organized by the department.
- xii. Any work assigned by Administration Section, Custom House, Kandla not included above and which deals with the Facility management, cleaning and maintenance of the Scanner Project Premises.
- xiii. Atleast one attendant should be available at site on 24\*7 basis.
- xiv. Similarly, electrician, plumber and gardener should be available during office hours. Electrician and Plumber should be technically well qualified and experienced. Marshall cum Driver should be available around the clock.

#### **4. ELIGIBILITY CRITERIA FOR TECHNICAL/QUALIFYING BIDS:**

Technical/qualifying Bids shall be submitted in a prescribed format as laid down in Annexure I to this NIT. The contractors shall provide information/ documents/ annexure as listed below.

- The Contractor must have SERVICE TAX, VAT, SALES TAX and PAN Number registration with respective authorities and self-attested copy of these registration certificates should be enclosed to the Bid.
- The Contractor must be registered with the ESI and EPF authorities and other relevant Authorities. Labour
- Experience of contracts with Central Govt. / State Govt. / Public Sector organisations will get preference.
- The contractor must have at least 10 permanent staff on its pay rolls.
- The Contractor must provide list of Facility management and Cleaning Equipment's owned by him and which he shall use in the execution of the contract.
- The Contractor must provide number of personnel with their designation, he proposes to deploy for execution of the contract. Details of plumber and electrician should be provided.
- The contractor should not have been disqualified by any Govt. /Semi Govt. organisation for similar work in the past. An undertaking to this effect must be submitted along with the Qualifying bid.
- The contractor shall satisfy all the conditions mentioned in detailed tender notice.
- Similarly, electrician, plumber and gardener should be available during office hours. Electrician and Plumber should be technically well qualified and experienced. Marshalls should have working knowledge of reading and understanding local language, Hindi and English.

#### **5. FINANCIAL BID REQUIREMENTS:**

The contractor shall submit Financial Bid in a stipulated format as laid down in Annexure II to this NIT. The contractor shall mention his quotation for contract work in the form of rate (in Indian rupees to be mentioned in figures and words separately) per square feet per month and for total contract period i.e. for the year. The quoted rate shall include all the taxes and all other liabilities. Bid shall not be submitted based on the quotation rate on the number of personnel to be deployed.

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- ❖ In case of any loss caused to the third party by way of the conduct of the personnel deployed by the contractor, department shall not be responsible. Contractor shall be solely responsible to compensate the third party in such cases.
- ❖ The contractor and/or its personnel shall not allow movement of equipment/items or any property of the department in or out of the Container Scanner Project Premises without prior permission of the competent authority. Contractor shall be solely responsible if any equipment/items or property is found missing and will have to compensate the department as decided by the competent authority of the department. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- ❖ The contractor shall render services every day including Saturdays except Sundays and National Holidays. In case of administrative exigencies as and when need arises the contractor shall provide his services and personnel even on the Sundays and National Holidays at no extra cost.
- ❖ The contractor shall not subcontract or outsource the Contract work in any manner.
- ❖ The contractor shall not communicate or use in advertising, publicity, bidding for other contract, sales releases or in any other medium, photographs or other production of the work under this contract.

#### **7. Terms of Payments:**

- i) The contractor shall submit the bill on monthly basis in duplicate duly certified by the Administration section and same shall be paid thereof after making recovery, if any. No interim bills will be entertained. The bill payment will be subject to TDS applicable under the Income Tax Act 1961. The bill shall be accompanied by certificates from nodal officers nominated by this department of each floor, certifying the proper execution of the contract work.
- ii) Payment due to the contractor shall be made by the Office of the Commissioner of Customs, Custom House, Kandla by ECS/ NEFT. For this, the contractor is supposed to submit a mandate form to the office. In all cases, the contractor shall present his bill pre-receipted with proper revenue stamp.

#### **8. OTHER TERMS AND CONDITIONS:**

- i. The successful contractor shall have to enter into a contract with the department and the contract shall be valid for a period of one year.
- ii. The conduct of the successful contractor will be constantly monitored and failure to abide by the terms and conditions of the contract, failure to maintain Container Scanner Project Premises in tidy and clean condition, lack of punctuality and any breach in security procedure or making any false declaration to any Govt. Agency which in the opinion of the Govt. is not in the public interest shall make the contract liable to be terminated.
- iii. The Contractor should go through the details and sign each and every page of tender including its enclosures as a token of acceptance of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The Contractor would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. Whenever, the prices are to be quoted shall be written in figures and words as well. Annexures shall also have to be signed and stamped by the firm through its authorised signatory. The tender form shall be rejected if it is not complete in any respect.
- iv. Rate should be quoted in Indian Rupee. The rate should be quoted both in words and figures and shall be firm during the contract period.
- v. All the pages of the bid should be signed affixing the seal. All corrections and overwriting should be initialled.
- vi. The contractor shall furnish an undertaking to the effect that none of its Directors/Partners/Owner or associates have been convicted under any law of the land. The undertaking should also mention if any legal proceedings are initiated and are pending against them under any law of the land anywhere in India.

