

राष्ट्रीय सीमा शुल्क, उत्पाद शुल्क एवं नार्कोटिक्स अकादमी
क्षेत्रीय प्रशिक्षण संस्थान,



**NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS,
REGIONAL TRAINING INSTITUTE,
No.40, HMT Factory Main Road,
Next to HMT School, Jalahalli
BENGALURU - 560 013
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C. No. IX/17/04/2016 NACEN (BZ)

Date:23.9.2016

Tender Notice No. 06/2016

Subject: Tender Enquiry for providing of housekeeping services and other Manpower services at office premises of new NACEN, Complex, Bengaluru – Regarding.

Quotations are hereby invited from reputed and established Integrated Facility Management Manpower Service Providers stationed in Bengaluru for providing of Housekeeping Services and other allied Manpower Services in the premises of **National Academy of Customs, Excise & Narcotics (NACEN) Complex situated at No. 40, HMT Factory Main Road, Jalahalli, Next to HMT School, Bengaluru – 560 013.**

The following documents giving details are enclosed.

1. **Terms & Conditions** - **Annexure - I**
2. **Technical Bid** - **Annexure - II**
3. **Financial Bid (Proforma for quoting rates)** - **Annexure - III**

Terms and conditions governing this Tender Enquiry are listed in Annexure-I this document. Contractors, Firms, Agencies interested in providing these services may submit the details in **Annexure-I, II and III**. The **Technical Bid** (Pre-qualifications requirements (**Annexure-II**)) should be placed **in one envelope** and **Financial Bid** (Proforma for quoting rates) (**Annexure-III**) should be placed **in another envelope**. Both the sealed envelopes should be placed in another sealed cover superscribing **“Quotation providing of Housekeeping Services and other Manpower Services at the premises of NACEN, Complex, Bengaluru for National Academy of Customs, Excise & Narcotics, Bengaluru”** and the same may be submitted at the Ist Floor, Administrative Block of the

Office of the Principal Additional Director General, National Academy of Customs, Excise and Narcotics, No. 40, HMT Factory Main Road, Jalahalli, Next to HMT School, Bengaluru – 560 013 so as to reach by **15.00 Hrs.** on **14.10.2016**. Bidders whose contracts have been terminated / foreclosed by any employer during the last 3 years due to non-fulfillment of contractual obligations/ non compliance of statutory obligations are not eligible to bid. The bidder should clearly specify and submit letters in writing separately stating that they do not fall under this category. The Technical Bids will be opened at **11.00 Hrs. on 17.10.2016** in the presence of representatives of interested firms, if they make themselves available at that time. Financial Bids will be opened on a later date, which will be conveyed to the firms who are qualified in the Technical Bid. Tender forms are available at www.cbec.gov.in; www.nacen.gov.in and www.tenders.gov.in.

The Principal Additional Director General, National Academy of Customs, Excise and Narcotics, No. 40, HMT Factory Main Road, Jalahalli, Next to HMT School, Bengaluru 560013 reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

(D.P.NAGENDRA KUMAR)
PRINCIPAL ADDITIONAL DIRECTOR GENERAL

ANNEXURE – I
TERMS AND CONDITIONS

1. GENERAL CONDITIONS:

1. The Service Provider should be registered with the jurisdictional Central Excise/Service Tax Commissionerate, Department of Labour (State Government), Employees Provident Fund Organization (Ministry of Labour, Govt. of India), Employees State Insurance Corporation (ESI Act, 1948) and Karnataka Shops & Commercial Establishments Act, 1961, Certificate of Registration under Professions Tax Act, PAN card and any other registrations required as per the existing laws relating to providing of Manpower Services.
2. The Technical Bids will be opened first. The Financial Bids of only those Service Providers, will be opened, who qualify the Technical Bid and have agreed for the terms of contract.
3. The Department reserves right to accept/ reject any tender or all tenders without assigning any reason.
4. The Contract shall be valid for a period of one year which may be renewed for such further period, as decided by the Pr. Additional Director General or terminated and / or fresh tenders invited. Decision of the Department shall be final.
5. The Principal Additional Director General, NACEN, Bengaluru reserves the right to terminate the contract, by giving **15 (fifteen)** days notice in writing without assigning any reasons and without incurring any financial liability whatsoever to the Service Provider.
6. The Service Provider should provide personnel in respect of manpower services given below for the new NACEN Complex. All the services mentioned in the details of services required have to be provided on a daily basis and/or as and when required.

