

# **BID DOCUMENT**

**PROVIDING HOUSEKEEPING & CLEANING SERVICES AT  
NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS  
(NACEN)**

TENDER NO. NACEN/ /2017

DUE DATE : 09/03/2017

GOVERNMENT OF INDIA,  
MINISTRY OF FINANCE,  
NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS,  
POST OFFICE LANE, BHANDUP EAST  
MUMBAI – 400042  
TEL : 022-25666778  
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NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS  
POST OFFICE LANE, BHANDUP (EAST), MUMBAI – 400042

SECTION – I

(Bid Reference)

DOMESTIC COMPETITIVE BIDDING

(Through Call of Tenders)

TENDER NOTICE NO. NACEN/ /2017

Name of Work / Description of Services	Providing Housekeeping & Cleaning Services at NACEN Complex, Post Office Lane, Bhandup (East), Mumbai – 400042
Period of Sale of Tender Documents	23/02/2017 TO 09/03/2017
Last Date & Time for Receipt of Bid	09/03/2017 BY 18.00 Hrs.
Date & Time of Opening of Technical Bid	10/03/2017 at 15.00 Hrs.
Officer from whom the tender documents can be obtained and to whom they can be submitted	Superintendent (Admin.), NACEN, Post Office Lane, Bhandup(East), Mumbai – 400042. Tel: 022-25666778

**NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS  
POST OFFICE LANE, BHANDUP (EAST), MUMBAI – 400042**

**SECTION – II**

(Invitation for Bid)

**TENDER NOTICE NO. NACEN/ /2017**

1. National Academy of Customs, Excise & Narcotics (NACEN) invites sealed bids under the two-bid system from reputed parties having ISO or equivalent Certification or having sufficiently long experience in providing housekeeping services to large Institutes/Organisations, for providing Housekeeping Services including among other things, cleaning and sanitation services also, as specified in the bid document, for a period of one year for the specified area of the campus at the NACEN, Bhandup (East), Mumbai – 400042. The Purchaser and the Supplier of Services, by mutual consent may, however, extend the contract once, for a further period of 12 months on the same terms and conditions. The scope and nature of services to be provided are mentioned at Section – V of this bid document and pertain to housekeeping, cleaning, sweeping, mopping of rooms, floors, stair cases, corridors, approach roads, corners and edge tiles on the façade, other open spaces, fittings and fixtures, toilets, dustbins, equipment in Gymnasium, Recreation Room etc. (for more specific details refer to Section – V) in the specified areas in the campus / premises of NACEN, Bhandup (East), Mumbai – 400042.
2. The bid document can be downloaded from the web sites [www.cbec.gov.in](http://www.cbec.gov.in), [www.nacen.gov.in](http://www.nacen.gov.in) and [www.e-procurement.gov.in](http://www.e-procurement.gov.in) from 23/02/2017.
3. The tender fee of Rs.500/- is payable towards cost of bid documents through Bank Draft in favour of Principal Additional Director, NACEN, Mumbai.
4. Sealed bid quotations along with the Earnest Money Deposit (EMD) of Rs. 15,000/- (Rs. Fifteen Thousand only ) should be submitted to the Superintendent (Admin.), NACEN, Bhandup (East), Mumbai – 400042, latest by 09/03/2017 upto 18.00 Hrs. The technical Bids against this Tender will be opened at 15.00 Hrs on 10/03/2017.

Deputy Director  
NACEN, Mumbai

## SECTION – III

### INSTRUCTIONS TO BIDDERS

1. This invitation for Bids is open to all the reputed parties having ISO or equivalent Certification or having sufficiently long experience (at least five years) in providing Housekeeping, Cleaning, Sanitation and allied services to large Institutes/Organisation, with a turnover of at least Rs. 10 Lakhs per year during the last two financial years in this line of business.
2. The National Academy of Customs, Excise & Narcotics (NACEN), hereinafter may also be referred to as the “Purchaser” and the successful bidder for providing the services shall be referred to as the “Supplier”.
3. The Bidder is expected to examine all instructions, forms, terms & conditions and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will result in rejection of the bid.
4. The bidder is required to fill up the profile of its Organization in the format given as per Annexure – 1 of this Bid Document.
5. At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding document by a written amendment. All prospective bidders who have given their e-mail address at the time of obtaining the bid document will be notified of the amendment, which will be binding. The amendment will also be available on the NACEN website [www.nacen.gov.in](http://www.nacen.gov.in) .
6. In order to allow prospective bidders reasonable time within which to take the amendment into account in preparing their bids, the Purchaser, at its discretion, may extend the deadline for the submission of bids.
7. The bid prepared by the Bidder, as well as all correspondence and documents shall be written in English language.
8. The bids are to be submitted in two parts in separate sealed envelopes, i.e., “Technical Bid” and “Financial Bids”.
9. The Technical Bid prepared by the bidder shall include the following :
  - (a) Full particulars of organizations where the bidder has supplied such services in the current and two preceding financial years. (Self-attested copies of the relevant work orders to be attached).
  - (b) Self-certified copy of the audited Balance Sheet, Profit & Loss Account of the bidder for the previous two financial years (2015 – 2016 to 2016 – 2017).
  - (c) Self-certified copy of PAN card.

(d) Self-certified photocopy of Service Tax Registration Certificate, ESIC Registration, and Employee Provident Fund Registration, if any.

(e) Information regarding any litigation, current or in past in which the bidder was/is involved, the names and address of the opposite party(s), case number and court in which pending and the disputed amount.

(f) Details regarding any work order / contract that was abandoned by the bidder at any stage or withdrawn from, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).

(g) Information regarding the proceedings for bankruptcy, insolvency or winding up, if any, in which the bidder is/was involved.

In case information required vide Para (e) to (g) is nil, the same should be mentioned very categorically.

10. The Financial Bid shall comprise of the price component for all the services indicated in the Section – V of the bid document. The price quoted by the bidders should indicate the amount of all applicable taxes, wherever and whichever applicable to be indicted separately. The prices once accepted by the Purchaser shall remain valid till the currency of the contract, except in case of statutory increases and levies of Central Government, State Government or Local Bodies. The Purchaser shall not entertain any increase in the prices during the period. The Financial Bid shall also contain the details of the wages and salary the bidders proposes to pay to each of the persons deployed on Housekeeping duties related to this Tender inquiry. The Financial Bid should clearly state whether the bidder would abide by the Minimum Wages Act as amended /increased from time to time. The Financial Bid shall not be less than an amount arrived at after taking into consideration the above prevailing minimum wage rate for each persons deployed by the supplier / bidder.
11. Prices shall be quoted in Indian Rupees only.
12. Bids shall remain valid for a period of one year and the bids valid for a shorter period shall be rejected by the Purchaser as non-responsive.
13. In exceptional circumstances, the Purchaser may solicit the Bidder's consent for an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting its EMD. A Bidder accepting the request will not be required nor permitted to modify the bids. Such extension shall under any circumstances or condition, however, not be requested or allowed beyond completion of one year after the end of this contract.

