

Tender for Annual contract for Providing Housekeeping Services on Contract basis at  
National Academy of Customs, Indirect Taxes & Narcotics, Mumbai (NACIN)

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# TENDER DOCUMENT

FOR

# HOUSEKEEPING SERVICES

NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES &  
NARCOTICS,  
Post Office Lane, Bhandup(East) Mumbai-400042

Tender no : IX-Admn(4)27/2018

Date:30/08/2018

**Tender for Annual contract for Housekeeping Services at National Academy of  
Customs, Indirect Taxes & Narcotics, Mumbai (NACIN)**

**PART - I -Technical**

**Client**

National Academy of Customs Indirect Taxes & Narcotics, NACIN Complex, Post  
Office Lane, Bhandup(East) Mumbai-400042



**(Rajiv Sharma)  
Assistant Director  
NACIN, Mumbai**

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## Chapter –1

### Scope of Work

#### 1.1 About the Institute

##### **National Academy of Customs, Indirect Taxes & Narcotics, Mumbai**

National Academy of Customs Indirect Taxes & Narcotics or NACIN is the apex Institute of Government of India for capacity building in the field of indirect taxation. It also plays a vital role in international capacity building by imparting training to officers of various countries in the field of customs, drug laws and environment protection.

NACIN has been successfully conducting professional training of the officers of Indian Revenue Service (Customs & Central Indirect Taxes). It has also been imparting in-service training to the officers of Government of India across several departments in the field of Customs, Central Indirect Taxes, Service Tax, Drug Laws, Anti-Money laundering, Weapons of Mass Destruction, Fake Indian Currency Notes, Ozone Depleting Substance (ODS), Intellectual Property Right (IPR) etc. are important part of NACIN training calendar.

NACIN operates from its vast complex located at Bhandup East, Post office lane, Mumbai 400042, Maharashtra which is spread over an area of 87916.29 sq. feet consisting of Administrative Offices, Hostel, Officers Mess, Sports Facilities, Gymnasium, Auditorium.

#### 1.2 Broad Scope of work

**The prime object of housekeeping services is to maintain the entire premises in neat, tidy and hygienic conditions.**

##### 1.2.1 AREA:

The area of NACIN Complex is approximately 87916.29 Sq. feet and includes the followings:-

1. Hostel blocks
2. Administrative building complex comprising of Offices/Class rooms/Seminar halls/Computer rooms/Library/Pantry
3. Open Sports facilities viz., Badminton court & Cricket Pitch
4. Gymnasium;
5. Officers Mess
6. Table Tennis Room
7. Roads and open areas inside the NACIN campus
8. Any other area as specified by the competent authority from time to time.

### **1.2.2 SCOPE OF WORK**

Further purpose of housekeeping the offices shall be functional for 6 days in a week and the administrative block and hostels/ Officers Mess for all 7 days in a week.

The housekeeping staff has to ensure proper maintenance and upkeep of the entire NACIN Complex.

#### **Operations to be done daily**

- 1.3 The first round of leaning and dusting work in the entire complex should be completed before 9.15 AM daily.
- 1.4 Sweeping and wet mopping of the entire covered area of buildings including corridors/verandah/lobby area daily. The verandah and lobby area must be mopped twice daily.
- 1.5 Sweeping of the internal roads and Auditorium and open area daily excluding green patches maintained by CPWD (Horticulture).
- 1.6 Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
- 1.7 Cleaning of main gate, Brass plates, Name Plates, Sign boards etc.
- 1.8 Cleaning drinking water cooler areas including attached sinks and tiles etc.
- 1.9 Dusting of all furniture such as tables, chairs, sofas, almirahs etc, and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire complex should be cleaned daily.
- 1.10 Sweeping of terrace in each building shall be completed daily.
- 1.11 Collection of all the sweepings, garbage and waste and its disposal
- 1.12 Cleaning of all the Toilets in the administrative block, Officers' Mess, Gymnasium, Auditorium twice daily and once in other areas.
- 1.13 Washing of urinal Pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with clean cloth.
- 1.14 Filling of liquid soap in soap containers and putting of air freshner/sanitary cubes/naphthalene balls in urinal pots etc.
- 1.15 The house keeping personnel shall be deployed on Saturdays also for the removal of cobwebs in the corridors, rooms, chambers and lavatories, Removal of dust accumulated on the walls, window panes and ventilators in the toilets and thorough washing, rubbing and cleaning of corridors.
- 1.16 Shifting of furniture and other equipments, files, photocopy work etc. whenever required.
- 1.17 Indoor plants pots, mats and carpets are to be cleaned.
- 1.18 It shall be ensured that while carrying out the activities of dusting and cleaning the files/papers/documents etc. and the electronic gadgets etc. are not tampered with in any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.
- 1.19 Any other work assigned by the administration/authority concerned.