Sl. No.	Details of services required	No. of Personnel in respect of Manpower services
1	Housekeeping and Cleaning services from 8 AM to 6 PM. The total area is 96566 sq ft. (9321sqm). The number of person who will be deployed should not be less than 30.	As per requirement based on the area requiring the services
2	Security Guard services round the clock - 3 shifts (6 AM – 2PM , 2PM to 10 PM and 10 PM to 6 AM ; 5+1 per shift)	18
3	Lift Operator services (2 shifts; 3 in each shift)	06
4	Electrician services round the clock (1 each in 3 shifts)	03
	Plumber Services	02
	Air Conditioner Technicians	02

	Technical Supervisor	01
5	Gardener services on daily basis from 9 AM to 6 PM to maintain the garden and Potted plants	02
7	Supervisor for Housekeeping Services/Gardner	02
8	Swimming Pool lifeguard/coach; 1 male & 1 Female	02
9	Auditorium and Sports Complex	02

7. The Contractor shall not engage any person with a criminal record /conviction and shall bar any such person from participating directly or indirectly in rendering the services under this agreement.

8. The antecedents of the personnel deployed by the Service Provider should be verified through local police or by any other Government Agency. The Service Provider alone shall be responsible for the good conduct of its personnel while on duty as well as off duty in premises and the personnel deployed shall behave like responsible persons at all times.

9. Service Provider shall be solely responsible for any/all disputes between him and the personnel deployed by him. The Department will not entertain any dispute and there should be no claim or liability against NACEN, Bengaluru or any of its officers on this account. The Service Provider will keep NACEN indemnified against all actions.

10. The Service Provider shall be solely responsible for payment of wages/salaries, other benefits, allowances to the personnel deployed and all other statutory / other dues payable as per Central / State Government / Municipality. Rates etc., other Laws etc. as applicable to personnel deployed that might become applicable under any Act or order of the Government. NACEN Bengaluru shall have no liability whatsoever in this regard.

11. NACEN shall not entertain any claim, damages, insurance liability, etc., arising out of mishap/ accident etc., to the personnel deployed. The Service Provider will take such necessary action under the various Acts / Rules / Laws as required to take care of personnel deployed including medical treatment and transportation to hospital etc., as and when required. National Academy of Customs, Excise & Narcotics, Bengaluru will not be responsible for any claim in this regard by any third party and the same would be met by the Service Provider.

12. The Service Provider should specifically note that the engagement of the Service Provider under this contract does not in any way confer any right on the

Service Provider or the persons that may be deployed by him in this office for claiming any regular employment in this office or any other Government office. The Service Provider should also obtain a written undertaking from the persons deployed by him that, they are fully aware that their deployment to work in this office does not confer any right on them for claiming any regular employment in this office or any other Government office. Attested copy of such undertaking has to be submitted to NACEN at the time of signing of Contract.

13. Rates should be indicated in both figures and words. If there is difference between the two said rates, the rates quoted in words will prevail. The rates should be quoted separately for each category as referred at **Sl. No. 1 to 7** of **Annexure-III**. The rates quoted should be inclusive of all taxes. NACEN Bengaluru will not pay any extra amounts.

14. The Service Provider will comply with all the Legal Rules, Regulations and Statutory obligations cast on him as per the Central / State Government / Municipality / Local Bodies relating to such deployment of personnel.

In case of any default by the Service Provider in respect of any of the Terms & Conditions, (whether general or specific), the Principal Additional Director General, NACEN may without prejudice to any other right/ remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 (Fifteen) days notice in writing to the Service Provider.

15. The said notice will be deemed to have been issued if a Registered Copy of Notice is sent to the address of the Service Provider as per the Agreement.