**14. Sealing and Marking of Bids:**

- (a) The technical Bid along with EMD instrument should be placed in one sealed envelope superscribed "Technical Bid". The Financial Bid should be kept in a separate sealed envelope superscribed "Financial Bid". Both the envelopes should then be placed in one single, sealed envelope superscribed "Bid for Housekeeping Services" and should be addressed to the Principal Additional Director General, NACEN, Bhandup (East), Mumbai – 400042. The bidders name, telephone number and complete mailing address along with e-mail address should be indicated on the outer envelope.
- (b) Both the inner envelopes superscribed Technical Bid and Financial Bid should have name and full address of the bidder so that if required, they may be returned to the bidder without opening them.
- (c) If the outer and inner envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the bids misplacement or premature opening.
- (d) If for any reason, it is found that the Technical Bid reveals the Financial Bid or related details in any manner whatsoever, or, the Financial Bid is enclosed in the envelope superscribed "Technical Bid", the bid document will be summarily rejected in the first instance itself.
- (e) It is recommended that all the Bid documents submitted should be serially page numbered and contain the table of contents with page numbers.
- (f) Each page of the bid shall be signed by the bidder with the stamp of the organization failing which the Bid would be rejected.

**15. Deadline for Submission of Bids :**

- (a) Bids must be received by the Purchaser at the address specified not later than the time and date specified in the invitation for Bids. In the event of the specified date for the submission of the Bids being declared a holiday for the Purchaser, the Bids will be received up to the appointed time on the next working day.
- (b) The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents in which case, all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- (c) Any bid received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser in the bid documents will be rejected and returned unopened.

**16. Modification and Withdrawal of Bids :**

- a) The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the deadline prescribed for submission of bids.
- b) The Bidders modification or withdrawal notice shall be prepared, marked and dispatched in a sealed envelope. A withdrawal notice should be through a signed confirmation by the bidder. The Purchaser should receive it before the deadline for submission of bids.
- c) Bid withdrawal in the intervening period of the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the bid form will result in the Bidders forfeiture of the EMD.

**17. Opening and Evaluation of Technical Bids :**

- (a) The Tender Committee appointed by the Purchaser will open all Technical Bids in the first instance on the appointed date, time and venue. All the bidders are required to be present at the time of bid opening.
- (b) During evaluation of the bids, the purchaser may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and responses shall be in writing or email only.
- (c) No bidder shall contact the Purchaser on any matter to its bid from the time of the bid opening to the time the purchase order is placed. If the Bidder wishes to bring additional information to the notice of the Purchaser it should be done in writing. However, all bidders are strongly advised to furnish all material information in the bid itself.
- (d) Any efforts by a Bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison or purchase order decision will result in immediate rejection of the bid.
- (e) The result of the evaluation of the Technical Bids along with the date of opening of the Financial Bids will be communicated in writing to the qualifying bidder by e-mail. The unsuccessful bidder will be informed on request.

**18. Opening and Evaluation of Financial Bids :**

- (a) The Purchaser will open the Financial Bids of the bidders as specified in para 17(e) above.
- (b) Arithmetical errors will be rectified on the following basis :- If there is a discrepancy between words and figures, the higher of the two shall be taken as the bid price. If there is any other discrepancy, the figure leading to the determination of the higher amount shall be adopted. If the bidder does not accept the correction of errors, as aforesaid, its bid will be rejected.



19. The Purchaser shall make the contract payment as per the payment schedule mentioned below :
- (a) Monthly bills submitted in duplicate by the Supplier for the work executed in the preceding month complete in all respects. No advance payment shall be made.
  - (b) The bills submitted by the Supplier should include requisite proforma duly filled in, certified by the designated authority, as specified by the Purchaser, stating satisfactory performance of the job, for releasing the payments. The Supplier will maintain proper record of all statutory payments made by it and will annex it along with monthly bills. The bills shall carry a self-declaration about payment of all statutory dues/taxes etc.
  - (c) If at any time during currency of JOB, the SCOPE OF WORK for which this job has been awarded is reduced/abandoned, or if the number of persons employed by the supplier is reduced from the stipulated number for any period, the payment/value of this job order shall be reduced on pro-rata basis by the Purchaser and would be binding on the Supplier.
  - (d) No escalation of the price whatsoever would be allowed during the pendency/currency of the contract except in the increase in wages, if there has been increase in wages, DA etc. by the Statutory Authority empowered to do so and corresponding charges of service provider and applicable taxes. The increase has to be intimated immediately to the Purchaser by the Service Provider.
20. The Purchaser reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for the Purchasers action.
21. The Purchaser will award the contract to the Bidder whose bid has been determined to be the most responsive to the Bidding Document and who has offered the best evaluated bid in terms of price and quality of the Financial Bid.
22. The word "Bidder" as used in this document shall mean the one who has signed the tender document forms. He may be either Principal Officer or the duly authorized representative in which case, the bidder shall submit a certificate of authorization. All certificates and documents (including any clarifications sought and subsequent correspondences) shall be furnished and signed by such representative or the Principal Officer.
23. The Bidder shall sign its bid with the exact name of the organization concerned and in case of the proprietorship concern, the name and address of the proprietor to which the contract is to be awarded.
24. The Bid Document filled by the bidder shall be typed or written in indelible ink.

25. In case the Bid Document submitted has deviations from the specifications or terms and conditions prescribed, the Bidder shall describe them in the Technical Bid document separately and prominently (even though the deviations may not be material). It must be ensured that the price related deviations are not indicated in the Technical Bid document in any manner. The Purchaser reserves the right to reject the bid having deviations from the prescribed terms and conditions.
26. It will be the sole responsibility of the Bidder alone to execute the entire contract on its own accord.
27. Prior to the submission of Bid, the Bidder/Authorized Representative should personally inspect the specific area covered by the services at the Purchasers premises at Mumbai at his/her own cost and under prior permission. This is necessary to enable the bidder to gather all information so as to facilitate the bidder to accurately prepare the Bid after taking into consideration all relevant factors. Submission of the bid will, therefore, be considered as meeting the requirements of having fully read and understood the tender document and the scope of work prescribed therein and expected from the Supplier.
28. The contract shall be deemed to have been concluded at MUMBAI for all purposes and therefore, the Courts of India at Mumbai alone will have exclusive jurisdiction to determine any unresolved dispute in relation to the said contract.
29. The Purchaser at its discretion may exercise an option to place order on the successful tenderer to supply the services in part. The Purchaser may exercise this option not later than 30 days of the opening of the Financial Bid. The tenderer shall, at his option, agree to the above, in writing within 15 days of the written offer by the Purchaser.
30. Making misleading or false representation knowingly or unknowingly or providing false or misleading information in the bid document knowingly or unknowingly will lead to disqualification of the Bid and the Bidder at any stage.
31. Where the bid has been signed by the Authorized Representative on behalf of the organization concerned, the bidder shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the adequate proof of the signatory's identity, residential and office addresses and authority.
32. Bidder shall give in writing the following certificate along with his/her bid "**Read and accepted the instructions to Bidders**" by putting his/her signature along with the stamp of the Bidder or his Authorized Signatory.