**Operations to be carried out fortnightly/on demand**

- a. Scrubbing of floors of corridors/verandah/lobby with scrubbing machine and scrubbing of staircases manually with brushes
- b. Removal of dirt and dust collected on the ceiling domes in the administrative block with high pressure and water jet machine.
- c. Removal of dirt and dust from the exterior walls of the buildings, floor tiles in the open area etc. and any other area with high pressure water jet machine as and when desired by the NACIN administration.
- d. Vacuum cleaning of the sofas and other places and items as directed by the NACIN administration.

**Supply of consumable materials required for cleaning.**

All the Housekeeping materials/ consumables such as Brooms, Mop sticks and other cleaning materials etc. as required to execute the above jobs will be supplied by the department.

## Chapter 2

### Notice Inviting Tenders and Schedule of Events

Name of work	Tender for Annual Contract for Housekeeping Services at National Academy of Customs, Indirect Taxes & Narcotics, Western Region, Bhandup East, Mumbai - 400042
Tender No.	IX-Admn(4)27/2018
Earnest Money Deposit	Earnest Money Deposit Rs.15,000/- (Rupees Fifteen Thousand Only) shall be required to furnish by way of DD/pay order issued by Nationalized/Scheduled Bank only in favour of Additional Director General, Mumbai payable at Mumbai. Please upload scanned copy of DD/PO. The hard copy should be sent to Additional Director (Admn),NACIN, Mumbai, Western Region, Post office lane, Bhandup East, Mumbai -400042 through courier/speed post/hand delivery to reach before the closing of bids.
Contract Performance Guarantee	<ol style="list-style-type: none"> <li>1. A Contract performance Guarantee/Security Deposit (SD) equivalent to 10% of the total contract value shall be required to furnish by way of Demand Draft drawn in the name Additional Director General, Mumbai payable at Mumbai, for the due performance of the Contractors obligations. The said SD shall be retained by Additional Director General, Mumbai during the entire contract period and for a further period of 24 months after the determination of the contract period. The same shall be returned to the Contractor after settlement of all dues.</li> <li>2. In the event, the Contract is terminated by NACIN, Mumbai on account of the fault of the Contract before the determination of the Contract period, or the Contractor abandons the work and its obligations under the Contract during the Contract period, then the SD amount shall be forfeited by the Additional Director General, Mumbai.</li> <li>3. Any delay in submission of initial SD will entitle NACIN, Mumbai to cancel the contract.</li> </ol>
Contract Period	The initial period of contract will be for ONE year with a provision to extend the contract for further period of ONE year on subject to satisfactory performance, on the same terms and conditions at the absolute discretion of NACIN.
Issue of tender	For details and bid documents please visit website: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> <a href="http://www.cbic.gov.in">www.cbic.gov.in</a>
Online Submission of tender	Start from 31.08.2018 till 03.00 PM on 14.09.2018
Opening of tender	<p><b>Part-I- Technical Bid-</b> shall be opened only of the bidders who have submitted Earnest Money Deposit, at 03.30 pm on 17.09.2018 at the office of Additional Director (Admn), NACIN, Bhandup (E), Mumbai 400042.</p> <p><b>Part-II- Financial Bid-</b> Only of those bidders will be opened who are declared Technically qualified (acceptable). The price bid shall be opened after evaluation of their offers at 3.30 pm on 19-09-2018 (tentative). During opening of Priced Part name of Bidder and Total prices shall be communicated. No other details/information shall be given.</p>
Contact persons (for any clarifications)	Superintendent (Admn), NACIN, Mumbai Contact No. 02225666778

1. Online tenders under two bid systems are invited from experienced & reputed Service providers of sound financial standing, meeting the qualifying requirement, for the services given below:

2. Notes:

2.1 The prices shall be filed up both in figures and in words. No overwriting or use of correction fluid shall be accepted. Any correction shall be legible and signed by the authorized signatory.