THE TECHNICAL QUALIFICATIONS AND SCOPE OF WORK OF THE AFORE MENTIONED SERVICES REQUIRED BY NACEN ARE ENUMERATED AS UNDER:

I) HOUSE KEEPING SERVICES

The NACEN Complex, Bengaluru is a building with a total built-up area of 9321 sq. mts. and comprises of the following 3 Blocks:

(i). Administrative and Training Block: This building of 4328.96 sq metres and consists of a basement, ground floor and 5 Floors which houses 6 Lecture Halls, 4 Group Discussion Rooms, 2 Computer Training Rooms, a Library, a Conference Room , Chambers for all RTI officials and underground car parking for 20 cars.

(ii). Hostel Block: This building of 3122.99 sq metres and consists of ground floor and 4 Floors having 30 Single Rooms, 36 Double Rooms, 12 AC Rooms and 5 Suites. As regards the Hostel Block, each room has separate toilet cum washroom. It has a Kitchen with dining facilities for the trainees and visiting faculty members. This block also has 2 Staff Quarters.

(iii). Sports and Auditorium Complex: This building of 1869 sq. metres has stilt parking for 26 cars and consists of Ground Floor and 3 Floors, 2 Badminton Courts, 2 Table Tennis Rooms, space for Billiards and Snooker Tables, Gymnasium, Auditorium for 264 persons, Cafeteria and Swimming Pool.

Each Floor in the Administrative and Training Block and Sports and Auditorium Complex and Swimming Pool has toilet cum washroom for gents and ladies separately. In addition, there are washrooms in the buildings which are part of cabins being used by senior officers. Two staircases starting from the Ground Floor/Basement up to the terrace are present in all the three buildings one each in the front and the rear portion. Adequate number of housekeeping staff shall have to be supplied and all of them should wear uniforms with an identity card issued by the contractor.

The NACEN premises being spread over a vast area the minimum personnel required to upkeep the entire area would be 30. NACEN may increase/decrease the number of personnel required from time to time. If any person is to be deployed as per the requirement of the department, the service provider is under

obligation to provide such personnel including any technical person required for the integrated facility service.

The cleaning schedule for the premises described above is as under:

- i. The complete premises consisting of various offices of staff and cabins of officers have to be cleaned every day by sweeping the dust and by using a mop along with cleaning agents and disinfectants once in a day before the commencement of the office hours at 9.30 AM. The cleaning should be completed before the commencement of the office hours.
- ii. The common toilets cum washroom in all the 3 buildings should be washed and cleaned with detergents and also by disinfectants before the commencement of the office every day and as and when cleaning is required.
- iii. The individual washrooms of the senior officers in all the floors will have to be cleaned with detergent and disinfectants before the commencement of the office every day and as and when cleaning is required.
- iv. The individual washrooms of each Hostel Room in all the floors of the Hostel Block will have to be cleaned with detergent and disinfectants before 8.00 AM every day and as and when cleaning is required.
- iv. The staircase, lifts, the lobby and passage in all the floors will have to be cleaned before the commencement of the office with use of detergent and disinfectants every day before the commencement of the office and as and when cleaning is required.
- v. In addition to the above, the entrance and the surrounding area have to be cleaned by sweeping of dust and spraying of water every day before the commencement of the office hours and as and when cleaning is required.
- vi. In addition to the above all the ceiling fans, window panes, doors and partition walls of the various offices will have to be cleaned once a week.
- vii. The cleaning materials such as soaps, detergents, disinfectants, naphthalene balls etc. and the materials used in the cleaning and housekeeping services such as brooms, buckets, mops, clothes, scoops, brushes, dust bins etc. will be supplied by NACEN, Bengaluru.

II) SCOPE OF WORK IN RESPECT OF WORK TO BE CARRIED OUT FOR OTHER ALLIED SERVICES:

a) Gardening: Maintenance of Garden and Horticulture work in new NACEN premises, at No. 40, HMT Factory Main Road, Jalahalli, next to HMT School, Bengaluru – 560 013.