## SECTION – IV

### **TERMS & CONDITIONS OF CONTRACT**

1. No alteration should be made in any terms and conditions of the bid document by scoring out or deleting or erasing. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable for rejection.
  - 1(a) Bids of only those Bidders whose registered offices are within the limits of the Municipal Corporation of Greater Mumbai and have an experience of similar/allied work in Mumbai Municipal limits for at least 2 years shall be considered by the Purchaser.
2. A sum of Rs. 15,000/- (Rupees Fifteen Thousand Only) must be deposited as Earnest Money Deposit(EMD) through Bank Draft acceptable to the Purchaser in favour of Principal Additional Director General, NACEN and must accompany the Technical Bid in the sealed envelope without which the Bid will be rejected. The said amount will be forfeited, if the successful tenderer fails within the time frame fixed by the Purchaser to sign the contract on terms contained in the bid document. The earnest money of the successful Bidder will be refunded after furnishing of valid Performance Guarantee. For the other Bidders, the earnest money instrument will be returned within 20 days of the completion of the financial evaluation by registered post. No interest will be payable on this deposit.
3. The successful bidder will be required to deposit a Performance Bank Guarantee or such other security as acceptable to the Purchaser, 10% of the estimated value of the services to be provided for one year, as security for the due fulfillment of the contract. The Bank Guarantee should be executed in the proforma in Annexure-2. It should be valid till the expiry of fourteen (14) months period after the date of placing the order by the Purchaser. The bank guarantee must be submitted within 10 days from the date of issue of supply order. This security shall be liable to forfeiture in the event of any breach or non-observance of the terms of the contract by the bidder or premature withdrawal from execution of work awarded for any reason. This performance bank guarantee will be in addition to the security or EMD mentioned in para 2 above. The performance bank guarantee will be renewed by the supplier if contract is extended for a further period.

3(a) All those bidders who have downloaded the bid from the website shall ensure that the cost of the bid documents through the demand draft in favour of Principal Additional Director General, NACEN Mumbai is also placed in the cover containing the Technical Bid. Any bid, for which the cost of the bid document has not been paid as mentioned in Section II, shall summarily be rejected.

4. The successful bidder will be required to provide to the Purchaser a documentary proof of Registration with the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Supplier under this contract, along with any approval /order of such Labour Commissioner that the Supplier may be required to obtain by any Law or Act in force at time of the awarding of the contract to the Supplier. In case the Supplier is exempted from obtaining such registration or approval or other order from the Labour Commissioner, it will be required to produce an affidavit duly signed by the Principal Officer or the Authorized signatory on behalf of the Supplier that is so exempted or not required to obtain any registration or approval or other order from the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Supplier under this contract.
5. No bid will be considered unless and until all the pages/documents comprising the Bid are properly signed and stamped by the person's authorized to do so.
6. In the event of the bid being accepted, the quotations will be converted into a contract, which will be governed by the terms and conditions given in the bid documents. The instructions to bidders shall also be deemed to be part of the contract.
7. The terms and conditions of contract given in Section-IV along with the instructions to the Bidders(as given in Section-III) should be signed and returned in the envelope marked as "Technical Bids", otherwise the tender will be rejected.
8. All above conditions will be enforced, unless written order of the Purchaser is obtained relaxing any specific condition in any specific instance.
9. The Purchaser does not bind itself to accept the lowest tender.
10. Any change in the constitution or substantial ownership of the concern of the Supplier shall be notified forthwith by the Supplier in writing to the Purchaser and such change shall not relieve any former member of the concern from any liability under the contract. No new person shall be accepted into the concern by the Supplier in respect of this contract unless he/they agree to abide by all the terms and conditions of the contract.
11. The Supplier acknowledges that he/she has made himself/herself fully acquainted with all the conditions and circumstances under the supplies required under the contract will have to be made or furnished and works required under the contract executed and the terms, clauses and conditions, specifications and other details of the contract and the contractor. The Supplier shall not plead ignorance or any matter as an excuse for the

deficiency in the service or failure to perform or with a view to asking for increase of any rates agreed to the contract or with a view to evading any of his obligations under the contract.

12. In the event of the Supplier failing to fulfill or committing any breach of any of the terms and conditions of this contract, or if the Supplier or his agents or employees are guilty of fraud in respect of the contract or any other contract entered into by the Supplier or by any of his partners or representatives thereof with the Purchaser; or if the Supplier or his agents or employees attempt to or direct or indulge in giving, promising or offering any bribes, gratuity, gift, loan perquisite, reward or advantages pecuniary or otherwise to any person in the employment of the Purchaser in any way relating to such officers or persons, office of employment; or if the Supplier or any of his partner become insolvent or applies for relief as insolvent debtor or commence any insolvency proceedings or makes any compromises with his/her creditors or attempts to do so; or if at any time during the pendency of the contract, it comes to the notice of the Purchaser , that the Supplier has misled it by giving false/incorrect information, then without prejudice to the Purchaser's remedies otherwise, the Purchaser, shall be entitled to terminate this contract forthwith, and encash the performance bank guarantee and to blacklist the Supplier and procure or arrange Housekeeping services otherwise at the Supplier's risk and expense and at the absolute discretion of the Purchaser, as regards the manner, place and time of such purchases. The cost of all such incidental charges or expenses, shall be recoverable from the Supplier on demand.
13. If any question, difference or objection whatsoever that may rise in any way connected with or arising out of this instrument or the meaning or operation of any part thereof, or the rights, duties or liabilities of either party, then, save in so far as the decision of any such matter as has been hereinbefore provided for and has been so decided, every such matter including whether its decision has been otherwise provided for and/or whether it has been finally decided accordingly or whether the contract should be terminated or has been rightly terminated in whole or part and as regards the rights and obligations of the parties as the result of such termination , shall be decided by the Purchaser and the decision shall be final and binding on the Supplier.
14. The Supplier will be responsible for the good conduct and high degree of discipline of all the workers deployed by it and will be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the Supplier or any of the workers/subcontractors/agents/any others deployed by the Supplier in the course of providing any services stated in this contract, and will bear full responsibility and cost of the same. The Purchaser will not be liable for any loss or harm to any person within or outside the NACEN campus from any act of omission or commission of any of the

workers/ subcontractors/ agents/ any others deployed by the Supplier in the course of providing any services stated in this contract.