2.2 The Academy reserves the right to modify any terms and conditions before submission of the bids. Such changes will be put on the website atleast three (03) days prior to the submission of bids.

2.3 All tender related documents should be uploaded through e-procure portal only. NACIN, Mumbai shall not accept any tender related documents except DD/PO which in original must be sent by speed post/courier/hand delivery.

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### Chapter-3

**3.1 Qualification Criteria:** Only those bidders who meet the following minimum criteria will be considered for evaluation of financial bids.

Sr. No	Description	Requirement	Remarks/Documents to be uploaded)
1	Minimum years in housekeeping services business	Three years as on 31.03.2018	Attach Copy of Proprietorship OR Partnership Deed OR Memorandum and the Articles of Association
2	Place of Business	Having Registered office within the municipal limits of Greater Mumbai	Proof of Registered office within the Municipal limits of Greater Mumbai
3	Minimum annual turnover	Rs. 18 lakhs in any of the last three financial year ending 31.03.2018 from Housekeeping Services contracts.	<ol style="list-style-type: none"> <li>1. Attach the copy of ITR, Profit and Loss of Account</li> <li>2. Audit report duly certified by chartered accountant.</li> </ol>
(a)	FY 2015-16		
(b)	FY 2016-17		
(c)	FY 2017-18		
4	Experience- Assignment Completed in last three years as on March 31,2018 contacts /assignments in the field of housekeeping services	<ol style="list-style-type: none"> <li>1. One similar completed work in municipal limits of greater Mumbai costing not less than the amount equal to Rs. 15 Lakhs(Rs. Fifteen Lakhs only) OR</li> <li>2. Two similar completed works each in municipal limits of greater Mumbai costing not less than the amount equal to Rs. 12 lakhs( Rs. Twelve lakhs) OR</li> <li>3. Three similar completed works in municipal limits of Greater Mumbai each costing not less than the amount equal to Rs. 09 lakhs.</li> </ol>	<ol style="list-style-type: none"> <li>1. Attach the work order and/or satisfactory work done certificate.</li> <li>2. The Bidder must note that they should have carried out and completed similar works in their own name as principal contractor and not in any other name as per MOU signed with other parties.</li> </ol>
5	Registration Certificate	<ol style="list-style-type: none"> <li>1) Employ state Insurance</li> <li>2) Provident Fund</li> <li>3) Labour Department</li> <li>4) Goods and Service Tax</li> <li>5) Income Tax</li> <li>6) Shop and Establishment Registration</li> </ol>	Attach the copies of respective Registration Certificates/PAN No.

### 3.2 Online submission of documents:

- 3.2.1 The bidders have to submit the tenders online at <http://eprocure.gov.in/eprocure/app> in two bid system (Technical bid & Financial bid) in the prescribed proforma. Tenders are to be submitted only through the e-procurement Portal. Bidders must submit (upload) the documentary proof in support of meeting the qualification criteria. Simply undertaking by the bidder for any item of the criteria shall not suffice the purpose. Tender sent by any other mode shall not be accepted.
- 3.2.2 The technical bids shall be opened online on **17.09.2018 at 03.00 pm** by the Committee authorized by the competent authority at the office of Additional Director (Administration), NACIN, Mumbai.
- 3.2.3 After opening the technical bids and verifying the EMD amount, the valid bids i.e. those accompanied with EMD amount, shall be subjected to detailed evaluation.

- 3.2.4 The financial bids of only those bidders who qualify at technical bid stage shall be opened online on **19.09.2018 at 3.30 pm** by the Committee authorized by the competent authority at the office of Additional Director (Administration), NACIN, Mumbai.
- 3.2.5 Absence of bidder(s) or their representatives shall not impair the legality of the opening procedure.