‘Garden’ means all the areas enclosed by four side compound, courtyard of Hostel Block and reception area of all the three buildings. The land outside the main gate of new NACEN Complex, Bengaluru, also will come under the purview of garden.

Regular Maintenance: The maintenance work includes the entire lawn, plants/trees/ shrubs/ground covering plants, on the fences etc. in and out of Administrative and Training Block, Auditorium, Hostel Block, Swimming Pool area and total open area including the compound wall. It includes maintenance of the existing as well as any other additions to the garden/lawn/plants etc. Apart from the above, the day to day maintenance work includes the following:

- i. Lawn of the entire NACEN Campus including Hostel courtyard;
- ii. All trees, shrubs, hedges, plants etc. of the entire NACEN campus, Flower beds and fence tops;
- iii. Keeping plants alive and healthy;
- iv. Watering plants, shrubs, saplings, trees daily (except on rainy days) preferably in the morning & evening;
- v. Regular uprooting weeds;
- vi. Removal of unwanted bushes from the campus;
- vii. Removing the dead leaves, cleaning the area including disposal of waste and dead leaves, twigs, garbage on day to day basis, making bunds to the plants wherever required, adding red soil and manure to the roots of the plants wherever necessary;
- viii. Keeping the lawn area, garden and the surroundings in a clean and neat condition;
- ix. Replacing all the dead, diseased plants, vacant patches anywhere in the campus including the potted plants as when and where it occurs. Broken pots should be replaced with new ones by the Service Provider.

- x. Maintaining all plant hedges decently. Pruning and mowing should be done by keeping the foliage aesthetically at a reasonable size without making them bald with a motive to keep a longer gap for the next job.
- xi. Overgrown trees from neighboring gardens spreading on to NACEN premises will have to be pruned periodically from above the fence level vertically up.
- xii. Names of the plants (Hindi, English & Botanical names) have to be written on pliable plastic plates & tagged to the respective plants or erected on small poles on the soil to identify the plants.
- xiii. Any gap on fences, hedges or elsewhere will have to be filled up within a week.
- xiv. Performing all such other relevant maintenance services in accordance with all Laws, NACEN instructions including complying with all legal formalities required in engaging suitably qualified, experienced, competent gardeners as may reasonably be required for the performance of the services;
- xv. Providing daily 2 gardeners with 8 hours diligent work, out of which at least 1 should be a horticulture nursery assistant with necessary experience and training. They should be available daily from 9.00 am to 1.00 pm and from 2.00 pm to 6.00 pm including Sundays and holidays while taking care of statutory provisions in this regard. The same workers cannot be deployed for other gardens or any other outside garden. Over and above the minimum number of work force required as stated above, the Service Provider may engage additional work force as and when required to meet job requirements mentioned in the terms and conditions of the Agreement for which no extra payment will be made. However, in case number of work force deployed is less than what has been prescribed above, the proportionate deductions will be made from the payment to the Service Provider.
- xvi. The drain in the campus is to be maintained to ensure smooth flow of drain water out of the NACEN compound.
- xvii. The contractor shall take such steps that snakes/bandicoots etc. do not cause any menace in the garden and surroundings of NACEN premises.
- xviii. Other (seasonal) Maintenance : pruning should be done at regular intervals, strictly ensuring no damage to the beauty & aesthetics of the hedges & plants on all sides.

- xix. Mow and prune the grass/lawn everywhere whenever required or at least once in a month by keeping it aesthetically decent.
- xx. Planting of seasonal flower plants like marigold, dahlia, zinnia, sevanthi etc. in each of the three seasons in a year at the places as may be decided by NACEN.
- xxi. Planting additional trees as indented by NACEN.
- xxii. The waste, dried leaves, mowed grass etc., should be deposited in the bio-composter, daily in the presence and at the direction of an authorized official of NACEN.
- xxiii. Apply insecticides / pesticides to control pests and cure the insect infections. Organic pesticides like Neem oil can be sprayed periodically to prevent & cure contamination.
- xxiv. Provide suitable and seasoned bio-manure / gobar / compost / fertile red soil to the plants as and when necessary or at least twice a year.
- xxv. Vermi-culture may be done in the garden to make the soil more fertile.
- xxvi. Erosion of soil on any part of the garden due to rain or for whatsoever reason will have to be filled up with good red soil and levelled.
- xxvii. The Service Provider shall thoroughly clean the dust and dirt, debris etc., and remove all the scaffoldings and other materials used for the works away from the site and keep the site free from all the above.
- xxviii. All garden tools will be brought and maintained by the contractor at his own cost without charging extra cost.