15. The Purchaser shall not be liable for any compensation, claim for damages etc., due to any accident, injury or harm to any person deployed by the Supplier or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at NACEN, Mumbai. The Purchaser shall be indemnified by the Supplier for all such claims.
16. Without any prejudice to the preceding term of contract, the Supplier will be liable to reimburse the Purchaser of any cost or legal liability/penalty/fine imposed on the Purchaser by any authority, because of any misconduct or any act of omission or commission, whether intentional or otherwise, of the Supplier or any of the workers/ subcontractors/ agents/ any others deployed by the Supplier in the course of providing any services stated in this contract.
17. After the award of contract, the Supplier shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to satisfactory performance during the trial period.
18. The Supplier shall be solely responsible for compliance with all the statutory laws/ rules/ regulations such as those concerning PF, ESI, Labour Laws, Minimum Wages, any other statutory duty or taxes etc. The Purchaser shall not be liable for any contravention/ non-compliance on the part of the Supplier. Any contravention/ non-compliance on the part of the Supplier would be construed as a sufficient ground for termination of the contract at the discretion of the Purchaser. Notwithstanding this, in the event of the Purchaser being visited with any penalty/ fine etc., by any agency/ authority due to the non-compliance / contravention on the part of the Supplier to any statutory laws / rules / regulations etc., the Purchaser reserves the right to recover such fine / penalty etc., from the Supplier by the way of recovery from the bills raised by the Supplier or by any other means. The PF deductions pertaining to employer and employee contributions in respect of workers outsourced to this Academy must be deposited through a separate challan and the same should be produced to this Academy every month. The list of workers, their PF contribution and wages details, along with the PF deposit challans and proof of other dues such as ESIC contribution, Professional Tax contribution etc., have to be submitted to this Academy without which the payment for a particular month would not be released.
19. The Supplier shall ensure that all the persons employed are provided with appropriate uniform along with their name tags and the same is to be compulsorily worn by them all the time when on duty.
20. The Supplier will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any other intoxicants, chewing pan, tobacco etc., or

unnecessary loitering in the premises without work. If any person deployed by the Supplier is found to be indulging in these activities, a penalty of Rs. 100/- (Rupees One Hundred Only) per day per incident will be leviable by the Purchaser, which will be intimated by the Purchaser to the Supplier within 3 days of the incident, and deducted from the monthly payment of the Supplier.

21. The Supplier shall only employ those persons, who are approved by the Purchaser in writing or e-mail and shall not remove them without express approval of the Purchaser in writing or e-mail. The Supplier shall promptly replace, after due approval of new person, any person deployed by it, who is found to be medically unfit, or not maintaining adequate personal hygiene, or whose behavior is found to be not courteous or who is otherwise found to be unfit for working within the NACEN campus or unfit for being deployed for these services by the Purchaser. In case the Supplier fails to remove or replace him, a penalty of Rs. 100/- (Rupees One Hundred Only) per day per such person will be leviable by the Purchaser, which will be intimated by the Purchaser to the Supplier within 3 days of the incident and deducted from the monthly payment of the Supplier. The Supplier shall not remove any person once approved by the Purchaser, without the approval of the Purchaser in writing or by e-mail.
22. A penalty of Rs. 100/- (Rupees One Hundred Only) per day per room / corridor / lounge or any other place as specified in Section-V of the bid document will be leviable by the Purchaser for every incident where cleaning is not done according to the terms and conditions prescribed in the contract, which will be intimated by the Purchaser to the Supplier within 3 days of the incident and deducted from the monthly payment of the Supplier.
23. The Purchaser may discontinue the contract at any point of time, by giving a notice at least 30 days before the intended date of discontinuation, and will not be liable for any additional charges or compensation payable to the Supplier or any other person.
24. The Supplier may discontinue the contract at any point of time, by giving notice at least 60 days before the intended date of discontinuation, but will forfeit its performance guarantee submitted by it in that case. In case of discontinuation without a notice or a notice less than 60 days prior to the intended date of discontinuation, the Purchaser will have the right to claim damages, and recover them from the payments due to the Supplier or by any other means. In addition of the forfeiting the performance guarantee of the Supplier.
25. On the expiry of the contract, the Supplier shall handover all the articles in good condition, which were entrusted to it. The Performance Bank Guarantee will be released by the Purchaser on the expiry of the contract only if the Purchaser is fully satisfied that all the articles have been handed over to the Purchaser and the equipment and property under the maintenance of the Supplier have not been damaged. In case of any

damage to the articles, equipment or property under the maintenance of the Supplier, an amount equivalent to the damages will be intimated by the Purchaser and will have to be paid by the Supplier before the Performance Bank Guarantee is released. In case of delay of more than 15 days in payments, the Purchaser may, at its discretion, recover the same amount out of the Performance Bank Guarantee furnished by the Supplier.

26. The Supplier or anybody else on his behalf shall not use the premises of the NACEN, Mumbai directly or indirectly for any other business or activities. Any items required to be moved outside the NACEN's premises shall be permissible only after proper gate pass from the prescribed authority has been obtained. Any infringement of this condition will entail penal consequences including the termination of contract.
27. The duty hours of housekeeping staff would be decided by the Purchaser and may also include working in shifts.
28. The Supplier shall provide additional labour if any required, on any occasion, over and above the no. of persons contracted to be provided by him during the normal course. The Purchaser shall make the payment to the supplier for the additional labour on pro-rata basis of the normal payments made to the supplier for the no. of persons and no. of days.

29. ARBITRATION :

- i. In event of any question, dispute, / differences arising under this agreement or in connection with (except as to matters the decision of which specially provided under this agreement) the same shall be referred to the sole arbitrator as approved by the Principal Additional Director General, NACEN, Mumbai.
- ii. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or unable to act for any reason, whatsoever, the Principal Additional Director General, NACEN, Mumbai shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from stage at which it was left by the predecessor.
- iii. The expression Principal Additional Director General shall mean and include an acting / officiating Principal Additional Director General of NACEN, Mumbai.
- iv. The Arbitrator may from time to time, with the consent of all the parties enlarge the time for making (an publishing) the award.
- v. The Arbitrator may give interim awards and / or directions, as may be required.



## UNDERTAKING

I/We have read and understood all the terms and conditions in all sections of the bid document. I/We hereby quote for the supply of the housekeeping services specified in the bid documents as set forth in the terms and conditions of the contract which will be binding upon me/us in the event of the acceptance of my/our tender.

I/We herewith enclose deposit for a sum of Rs. 15,000/- (Rupees Fifteen Thousand Only) as earnest money and should I/We fail to execute an agreement embodying the said terms and conditions and deposit Performance Guarantee in the proforma given in this bid document within 10 days of the acceptance of my/our tender. I/We hereby agree that the above sum of earnest money shall be forfeited to the Purchaser.

Read and accepted.