### **3.3 Terms & Conditions:**

- 3.3.1 The Bidder should have minimum three years of experience of rendering housekeeping services within the Municipal Limits of Greater Mumbai.
- 3.3.2 The Bidder should have minimum annual turnover of Rs. 18 lakhs in any of the last three financial year ending 31.03.2018.
- 3.3.3 The Bidder should have completed similar works of minimum value as described below during the period of 01/04/2015 to 31/03/2018:
- a) One similar completed work within the municipal limits of Greater Mumbai costing not less than the amount equal to Rs. 15 lakhs OR
  - b) Two similar completed works within the municipal limits of Greater Mumbai each costing not less than the amount equal to Rs. 12 lakhs OR
  - c) Three similar completed works within the municipal limits of Greater Mumbai each costing not less than the amount equal to Rs. 09 lakhs(Rs. Nine Lakhs only)
- 3.3.4 The Bidder must note that they should have carried out and completed similar works in their own name as principal contractor and not in any other name as per MOU signed with other parties.
- 3.3.5 The bidder shall upload the self attested copies of the following documents:
- a) PF Registration with PF code number.
  - b) ESI Registration.
  - c) Valid Licence(If applicable) issued in respect of previous employers by jurisdictional Labour Commissioner.
  - d) Details of work of similar nature carried out within municipal limits of Greater Mumbai in the last 3 years ending on 31.03.2018.
  - e) Copies of balance sheet and profit & loss A/C of previous three financial years ending on 31.03.2017 duly certified by CA.
  - f) List of Arbitration cases(if any).
  - g) Copies of certificates/allotment letter of GST and PAN number.
  - h) Details of managerial, supervisory and other staff.
  - i) Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at NACIN, Mumbai.
  - j) Copy of last income tax return.
  - k) Copy of shop and establishment registration(Gumasta Licence)
- 3.3.6 The bidder shall upload details of organizations, where he has undertaken such similar services as per Annex-I. The scope and details of the work to be carried out by the bidders at NACIN is given in Annex-II.
- 3.3.7 General terms and conditions of the contract to be fulfilled by the bidder are given in Annex-III and the bidder shall upload a scanned copy duly signed on each page as a token of agreeing to them.
- 3.3.8 The bidder may be a Proprietary firm, Partnership firm, Limited company, Corporate body legally constituted, as per law with valid registration on the last date of submission of the bid.
- 3.3.9 The bidder should have an registered office within the municipal limits of Greater Mumbai.
- 3.3.10 There should be no case pending with the police against the proprietor/firm/partner or the company(agency) and should also not have been black listed/Holiday Listed by any Govt/Semi-Govt/PSUs. The firms should give such an undertaking with the bid.
- 3.3.11 The bidder shall pay Bid Security(EMD) of **Rs. 15,000/- (Rupees Fifteen Thousand Only) in the form of Bank Draft/Pay Order from a Nationalized/Scheduled Bank in favour of Additional Director General, Mumbai payable at Mumbai.** Bids received without Earnest Money Deposit(EMD) shall stand rejected and thus shall not be considered for evaluation at any stage. The bid security without interest shall be returned to the unsuccessful bidders after finalization of contract.
- 3.3.12 SSI, Micro and small enterprises registered as OEM for stores and services specified in this tender with any government bodies specified by Ministry of Micro, Small & Medium

Enterprises(MoMSME) are exempted for submitting tender fee & EMD. Moreover they should also produce documentary evidence showing that the firm is MoMSME registered for the items tendered for.

Firms other than SSI registered for stores and services with DGS&D/NSIC, are also exempted for submitting of EMD.

The exemption and relaxation in tender fee & EMD are subject to validity of their registration on the date of opening of tender.