b) Security Services:

(i) In all 18 security guards are required for guarding the premises. The Bidder has to provide 5 security guards and 1 Supervisor on a 3 shift basis to be manned 24 hours every day. 2 security guards at the main gate of the premises entrance, one security guard at the entrance of the Administrative and Training Block, one security guard at the entrance of the Hostel Block and one at the rear portion of the premises.

(ii) The above security guards should have a minimum of three year experience and the above experience condition will be waived if they are ex-servicemen.

(iii) The security guards will wear a uniform while they are on duty with an identity card issued by the contractor.

- (iv) The security guards should have a minimum qualification of SSLC and they should be physically and medically fit and should be in the age of 21 to 50 years.
- (v) The security guards deployed should be trained in fire fighting and evacuation drill in times of emergency.
- (vi) The bidder is responsible for any thefts or mischief which may occur in the premises to any of the fittings or fixtures in the NACEN premises.

c) Lift Operator Services

- i. NACEN, Bangalore, has at present 6 nos. of lifts of ThyssenKrupp make with a carrying capacity of 13 People or a carrying weight of 884 Kg. per lift, two numbers installed in each of the 3 blocks, which has to be manned by lift operators from on a daily basis.
- ii. The lift operators should wear uniforms and have identity cards and should be trained in lift operation services and in the fire fighting and evacuation drill in times of emergency.
- iii. In addition to that the lift operators should ensure the general cleanliness of the inside of the lift cabins and will also maintain the servicing schedule of the lifts by having day to day contact with the lift manufacturing company for maintenance and servicing of the lifts periodically.
- iv. Further the bidder has to take care of the maintenance and repairs of the lifts and furnish the actual expenses incurred which will be reimbursed by NACEN, Bengaluru.

d) Electrician Services:

- i. NACEN, Bengaluru, has four DG sets, one Sub-station, LT Panels, HVAC units, solar power and fire fighting works, one transformer and various Electrical fittings like Ceiling fans, Tube light fittings, UPS systems, Air conditioners and many miscellaneous electrical fittings which needs to be maintained and incase of light fittings the replacements of bulbs and tubes are required to be done on a regular basis. For this purpose 1 electrician who is having a qualification of ITI in electrical engineering is required to be provided for round the clock duty on a daily basis in three shifts, for monitoring the uninterrupted electrical supply.

- ii. In addition to the above, as and when there is a power failure the DG set takes over the generation of the power supply to run the DG set diesel is required to be topped up and the DG sets have to be monitored on round the clock basis. The Electrician is also required to monitor and maintain the Solar panels of the capacity of 160KVA installed on the rooftops of the three blocks.
- iii. The electrician will have to work in three shifts and will report the performance and electrical failure to the Deputy/Assistant Director, Administration on a day to day basis through the Supervisor and as and when there is electrical failure. The electrician will have to wear uniforms with a logo that they are electricians along with an identity card.
- iv. Further the bidder will have to take care of the minor electrical repairs and maintenance and also make replacements of electrical bulbs and tubes wherever required and furnish the bill for the same at the end of the month to NACEN, Bengaluru.
- v. In addition to maintaining all the electrical fittings, the electrician will also have to coordinate the maintenance of the Lifts and the DG sets which are installed in the premises.

e) Plumber Services:

- i. NACEN, Bengaluru, has various pipe fittings, bathroom fittings, taps and flush valves fitted in the various toilets and washrooms as and when any malfunction in the above fittings takes place and a replacement of any fittings are to be undertaken a plumber has to be provided by the Bidder therefore one plumber has to be provided on a daily basis in two shifts.
- ii. This plumber also has to monitor the functioning of the bore well and the cleanliness of the sump and the overhead water tank in all the 3 buildings. Further the plumber has to monitor the supply of water to all the wash rooms and the availability of water supply from BWSSB to all the 3 buildings.
- iii. The plumber will have to report the above performance to the Deputy/Assistant Director, Administration, on a day to day basis through the Supervisor.
- iv. Further the bidder will have to take care of the minor repairs and maintenance in the plumbing and also make replacements of taps and other sanitary fittings

wherever required and furnish the bill for the same at the end of the month to NACEN, Bengaluru.

v. The plumber has to manage the Sewage Treatment Plant and Organic Waste Converter.

f) Swimming pool lifeguard/coach:

The Swimming Pool lifeguard/coach should ensure the safety of swimmers with proper precautions, facility set up, and by supervising and guiding participants when conducting skill practice sessions and prevent accidents and avoid dangerous situations among swimmers. They should ensure proper and timely set ups and clean ups before and after classes, and store all instructional equipment in proper locations. The lady coach/lifeguard shall ensure all compliance as aforesaid in respect of lady swimmers. They should possess a minimum of five years of experience in this area of work and required certification for coaching.

h) Auditorium and Sports Complex in-charge: Experience required minimum 05 years as Sports In-charge of reputed institution. The sports complex at NACEN houses Table Tennis, Badminton and Billiard Courts and a well-equipped Gymnasium. The bidder should provide such person who has adequate knowledge as gym-instructor and also experience in maintenance operations.

Qualification and Experience of the House Keeping/Man Power Service provider:-

i. Housekeeping Services: The Service Provider should have at least 3 years' experience in providing housekeeping services, with a minimum annual turnover of Rs.50 Crores and should have rendered service during that period in at least 2 Govt. Departments.

ii. Security Guard Services: The Service Provider should have at least 3 years' experience in providing security services should have rendered service during that period in at least 2 Govt. Department, with a minimum annual turnover of Rs. 5.00 Crores and should have clearance from the local police authorities for providing security guards at various offices.

iii. Lift operators/ Electrician/ Plumber/ Gardner/Swimming Pool lifeguard/coach/Auditorium and Sports Complex-in-charge/Supervisor Services: The Service Provider should have provided all the above services during the last 3 years, with a minimum annual turnover of Rs. 50 Crores and should have rendered the above services during that period in at least 2 Govt. Departments.

16. The workers should have experience to perform their duties satisfactorily. They should be skilled, trained, strong, healthy and medically fit, alert, polite, courteous and be able to perform their duties diligently.

17. The workers should be properly dressed and disciplined. Any discourteous behavior on their part may lead to termination of the contract.

18. In the course of their activities, the gardeners shall not spoil the landscape garden, plants, trees, shrubs, potted plants etc. in any manner whatsoever.

19. The workers shall not disturb / cause inconvenience to the officials, participants, campus residents, any third party or their property.

20. The Service Provider, on the request of NACEN, Bengaluru, shall immediately remove from the work any of the workers or any person/s engaged to carry out the above jobs, who, in the opinion of NACEN, Bengaluru, may be unsuitable or incompetent for the work entrusted.

21. If any of the workers commits any misconduct, such person/s shall not be employed again by the Contractor without the permission of NACEN, Bengaluru. Suitable replacement to be made immediately.

22. The Contractor shall submit the photographs, names, addresses, phone numbers/contact numbers of the persons deployed to work in the office premises.

23. Workers' Register prescribed by NACEN, Bengaluru, will have to be used at NACEN, Bengaluru for attendance.

24. There are snakes in and around campus and hence the contractor shall provide gum-boots and hand gloves to the workers / gardeners as a protective measure.

25. The contractor shall also provide rain protective gear to the workers / gardeners during rainy season.

26. NACEN, Bengaluru, shall not accept any claim in the event of any worker sustaining any injury, damage or loss to either person or property either inside or outside NACEN, Bengaluru premises.