Signature and stamp of Bidder  
Or Authorized Signatory

Date:

Place:

IN WITNESS THEREOF the parties have here-into set their hands on the dates indicated below :

1. (In the case of a Proprietorship Concern or Partnership Firm)

Signed by the above Named / Proprietorship / Firm of \_\_\_\_\_

Through \_\_\_\_\_ / Proprietor / Partner of the firm.

Signature  
(Name & Address)

2. (In the case of a Company)

The seal of the \_\_\_\_\_ Company, Limited was affixed by the virtue of the resolution of the Board No. \_\_\_\_\_ Dated \_\_\_\_ the \_\_\_\_ Day of \_\_\_\_\_ 20\_\_.

Secretary's Signature \_\_\_\_\_  
(i) Date \_\_\_\_\_

(in either case) In the presence of

1. Signature \_\_\_\_\_

Address \_\_\_\_\_

Description \_\_\_\_\_

2. Signature \_\_\_\_\_

Address \_\_\_\_\_

**Description** \_\_\_\_\_

Signed by \_\_\_\_\_

Signature by \_\_\_\_\_

(On behalf of Addl. Director General)

(The Purchaser)

**SECTION – V**  
**SCOPE OF WORK**  
**Specification of services to be rendered**

The scope of the work to be entrusted and undertaken consists of Housekeeping Services including cleaning and sanitation services as per details given below in specified areas of the campus / premises of the NACEN situated at Bhandup (East), Mumbai – 400042 also includes managerial services for managing the services as specified..

The area to which the scope of work and services, covered by the bid will extend, are spelt out and specified in Annexure – 3 of the bid document.

The services required to be carried out by the Supplier are given in the paragraphs below, which are only indicative and not exhaustive.

The services required expected from the supplier agency should be of the highest standards as indicated in the following paragraphs. Besides, the Supplier shall have to satisfy the Purchaser of fulfillment of all terms and conditions as stipulated in the following paragraphs. The Supplier shall have suitable staff approved in writing by the Purchaser, deployed for this purpose, his own system of supervision, recording of facts and management, and shall have to furnish the details of the same to the Purchaser on the commencement of the services and thereafter whenever asked for.

**A. Cleaning and sanitation services :**

The Supplier/service provider shall render the following cleaning and sanitation services in the specified areas (Annexure – 3) of the NACEN campus and its vicinity:

**i)Work on daily basis ( Administrative Block )**

- 1) Dusting and cleaning of tables, chairs, trays, telephones, filing cabinets, cupboards, paper-racks, fans, photocopier machines, printers, computer systems, other office equipment installed at NACEN, Mumbai office.
- 2) Dry cleaning and wet mopping of all floors areas classrooms etc. with necessary detergents.
- 3) Dusting and cleaning of all office furniture including computer work stations.
- 4) Dusting of wooden panels in the premises, including stairs and railings.
- 5) Cleaning of toilets with detergent powder and deodorants etc. Toilets should be cleaned three times a day (morning, afternoon and evening) and as and when required.
- 6)Collecting waste papers and other waste from various places in premises and deporting it to specific dumping areas.
- 7)Shifting of furniture and records and its rearrangement as and when required.
- 8) Such other cleaning or other work as may be entrusted by the Purchaser.

- 9) Serving tea / coffee / water etc. to officers / staff / trainees /faculty and cleaning of utensils and crockery.
- 10) Upkeep & regular maintenance of office equipments.

**ii) Work on Daily basis (Reception Hall [Gymnasium/Multipurpose Hall/Auditorium/TT Room])**

- 1) Dusting and cleaning of tables, chairs, sofa sets, telephones, cupboard, paper racks, tables, fans, LCD, printers, computer systems, other office equipments installed.
- 2) Dry cleaning & wet mopping of all floors areas etc. with necessary detergents
- 3) Dusting of wooden panels in the premises, including windows and doors.
- 4) Cleaning of toilets with detergent powder and deodorants etc. Toilets should be cleaned 3 times a day (morning, afternoon and evening) and as and when required.
- 5) Collecting waste papers and other waste and deporting it to specific dumping areas.
- 6) Shifting of furniture and equipment and its rearrangement as and when required.
- 7) Such other cleaning or other work as may be entrusted by the Purchaser.
- 8) Upkeep & regular maintenance of office equipments.
- 9) Cleaning and maintenance of sports equipment like tread mills, table tennis table, etc., and assisting trainees in operation of equipments.
- 10) Serving tea / coffee / water etc to officers / Staff / trainees / faculty etc. and cleaning crockery and utensils.

**iii) Work on Daily basis (Officers Mess / Cafeteria / Pantry Rooms)**

- 1) Dusting and cleaning of tables, chairs, cupboard, fans and other equipments installed.
- 2) Dry cleaning & wet mopping of all floors areas etc. with necessary detergents.
- 3) Dusting of wooden panels in the premises, including windows and doors.
- 4) Cleaning of toilets with detergent powder and deodorants etc. Toilets should be cleaned 3 times a day (morning, afternoon and evening) and as and when required.
- 5) Collecting waste papers and other waste and deporting it to specific dumping areas.
- 6) Shifting of furniture and its rearrangement as and when required.
- 7) Such other cleaning or other work as may be entrusted by the Purchaser.
- 8) Serving tea / coffee / water etc. to officers / staff / trainees / faculty etc and cleaning of crockery and utensils.
- 9) Upkeep & regular maintenance of cafeteria equipments.

**iv) Work on Daily basis (Hostel Block)**

- 1) Dusting and cleaning of tables, chairs, bed, telephones, cupboard, fans and other equipments installed in all 63 rooms and warden room.
- 2) Dry cleaning & wet mopping of all floors areas etc. with necessary detergents.
- 3) Dusting and cleaning of all furniture.
- 4) Dusting of wooden panels in the premises, including stairs and railings.
- 5) Cleaning of toilets with detergent powder and deodorants etc. Toilets should be cleaned one time a day (morning) and as and when required.
- 6) Collecting waste papers and other waste and deporting it to specific dumping areas
- 7) Shifting of furniture and its rearrangement as and when required.
- 8) Serving tea / coffee / water etc. to officers / staff / trainees / faculty etc and cleaning of crockery and utensils.
- 9) Such other cleaning or other work such as changing bed sheets etc as may be entrusted by the Purchaser.

**v) Work on Daily basis (Internal Roads, Open spaces and remaining areas)**

- 1) Sweeping of internal roads, lawn, open spaces and remaining areas.
- 2) Watering of the lawn, plants.
- 3) Dusting and cleaning of all Boards and displays on the periphery walls and or] the other locations.
- 4) Trimming of plants, grass at least once every 15 days.
- 5) Collecting waste and other waste and deporting it to specific dumping areas .
- 6) Such other cleaning or other work as may be entrusted by the Purchaser.
- 7) Cleaning of drainages/gutters .