- 3.3.13 The EMD deposited by successful agency will be adjusted towards the Performance Security deposit as specified in the tender document. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of letter of award of work, his bid security shall be forfeited unless time extension has been granted by NACIN.
- 3.3.14 The bid shall be valid and open for acceptance of the Competent Authority of NACIN for a minimum period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.
- 3.3.15 An agreement shall be signed with the successful bidder as per specimen enclosed.
- 3.3.16 Counter terms and conditions will not be accepted as also any additions/deletions or change in our format will not be allowed.
- 3.3.17 All entries in the Tenders must be written in ink or typewritten. Over-writing should be avoided. Corrections if any should be attested with signature by the bidder.
- 3.3.18 Tenders received late (including postal delay)/in open condition/without EMD/not meeting the tender condition/incomplete in any respect are liable to be rejected.
- 3.3.19 Bidders are advised to study carefully the tender documents and the conditions before quoting their bid. All the pages of the documents should be signed by the bidder as a token of acceptance.
- 3.3.20 The rates should be indicated both in words and figures. In case of discrepancy between the figures (numbers) and words, the rates given in the words only will be taken as authentic and no further clarification will be sought from the bidder.
- 3.3.21 The Earnest Money is liable for forfeiture in the event of: (a) withdrawal of offer during the validity period of the offer, (b) Non-acceptance of orders when placed, or (c) Non-confirmation of acceptance of orders within the stipulated time after placement of offer (d) Any unilateral revision made by the bidder during the validity period of the offer.
- 3.3.22 In case there is only one successful bidder after the Technical bid opening, the decision to award the contract to the said bidder would be taken by the Additional Director General, NACIN Mumbai.
- 3.3.23 In case of tie in financial Bid, the successful bidder shall be decided by draw of lots.

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**Chapter-4**

To,

**The Additional Director General,  
National Academy of Customs, Indirect Taxes and Narcotics.  
Post Office Lane, Bhandup(East)  
Mumbai-400042.**

Subject: Tender for providing Housekeeping services on contract basis at NACIN, Mumbai.

Sir,

In response to your tender inviting notice for the above mentioned contract, I/We, a Company/Partnership/Sole Proprietor submit the tender with following particulars:

<b>Sr.no.</b>	<b>Description</b>	<b>Particulars</b>
	(Full Name of the Firm)	
1	Constitution & Nature of Firm (State whether sole proprietor/partnership firm/limited company)	
2	Year of Establishment	
3	Registration Number under applicable act with a copy of registration certificate	
4	Registered Postal Address	
5	Telephone No. Fax No. Mobile No.	
6	Address of Branches	
7	Name and address of Directors, in case of Company Name and address of Sole proprietor Name and address of partners; in case of partnership firm	
8	(a) Name of Bankers & Branch with full address (b) Style of Account & Number (c) Name(s) of person(s) operating the account (enclose banker's certificate)	
9	PF Code allotted by the jurisdictional PF Commissioner with photo copy of certificate	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the National Academy of Customs, Indirect Taxes & Narcotics, Mumbai, I/We, the undersigned hereby offer for providing qualified staff as indicated in the Tender Document to provide manpower strictly in accordance with the terms and conditions as indicated by you in the said documents. I/We confirm that adequate manpower of requisite qualification and experience is available with me/us for deployment at NACIN.

We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the Central Government/State Government from time to time. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum Wages Act. All other payment like payments under Workmen Compensation Act etc. shall be borne and payable by me/us. I/We will always keep NACIN indemnified of any claim/damages that NACIN have to pay with respect to the service and the deputation of any workers to NACIN.

I/We fully understand that NACIN reserves the right to reject any or all the quotations or to reject the lowest quotations without assigning any reasons and that NACIN further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

I/We further pay and have enclosed Earnest Money amounting to Rs. 15,000/- (Rs. Fifteen Thousand only) in the form of Demand Draft/Pay Order from a Nationalized / Scheduled Bank only drawn in favour of **Additional Director General, Mumbai payable at Mumbai**, along with the Technical Bid which will remain with NACIN up to final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be adjusted against the security deposit. .

Thanking you,

Yours faithfully,

(Name) Signature Signed as proprietor/partner/Director that holds power of Attorney on behalf of firm

Name of firm

Address

**Copy of the Power of Attorney to be submitted which will be compared with the original in case the tender is awarded**

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**CHECK-LIST****SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER**