If any person engaged by Service Provider is injured or rendered partially / permanently disabled / indisposed due to any reason such as disease, accident, fire etc. during working hours, it shall be the sole responsibility of the contractor to take care of them and to pay necessary compensation in respect of such personnel as per relevant labour laws including all medical expenses, legal expenses etc.

TERMS OF PAYMENT:

1. The liability to pay all taxes / duties / other levies of Local bodies, State and Central Government or any other Authority in respect of services rendered will rest with Service Provider.

2. The Service Provider will submit the monthly bill for reimbursement in duplicate to NACEN Bengaluru in the first week of following month and payment will be made after the bills are passed by Principal Additional Director General, National Academy of Customs, Central Excise and Narcotics, Bengaluru. The payment will be made electronically by PAO Central Excise, Bengaluru, which takes about 03 (three) weeks after the receipt of bills from the Service Provider.

- 3.The Service Provider shall make regular, timely and full payment of labour charges, salaries and other payments due, as per the labour laws or any other laws to its personnel deputed under the Service contract.
- 4.At the time of payment of bills, the taxes liable to be deducted, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.
- 5.The Principal Additional Director General, NACEN, Bengaluru shall be at liberty to withhold any payments in full or in part for default in service and / or for the loss incurred by the Department as result of theft, burglary etc.
- 6.In case the Service Provider fails to carry out the said services or fails to deliver services to the desired standard due to absence of his personnel or any other reason, penalty as decided by the Principal Additional Director General, NACEN, Bengaluru shall have to be paid by the Service provider. The decision of Pr. Additional Director General, NACEN, will be final and binding on the Service Provider and shall not be subject to any dispute or arbitration and the penalties so imposed will be recovered from the amount/ payment due to the Service Provider.
- 7.Any changes/variations in statutory levies/contributions in respect of EPF, ESI, Service Tax, etc. are to be suitably modified.
- 8.The Service provider should not appoint any subcontractor. If the service provider is found to have appointed a subcontractor, the contract will be terminated at the risk and cost of the contractor concerned.
- 9.The Service provider and the employees deployed shall not disclose any information to the public pertaining to the department without prior permission.
- 10.All disputes will be subject to local jurisdiction only.
- 11.Rates once finalized will be fixed for a period of one year from the start of the contract.
- 12.The period of contract is for a period of one year starting from the date of communication of acceptance of Contract unless it is cancelled earlier in terms of the contract.
- 13.On acceptance of his bid, the Service Provider shall provide a security deposit of 5% of the contract value as performance security in the form of an account payee demand draft/ fixed deposit receipt/ bank guarantee from a Commercial bank safeguarding NACEN's interest in all respects.

MODE OF SUBMISSION OF TENDER:

1. Sealed tenders shall be addressed to the Office of **Principal Additional Director General, NACEN at the address given in the letter head.**
2. The bidders are required to submit **02 (two)** bids, i.e **Technical bid** and **Financial bid** in the prescribed formats i.e. Annexure-II and III (available on www.cbec.gov.in ; www.nacen.gov.in and www.tenders.gov.in). In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws etc. In addition, they shall also specify the educational qualification and work experience of each of the personnel that the bidder proposes to deploy. In the Financial bid, the bidder will submit the quotations for his charges. It should be written boldly on top of the both envelopes as **“TECHNICAL BID” and “FINANCIAL BID”**. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **“QUOTATION FOR PROVIDING OF HOUSEKEEPING SERVICES AND OTHER MANPOWER SERVICES AT OFFICE PREMISES OF NEW NACEN, COMPLEX, BENGALURU”** on top. Service Providers will be short listed on the basis of their technical competency. Financial bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.
3. NACEN 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.
4. The Service Providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
5. All the rates must be written both in figures and 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.

6. Quotations should be submitted and signed by the firm with its current business address and shall be inclusive of all taxes.

7. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended as a token of having read and understood the terms conditions contained herein and submit the same.

8. The Service Provider must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the Service Provider in the rates/quotations and accepted by the department.

Security Consideration: The persons supplied by the agency should not have any police records / criminal cases against them. The agency should make adequate enquiries and certify about the character and antecedents of the persons whom they are deploying.