**B.** Besides the above work, the following Special Cleaning work etc., shall be carried out once a week and as and when required, including dusting of ceiling, walls, light shades, frames, fans etc., cleaning internally and externally glasses of all windows, cleaning of all the furniture and office equipments in the office using vacuum cleaner, brushing and washing of floors, stairs with necessary detergents floor scrubbing machine, cleaning with chemicals etc. removing stains from walls/floors and removing cobwebs once in a week.

**C.** The Service Personnel deployed may also be required to attend to emergency work like cleaning and removing of blockage in pipes in toilets and building premises.

**D.** Personnel employed by the Contractor should have the requisite expertise in use of vacuum cleaner, floor scrubbing machines or similar cleaning machines.

E. Materials for the cleaning like vacuum cleaner, brooms, mops etc., and all other materials including consumables like detergent powder, deodorants, phenyl, naphthalene balls, buckets, cleaning acid, cleaning cloth, cleaning material etc., will be provided by the Purchaser.

### **OTHER TERMS AND CONDITIONS FOR THE BASIC SERVICES / WORK**

1. All the services & any other works of similar type as may be entrusted to the Supplier from time to time by NACEN, Mumbai the purchaser are to be rendered without, causing any hindrance or disturbance to the NACEN staff working before and after normal working hours and shall be carried out effectively & in accordance & conformity with the standards of neatly maintained office premises.
2. For providing satisfactory services as above under the contract, the Supplier shall deploy workers who are medically fit.
3. The Supplier's representative will personally supervise the work & will attend the complaints/ suggestions recorded in the register maintained in the Institute on daily basis. After attending to the complaints the supplier will get the register countersigned in satisfaction of the complaint with 24 hours of the complaint being recorded in the register.
4. The workers deployed for housekeeping will be checked by the security personnel everyday while coming to the premises and while leaving the premises.
5. The Supplier will present the bill on monthly basis which will be duly verified & certified by the Superintendent / Inspector of NACEN under his own signature that the services rendered during the preceding month was satisfactory. In case the services are not fully satisfactory the officer in charge of supervising the Supplier will recommend suitable deduction from the bill based on complaints not attended at the rate of Rs.1000/- (Rupees One Thousand Only) per complaint not attended within the stipulated time.
6. The Supplier will be paid the contracted amount per month for the above service & except the above amount the purchaser will not pay anything.
7. The Supplier provider shall comply with provisions of all labour laws & other relevant laws, & will submit an undertaking about compliance to the various statutory provisions .
8. The Supplier provider shall communicate the name, parentage, age, residential addresses etc. of the persons deployed at the Institute. They will display their names on their uniforms & they will be provided gate pass & identity cards by the Supplier.
9. The Supplier shall maintain proper records of the attendance of the staff engaged by him for rendering sanitation services which shall be produced daily before the officer in charge of verification. Variation of plus minus shall be allowed in the day to day engagement of staff &

the Institute shall recover one day per labour for short supply of labour, if the number falls short of the specified number of persons to be deployed. NACEN, Mumbai the Purchaser shall not be liable to pay for additional labourers beyond the above stated permissible limit. If, however, additional labour is specifically required on occasion, payment to the Supplier shall be made as per the Minimum Wages rate prescribed by Labour Commissioner per labour per day. No minor labour shall be engaged by the Supplier.

10. The Supplier shall engage workers on all working days including Saturday/Sunday for 8.30 hours duty per day including half an hour lunch break subject to legal provisions in this regard.

11. The Supplier shall provide suitable & clean uniforms which will be changed daily, to the persons or staff so engaged or to be engaged by him for rendering the aforesaid services & shall also ensure that the uniforms are clean, tidy & are worn by them at all time while on duty. They shall carry their identity with them.

12. The Supplier shall comply with the provisions of all labour laws including Employees State Insurance Act. Employees engaged by the Supplier for rendering sanitary services shall keep NACEN, Mumbai absolved from all acts of omission & commission, defaults, breaches and /or claims, demands, loss, injury & expenses to which NACEN, Mumbai the Purchaser may be put or involved as a result of failure to fulfill any of the above obligations & NACEN, Mumbai shall be entitled to recover any losses or expenses which it may have to suffer on account of such claims, demands, loss or injury from the Supplier's monthly bill or from the security deposit or from any money due to supplier without prejudice to list any other rights under the law.

13. For the purpose of proper identification of these employees of the Supplier deployed at various points, the supplier shall issue identity cards to these persons & they shall be duty bound to display the identity cards at the time of duty. It will be the responsibility of the Supplier to ensure this.

14. The Principal Additional Director, NACEN, Mumbai or any other person authorized by the Principal Additional Director shall be at liberty to carry out surprise checks on the persons so deployed by the supplier in order to ensure that the required number of persons are deployed & are doing their duties as per the contract.

15. The Supplier shall ensure that the persons so deployed do not take away any property of the NACEN the purchaser & if there is any loss to the purchaser on account of dishonesty, connivance of the persons engaged by the supplier and / or due to any other cause, the contractor shall make good on demand the loss to the Institute. The Deputy /Asst. Director NACEN, Mumbai will make suitable arrangements to ensure compliance in this regard.

16. The persons deployed by the Supplier for the work / services as specified above shall be the employees of the Supplier for all intents & purpose & in no case shall a relationship of employer & employee between the said person & the Institute shall accrue implicitly or explicitly.

17. The persons so deployed shall remain under the control of the Supplier who alone shall be liable for payment of their minimum wages & other dues & entitlements as prescribed under various laws & regulations & notification & other statutory provisions.

18. The Supplier shall ensure that all employees get minimum wages & other benefits as are admissible under various Labour laws like Minimum Wages Act, 1948 etc. The Supplier shall provide full information in respect of the wages etc. paid to its employees so deployed in conformity with the provisions of Contract Labour (Regulations & Abolition) Act, 1970 or any other law in force from time being.

19. The Supplier shall be responsible for fulfilling all his obligations towards the persons deployed under law, namely under the Minimum Wages Act, payment of Bonus Act, Maternity Benefits Act, Shop & Establishment Act, etc. & applicable from time to time.

20. The Supplier shall confirm to the provision of Central / State Act or the Regulations on the Subject as well as terms & conditions of the agreement which subject to the award of contract, may be made mandatory.

21. The Supplier shall make the payments of wages, etc. to the persons so deployed in the presence of the representative of the Purchaser within 7<sup>th</sup> day of the following month, and shall on demand furnish copies of wage register, muster roll etc. to the Purchaser for having paid all the due to the persons deployed for the work under the agreement. This obligation is imposed on the Supplier to ensure that he fulfils his commitments towards his employees so deployed under various Labour Laws, having regard to the duties of the NACEN in this respect as per the provisions of Labour Law. The Supplier shall comply with or cause to be complied with the contractor's labour regulations made by the Purchaser from time to time in regard to payment of wages, periodical deductions from wages, recovery of wages not paid & deductions unauthorized made, maintenance of work books, wage slip, publication of scale of wages & terms of employment inspections & submission of periodical returns. The Supplier will raise the Bill to the purchaser only after disbursal of wages payable & other statutory dues & documentary evidence of having paid is required to be submitted, failing which Purchaser will not entertain the Bill for payment.