Sr. no.	Description of requirement	Yes/No	Page no
1	The firm is registered with the jurisdictional <b>Labour Commissioner under provisions of contract labour Act and its validity date</b>	Yes/No	
2	Copies of <b>Balance Sheet and P&amp;L A/c</b> for the last 3 years duly certified by CA	Yes/No	
3	Registration certificate of jurisdictional <b>Provident Fund Commissioner</b> along with PF registration code uploaded.	Yes/No	
4	Copy of Registration certificate/allotment letter of GST number	Yes/No	
5	Copy of Registration certificate/allotment letter PAN from Income Tax Department	Yes/No	
6	Registration certificate of <b>ESI</b> uploaded	Yes/No	
7	Proforma containing details of other organization where such contracts were/are undertaken (attach supportive documents)	Yes/No	
8	DD/PO of Rs. 15,000/- as EMD	Yes/No	
9	For Exemption from EMD, MoMSME Registration Certificate with validity attached.		
10	Financial/Price bid	Yes/No	
11	List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write "Not Applicable".	Yes/No/NA	
12	<b>Acceptance of terms and conditions</b> attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.	Yes/No	
13	<b>Copy of last Income Tax return</b>	Yes/No	
14	<b>Undertaking by the bidder</b> to the effect that there is no police case pending against the bidder/proprietor/firm/parties relating to previous service Contracts and that the bidder has not been black listed / Holiday listed by any Gov./Semi Govt./PSUs.	Yes/No	
15	Office address.	Yes/No	
16	Experience assignment completed in last three years as on March 31, 2018 contracts/assignments in the field of housekeeping services.	Yes/No	

**Declaration by the Tenderer/Bidder:**

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

Encls: 1. DD/Pay Order No.....  
2. Terms & conditions (each page must be signed and sealed)  
3. Financial Bid.

(Signature of Tenderer/Bidder with seal) Name:

Seal:

Office Address:

Phone No (O):

Date:

**NOTE: Submission of all the documents mentioned above along with declaration, is mandatory.**

**Non submission of any of the information above may render the bid to be rejected**

**ANNEX-I**

**Details of other organizations where similar contracts undertaken during last three years (enclose supporting documents).**

Sr.no.	Name & Address of the organization, contact No	No. of personnel supplied	Period of contract	Whether Govt/semi Govt/Autonomous bodies/PSUs/Industries etc. <b><u>(plspecify)</u></b>	Amount of contract	Reasons for termination (if currently not valid)
1.						
2.						
3						

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## Annex-II

### **Area and Scope of Housekeeping work to be provided in NACIN, Mumbai:-**

The prime object of housekeeping services is to maintain the entire premises in neat, tidy and hygienic conditions.

#### **1 AREA:**

**The area of NACIN Complex is approximately 89716.29 sq. feet and includes the followings:-**

1. Hostel blocks
2. Administrative building complex comprising of offices/ Class rooms/Seminar halls/Computer rooms/Library/Pantry
3. Auditorium
4. Open Sports facilities viz. Badminton court, Cricket Pitch
5. Gymnasium
6. Officers Mess
7. Table Tennis Room
8. Roads and open areas inside the NACIN campus.
9. Any other area as specified by the competent authority from time to time.

#### **2 SCOPE OF WORK:**

For the purpose of housekeeping the office shall be functional for 6 days in a week and the administrative block and hostels/ Officers Mess /Cafeteria for all 7 days in a week. The housekeeping staff has to ensure proper maintenance and upkeep of the entire NACIN complex.

#### **Operations to be done daily:**

- a) The cleaning and dusting work in the entire Complex should be completed before 9.15am daily.
- b) Sweeping and wet mopping of the entire covered area of buildings including corridors/ verandah/lobby area daily. The verandah/lobby area must be mopped twice daily.
- c) Sweeping of the internal roads and Sports complex and open area daily excluding green patches maintained by CPWD (Horticulture).
- d) Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
- e) Cleaning of Main gate, Brass plates, Name plates, sign boards etc.
- f) Cleaning drinking water cooler areas including attached sinks and tiles etc.
- g) Dusting of all furniture such as tables, chairs, sofas, almirahs etc. and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire complex should be cleaned daily.
- h) Sweeping of terrace in each Building shall be completed daily.
- i) Collection of all the sweepings, garbage and waste and its disposal in the nearest pit provided by the local Municipal Corporation by adhering to the applicable environmental laws.
- j) Cleaning of all the Toilets in the administrative block, Officers' Mess, Gymnasium, twice daily and once daily in other areas;
- k) Washing of urinal pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with cleancloth;
- l) Filling of liquid soap in soap containers and putting of air fresheners/ sanitary cubes/ naphthalene balls in urinal pots etc.;
- m) The housekeeping personnel shall be deployed on Saturdays also for the removal of cobwebs in the corridors, rooms, chambers and lavatories, Removal of dust accumulated on the walls, window panes and ventilators in the toilets and thorough washing, rubbing and cleaning of corridors.
- n) Shifting of furniture and other equipments, files, Photocopy work, etc. whenever required.
- o) Artificial plants, mats and carpets are to be cleaned.
- p) It shall be ensured that while carrying out the activities of dusting and cleaning the