The last date for receipt of sealed tender is **14.10.2016 till 1500 Hrs.** The sealed tenders may be handed over at NACEN, RTI, between **1000 Hrs to 1500 Hrs.** on all working days.

Bids received later than the stipulated date and time will not be considered. NACEN reserves the right to reject any tender, even the lowest without assigning any reasons thereof.

The tender details are also available at NACEN's Notice Board and web sites www.cbec.gov.in; www.nacen.gov.in and www.tenders.gov.in.

Clarification if any may be obtained from **Smt. Geetha Devanand, Chief Accounts Officer, NACEN, Bangalore** at the office or on **Mobile No. 98455 11486**.

(D.P.NAGENDRA KUMAR)
PRINCIPAL ADDITIONAL DIRECTOR GENERAL

Copy to: Notice Board/Departmental website

ANNEXURE – II
(TECHNICAL BID)

**To be submitted in a separate sealed envelope super scribing “Technical Bid”
Pre-qualification requirements for award of contract for providing of housekeeping services and other manpower services at office premises of new NACEN, Complex, Bengaluru.**

1.	Name of the Organization/ Firms with full address with pin code, Phone No, Fax No, email etc.	
2.	Name of the Proprietor / Partners / Directors	
3(a)	PAN No. of the Firm.	
3(b)	Copy of the Income Tax Return filed for last three years and Income Tax Clearance Certificate (ITCC) for the last year to be attached.	
4	Total strength of staff/workers available with the Service Provider	
5	List of the Public Sector/Govt. Organization to which similar Services have been provided by the Contractors / Firms / Agencies during the last 5 years. List of Government Organizations where the Service Provider is currently providing services may also be indicated. (Please attach the job order/service certificate from Govt. Office / Public Sector)	
6	The Service Provider should also submit Copies of Registration Certificate obtained from Service Tax Department (Ministry of Finance), Department of Labour, State Government, Employees Provident Fund Organization (Ministry of Labour, Govt. of India), Employees State Insurance Corporation (ESI Act, 1948) and Karnataka Shops & Commercial Establishments Act,1961.	
7	Registration Number of Tenderer/Concern with Service Tax Department : (Attested Photo copy of registration certificate should be attached)	
8	Registration Number of Tenderer/Concern with other Government Departments : (Attested Photo copy of registration certificate should be attached)	
9	Any other information to be considered :	

UNDERTAKING (Part of Annexure -II)

1. I/We undertake the I/We have carefully studied all the terms and conditions of contract as indicated in Annexure I and understood the parameters of the proposed work and shall abide by them.
2. I/We hereby certify that none of my relative (s) is/are employed in the National Academy of Customs, Excise & Narcotics, Bengaluru or in field formations of Customs & Central Excise Bengaluru.
3. I/We further undertake that the information given in this tender are true and correct in all respect.

Signature of Authorized person with date:

Name and full address:

Telephone No (O) :

(R) :

(Fax) :

Email :

Seal :

ANNEXURE – III

(FINANCIAL BID)

PROFORMA FOR QUOTING RATES

To be submitted in a separate sealed envelope super scribing “FINANCIAL BID”

Sl. No	Category	Rates (in Rs.) per month per person inclusive of all taxes
1	Housekeeping and Cleaning services from 8 AM to 6 PM – Rate per square feet per month (inclusive of all taxes) total Area is sq feet	
2	Security Guard services round the clock as in tender document	
3	Lift Operator services as in tender document	
4	Electrician services round the clock	
5	Gardener services on daily basis from 9 AM to 6PM to maintain the garden and Potted plants – 02 nos	
6	Plumber on daily basis from 9 AM to 6 PM – 02 nos	
7	Supervisor round the clock for all the services Provided -02 nos	
8	Swimming Pool lifeguard/coach; (6 am-11am & 2.30pm to 6.30pm) – 04 nos	
9	Auditorium and Sports Complex in charge 9 AM to 6 PM – 01nos	

2. Any other information:

Signature of Authorized person with date:

Name and full address:

Telephone No (O) :

(R) :

(Fax) :

Email :

Seal :