22. The Supplier shall undertake that any obligation and/or formalities which are required to be fulfilled under the Labour Act or any other Act for the purpose of entering into and / or execution of the contract shall be carried out by him at his own expense, etc. & shall report the compliance thereof to the Principal Additional Director General, NACEN, Mumbai. The Supplier shall be solely liable for any violations of provisions of the Labour Act or any other Act or Regulations.

23. The uniforms shall be supplied by the Supplier at his own cost to the persons deployed for this work, and NACEN, Mumbai the purchaser shall have no liability, whatsoever on this account. The uniform shall be approved by the Principal Additional Director, NACEN, Mumbai.

24. The Supplier shall take reasonable precautions to prevent any unlawful acts or disorderly conduct or act of his employees so deployed & are for the preservation of peace & order & protections of persons & property of NACEN, Mumbai, the Purchaser.

25. In case any person, so deployed by the supplier do not come up to the mark or do not perform their duties properly, or indulges in any unlawful acts or disorderly conduct, the supplier shall take suitable action against such employees on the report of NACEN, Mumbai the Purchaser in this respect.

26. The Supplier shall immediately replace the particular persons so deployed on demand of the NACEN, Mumbai the purchaser in case of any of the aforesaid act on part of the person so deployed or otherwise.

27. The Supplier shall deploy his persons in such a way that the persons get weekly rest and are duly paid for this weekly rest, the work is taken from them under relevant provisions of Shop & Establishment Act. The Supplier shall in all dealings with the persons in his employment have due regard to all recognized festival days of rest & religious or other customs. In the event of the Supplier committing a default or breach of any of the provisions of the Labour Law, as amended from time to time or furnishing any information, or submitting or filling any settlement under the provision of the said regulations & rules which is materially incorrect, they shall without prejudice to any other liability pay to the Principal Additional Director General, NACEN, Mumbai a sum of wages for one day for every default, breach or furnishing, making, submitting, filling such materially incorrect statement & in the event of the supplier defaulting continuously thrice in this respect he shall be liable to pay Rs.200/- (Rupees Two Hundred ) per day for every such default.

28. The Supplier shall be provided space to store the equipments required to be used for rendering cleaning & sanitation services during the continuance of contract.



29. The Supplier shall be permitted to consume water & electricity for rendering of service contract.

30. No other cost, charges, wages, dues & compensation whatsoever the staff employee or other persons engaged by the Supplier payable by NACEN, Mumbai the purchaser or shall be claimed by the Supplier from NACEN, Mumbai the purchaser for the services required to be rendered by the Supplier over & above the said contractual payments.

31. The Supplier shall keep the NACEN, Mumbai the Purchaser indemnified against all claims whatsoever in respect of the employees deployed by him at various points. In case of any employee of the Supplier so deployed enters in dispute of any nature, whatsoever, it will be the prior responsibility of the supplier to contest the same in case Purchaser is made party & is supposed to contest the case, the Purchaser will be reimbursed for the actual expenses incurred towards counsel fee and other expenses which shall be paid in advance by the Supplier to the Purchaser. Further, the Supplier shall ensure that no financial or any liability comes on the purchaser in this respect, of any nature whatsoever & shall keep the purchaser indemnified in this respect.

32. The Supplier shall further keep NACEN, Mumbai the Purchaser indemnified against any loss to Purchaser's property & assets i.e. movable & immovable.

33. The NACEN, Mumbai the purchaser shall have further right to adjust and/or deduct any of the amount as aforesaid from the payments made to the supplier under this contract for providing cleaning & sanitation services.

34. The Supplier shall furnish an indemnity bond from the General Insurance Corporation at its own cost to indemnify NACEN, Mumbai the purchaser against any claim arising out of or connected with this agreement

35. The Supplier shall neither deploy nor remove from deployment any worker without written approval of the Purchaser.

**SECTION – VI**  
**TENDER FORM**  
**(Techincal Bid)**

(On the letter head of the Organization / Concern submitting the bid)

To,

The Principal Additional Director General,  
NACEN, Bhandup (East)  
Mumbai – 400 042

Ref : Tender No. NACEN /     / 2017

Sir,

1. I/We hereby undertake to supply the services as specified in Section III to V of the Bid Document & agree to hold this offer open for a period of 90 days from the date of opening of the tender. I/We shall be bound by a communication of acceptance issued by you.

2. I/We have understood the instructions to Bidders & Terms and Conditions of Contract as enclosed with the invitation to the tender & have thoroughly examined the specifications of services to be rendered & am/are fully aware of the nature of the services to be rendered and my/our offer is to supply the services strictly in accordance with the requirements.

3. A crossed Bank Draft No. \_\_\_\_\_ dated \_\_\_\_\_ in favour of the Principal Additional Director General , NACEN, Mumbai for Rs.15,000/- (Rupees Fifteen Thousand Only) as Earnest Money Deposit is enclosed. The Draft is drawn on \_\_\_\_\_ Bank payable at \_\_\_\_\_

4. Certified that the bidder is

A sole proprietorship firm & the person signing the bid documents is the sole proprietor / constituted attorney of the sole proprietor.

OR

A partnership firm, and the person signing the bid document is a partner of the firm & he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement / by virtue of general power of attorney.

OR

A Company & the person signing the document is the constituted attorney.

(Note: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the bid document)

5. Self certified copy of ISO or equivalent Certification.
  6. Self <sup>1</sup>Certified copy of having long experience (at least 5 years) in providing housekeeping, cleaning, sanitation & allied services to large Institutes/Organisation.
  7. Self Certification showing statements with a turnover of minimum Rs.10 lakhs per year during the last two financial years in this line of business.
  8. Self certified that our Registered Office is within the limits of the Municipal Corporation of Greater Mumbai and has an experience of similar/allied work in Mumbai Municipal limits for at least 2 years.
  9. Self-certified that the bidder has the experience of more than \_\_\_\_\_ years in providing housekeeping and related services. Certified copies of atleast one work order pertaining to each of the last two years are enclosed with this bid.
  10. Self-certified copies of the annual statements of accounts including the Profit & Loss Account & the Balance Sheets are enclosed with the Bid.
  11. Enclosed copy of terms & conditions of contract given in Section IV along with instructions to Bidders(given in Section III) is agreed, signed and enclosed in envelope marked as 'Technical Bid' along with a certificate as stated in Point No.32 of Section III.
  12. Self certified copy of documentary proof of Registration with the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Supplier under the contract. In case of exemption from registration, self certified copy of approval or other signed by the Principal Officer or the Authorized Signatory which indicates exemption or not required to obtain any registration or approval or other order from the Labour Commissioner having jurisdiction over the territory in which services are sought under this Contract.
  13. A detailed profile of the organization as filled in as prescribed in Annexure 1 of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid documents are also enclosed as follows:
-

- (a) Full particulars of organizations where the Supplier has supplied such services in the current & two preceding financial years. (Self-attested copies of the relevant work orders to be enclosed)
- (b) Self-certified copy of the audited balance sheet, Profit & Loss account of the bidder for the previous two financial years (2014-15 to 2015-16)
- (c) Self-certified Photo Copy of PAN card.
- (d) Self-certified copy of Service Tax Registration Certificate, if any.
- (e) Information regarding any on-going litigation in which the bidder was/is involved, the opposite party(s) & the disputed amount.
- (f) Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reason for the same (copies of relevant documents to be enclosed)
- (g) Details of support facilities to execute the order.
- (h) Information regarding the proceeding for bankruptcy, insolvency or winding up which the bidder is / was involved.