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- vii. A prospective bidder requiring any clarification of the Tender document may communicate to the concerned official (Superintendent of Customs - Administration) at the address given in this notice inviting tender.
- viii. At any time prior to the last date of receipt of bids, Office of the Commissioner of Customs may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the Tender document by an amendment.
- ix. The Office of the Commissioner of Customs may at its own discretion extend the last date for the receipt of bids.
- x. The bids shall be written in English language.
- xi. The Office of the Commissioner of Customs reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons therefore. The decision of the Office of the Commissioner of Customs will be final in all the matters of tender and purchase.
- xii. The Contractor undertakes that he shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Department.
- xiii. The department shall be the sole authority to decide on the quality of service rendered by the Contractor. In case the performance of the Contractor is found unsatisfactory, the Department shall have the right to terminate the agreement without notice or compensation or any payment, whatsoever at the sole discretion of the Department.
- xiv. The Department shall have the right to withhold any reasonable sum from the amount payable to the Contractor under this contract, if the contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the department as to payment of all statutory and other dues or compliance with other obligations.
- xv. The personnel engaged by the Successful Contractor shall have no claim whatsoever on Office of the Commissioner of Customs and shall not raise any industrial dispute either directly or indirectly with or against Office of the Commissioner of Customs in respect of their service conditions as long as they are engaged at Customs Container Scanner Project premises for execution of the Contract.
- xvi. The Income Tax as per Rules shall be deducted from the bill. All statutory deductions such as TDS, etc. wherever applicable, but not limited to this list indicated, shall be deducted from the bills payable to the Successful Contractor at the applicable rates from time to time.
- xvii. Under no condition, the Contractor or his staff shall claim the benefits of Office of the Commissioner of Customs Rules, Wages & Allowances, facilities etc.
- xviii. Office of the Commissioner of Customs shall not be responsible for delay or non-receipt of tender documents during transit by Post.
- xix. Office of the Commissioner of Customs reserves the right to reject any or all Tenders without assigning any reason thereof at any stage of the process.

#### **09. COMPLETION OF CONTRACT:**

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiry of the duration of contract i.e one year. Fresh agreement shall have to be drawn if both parties to the contract agree to extend the period of contract beyond one year by mutual consent.

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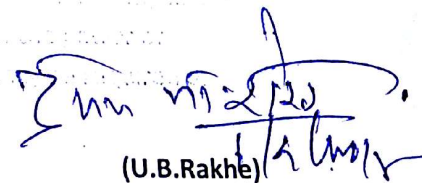


## 10. Termination


In case the successful contractor wishes to terminate the Contract at any point of time, after acceptance, a notice to this effect should be given to the department at least three months in advance. The department is however at liberty to terminate the contract with immediate effect in case of breach of any of the terms and conditions of the contract or if the services are not found to be satisfactory at any time.

## 11. Submission of Application for Contract:

1. If an individual makes the application, it shall be signed by the proprietor above his full typed written name and current address.
  2. If a proprietary firm makes the application, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
  3. If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address or alternatively by a partner holding power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.
  4. If a limited company or a corporation makes the application, a duly authorized person holding power of attorney for signing the application shall sign it. In such a case a certified copy of the power of attorney shall accompany the applications. Such limited company or corporation may be required to furnish satisfactory evidence of its existence before the tender application is filed
  5. Applications made by FAX and those received late will not be entertained. The application should be typewritten and signed on each page of the application.
  6. Overwriting should be avoided. Neatly crossing out, initiating, dating and rewriting shall make correction, if any. All pages of the document shall be numbered and submitted as a package with signed letter of transmittal. At no stage use of white ink/fluid or correction pen be used.
  7. A senior officer of the client should sign references, information and certificates from the respective clients certifying suitability, know-how and capability of the applicant.
  8. The applicant is advised to attach any additional information, which he thinks is necessary to establish that the applicant is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after the tender document is submitted, unless the Office of the Commissioner of Customs calls for it.
- Copy to :
01. Notice Board, CHS.
  02. EDI for posting on Customs Website, CBEC website and E-procurement.

  
(U.B. Rakhe)

Additional Commissioner of Customs,  
Custom House, Kandla

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**ANNETURE - I**

**TECHNICAL/QUALIFYING BID FORM FOR TENDER OF FACILITY MANAGEMENT OF  
CONTAINER SCANNER PROJECT, NEAR CUSTOM HOUSE, KANDLA – 2016-17**

1.	NAME OF THE CONTRACTOR	
2.	TYPE OF ENTITY-PROPRIETARY FIRM, PARTNERSHIP FIRM , PVT.LTD.	
3.	ADDRESS	
4.	TELEPHONE NO./ MOBILE NO./FAX NO.	
5.	NAME OF CONTACT PERSON	
6.	TEL.NO. /MOBILE NO. OF CONTACT PERSON	
7.	PAN DETAILS	
8.	SERVICE TAX REGISTRATION DETAILS	
9.	NO. OF STAFF TO BE DEPLOYED FOR CONTRACT	
10.	DETAILS OF FACILITY MANAGEMENT CLEANING EQUIPMENT OWNED AND TO BE PUT IN USE FOR CONTRACT BY THE CONTRACTOR	

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**ANNEXURE II**  
**FINANCIAL BID DOCUMENT**

1. Name of the Contractor :
2. Address of the Contractor  
(With Tel. No., Fax E-Mail) :
3. Name & Address of the Proprietor  
Partners/Director (With Mobile No.):
4. Contact Persons(s) (With Mobile No.) :

Name Of Work	Rate (per Sq. Feet)	Amount per day	Amount per month	Amount per year

**Total Cost in Words:**

**Note:**

1. The rate should be inclusive of all taxes etc.
2. The services of the above personnel are required throughout the year round the clock. The rate includes the cost of relievers for weekly off, gazetted holidays and any other leave, in addition to statutory obligations like ESI, PF, Uniform, and as per Minimum Wages Act etc.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them and all of it is included in cost.

(Signature of contractor with seal and Date)

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**ANNEXURE III**

**DETAILS OF ALL CONTRACT COMPLETED DURING THE LAST THREE YEARS**

Sl. No.	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of Commencement as per contract	Period of contract	Litigation Arbitration pending/in progress with details	(If applicable)		Remarks
							Name, Address & Tele No. of officer to whom reference may be made		
1	2	3	4	5	6	7	8	9	

(Signature of the Contractor)

Seal of organization

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