11. I/We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding Order between us.

Yours faithfully,

(Signature of Bidder)  
(Name and Designation)  
Dated this \_\_\_\_\_ day of 2017

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone :  
Mobile  
Fax  
E-mail  
Company Seal:

SECTION –VII  
TENDER FORM  
(Financial Bid)

To,

The Principal Additional Director General  
NACEN  
Bandup (E)  
Mumbai – 400 042

Ref : Tender No. NACEN/\_\_\_\_\_/2017

Sir,

1. Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned hereby submit the Financial Bid for supply of services as per the invitation for this and in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The Price quoted by us for the following area (per square feet per month) is as under:

S.No.	Name of Building / Location	Area (Sq.Ft.)	Remarks
1	Office building	24579.82 sq. ft.	Office building consists of 3 floors having officers staff cabin and class rooms, computer lab, pantry/ library/ store room/ Yoga Hall / Toilets.
2	Hostel Building	24770.56 sq.ft.	Hostel building consists of 63 rooms, Gymnasium, Warden room, Hostel lobby, multipurpose hall. Ladies TV room, table tennis room, canteen, Auditorium, Security cabin, pump room & all toilets.
3.	Open Space	40365.91 sq. ft.	Open space consisting of garden, approach road & internal roads, open area surrounding premises of the above said buildings, drainage & gutter.

	1. TOTAL MONTHLY CHARGES PER SQUARE FEET PER MONTH (IN PER MONTH)
	2. PLEASE INDICATE NUMBER OF PERSONS PROPOSED TO BE ENGAGED
TOTAL ANNUAL CHARGES PER SQUARE FEET PER MONTH	
In figures	
In words	

Note:1. Minimum Wages to be based on Minimum Wages Act or any other law for the time being in force or any other orders issued by Govt. of India, Ministry of Labour amended from time to time.

2. Bidders may make their quote taking into account wage components such as Basic, DA, EPF, PF, Bonus, Leave Salary, Uniform Allowance, Service Charges & applicable taxes. The above may be shown clearly in the financial bid.

3. The price quoted is the final net price of all the services to be provided by us, inclusive of any incidental services that may need to be provided. We enclose herewith the complete Financial Bid as required by you. This includes:

a) Price schedule as per terms & conditions of Bid document. The work 'No Quotation' is written across any or all of the items in the schedule for which a bidder does not wish to tender.

b) Statement of deviation from financial terms and conditions.

4. We agree to abide by our offer for a period of        days from the date fixed for opening of the bid document and that we shall remain bound by a communication of acceptance within that time.

5. We have carefully read & understood the terms & conditions of bid document and its implications. We do hereby undertake to supply all the specified items of service.

6. Certified that Bidder is

A sole proprietorship firm and the person signing the bid document is the sole proprietor / constituted attorney of sole proprietor.

OR

A partnership firm and the person signing the bid document is a partner of the firm & he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement / by virtue of general power of attorney.

OR

A company and the person signing the bid document is the constituted attorney.

(Note: Delete whatever is not applicable. All corrections / deletions should invariable be duly attested by the person authorized to sign the bid document)

7. We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully,

Signature of bidder

(along with Name & designation)

Dated this \_\_\_\_ day of \_\_\_\_ of 2017

Address : \_\_\_\_\_

Telephone \_\_\_\_\_

Fax

Email id

Company seal

ANNEXURE – 1  
PROFILE OF ORGANIZATION

1. Name of the organization & individuals who promoted the organization  
(In case of Proprietorship his/her full name should mention here)
  
2. Status of the organization (Support with documents)  
(Proprietor/Partnership/Private/Ltd. Co./Govt...../Others (Specify))
  
3. Postal Address
  
4. Telephone / Mobile No.
  
5. Fax
  
6. E-mail
  
7. Website
  
8. Year of Establishment
  
9. Activities / Services offered
  
10. PAN allotted by IT department
  
11. Registration No. With
  1. EPF
  2. Service Tax
  3. Labour department/ESIC/Sales Tax Reg. No. or any other registration with statutory authority
  
12. Returned income for preceding three financial years :  
  
FY 2014 – 15 \_\_\_\_\_  
FY 2015 - 16 \_\_\_\_\_  
FY 2016 – 17 \_\_\_\_\_

13. Name of the Head of the Organization / Managing Director

Date :

Place :

Name & Signature of the Authorized Signatory And his / her status in organization with Official seal.



ANNEXURE - 2  
FORM OF PERFORMANCE GUARANTEE

To,  
The President of India

WHEREAS

\_\_\_\_\_ (name and address of the Supplier) (hereinafter called 'the Supplier') has undertaken in pursuance of contract no. \_\_\_\_\_ dated \_\_\_\_\_ to supply (Description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the Supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance.

AND WHEREAS we have agreed to give the Supplier such a bank guarantee

NOW THEREFORE we hereby affirm that we are guarantors & responsible to you, on behalf of the Supplier up to a total of \_\_\_\_\_ (amount of the guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the contract and without cavil or argument any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification

This guarantee shall be valid until the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
(Signature of the authorized officer of the bank)

\_\_\_\_\_  
(Name & designation of the officer)

\_\_\_\_\_  
Seal, Name & address of Bank & address of the Branch

\_\_\_\_\_  
(Bank's common seal)

## ANNEXURE – 3

(Areas covered by scope of work)

The work of housekeeping services in the campus of the NACEN includes the following areas:

- Hostel blocks, Canteen & Cafeteria
- Administrative building including Office / Class rooms / Seminar halls / Computer rooms / Library / Cafeteria / Auditorium
- Gymnasium / TT room / Badminton Court / Security Cabin / Pump Room
- Yoga / Music Room
- Officers mess & Cafeteria
- Internal roads of the whole Complex. The outer area along the boundary of the NACEN Complex / pavement / walking track.
- Any other building / area specified by the orders of the authority of NACEN.
- Cleaning of Garden / Open areas / Gutters within the complex.