files/papers/documents etc. and the electronic gadgets etc. are not tampered with in any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.

- q) Any other work assigned by the administration/ authority concerned.

**Operation to be carried out fortnightly / on demand:**

- a) Scrubbing of floors of corridors/verandah/lobby with scrubbing machine and scrubbing of staircases manually with brushes.
- b) Removal of dirt and dust collected on the ceiling domes in the administrative block with high pressure water jet machine.
- c) Removal of dirt and dust from the exterior walls of the buildings, floor tiles in the open area etc. and any other area with high pressure water jet machine as and when desired by the NACIN administration.
- d) Vacuum cleaning of the sofas and other places and items as directed by the NACIN administration.

**Supply of consumable materials required for cleaning:**

All the Housekeeping materials / consumables, such as Brooms, Mop sticks and other cleaning materials, etc., as required to execute the above jobs will be supplied by the department.

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Annexure-III

**TERMS AND CONDITIONS OF CONTRACT  
FOR PROVIDING HOUSEKEEPING SERVICES at NACIN, Mumbai  
(Annexure to Agreement)**

**A. SCOPE OF WORK: PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS  
at the National Academy of Customs, Indirect Taxes & Narcotics, Mumbai.**

**B. TERMS & CONDITIONS:**

1. The Additional Director General, NACIN, Mumbai reserves the right to postpone and/or extend the date of receipt / opening of bids or to withdraw the same without assigning any reason thereof.
2. The Financial bids of those bidders only would be opened who are found to be eligible based on the Technical bids opened on the stipulated dates by the Tender Committee.
3. The said contract will be initially for a period of one year commencing from the date of signing the contract which may be extended further for a maximum period of one year with same terms & conditions subject to mutual consent of both the parties and subject to satisfactory performance of contract. However, in normal circumstances the Agreement is terminable by giving two month notice in writing by either party to the agreement.
4. **NACIN reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices including but not limited to nonpayment of minimum wages & other statutory dues; without bearing any liability or any loss whatsoever it may cause to the bidder in the process. In case the quoted rates (per square feet basis) are found to be less than the sum total of minimum wages and other statutory dues payable to specified number of workers, such bids shall be summarily rejected without assigning any reasons whatsoever.**
5. Preference may be given to the contractor(s) having valid Quality System Certificate as per ISO 9001:2000, in case of same rates.
6. Selection of the bidder would be made after taking all the relevant factors like past performance, credentials, responsible business practices, competency to execute such contracts, credentials of fulfillment of provisions of labour laws with past contracts and above conditions into account together. Mere lowest rates are not the sole criteria of selection. NACIN is not bound to accept the lowest rates.
7. **Wages payable shall not be less than the minimum wages payment as declared by the Central Government/State Government.**
8. **Without affecting the sanctity of the above criterion NACIN, Mumbai has power to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and the situation so warrants in the interest of work of NACIN.**
9. **The payments to workers by the contractor shall be made directly to the bank account of employees by electronic means/cheque only,**

**The Contractor shall render the following services to NACIN:**

- (i) To **PROVIDE HOUSEKEEPING SERVICES ON CONTRACT BASIS** in NACIN, Mumbai. The supplied manpower should be sufficient and competent enough to execute the work assigned to them.
- (ii) The contract workers shall attend to all work assigned to them by the sectional in- charge / competent authority concerned.
- (iii) The contract workers deployed shall be healthy, active and not less than 18 yrs or more than 45 years of age. Nobody shall have any communicable diseases.
- (iv) The contract workers deployed shall be in proper uniform and shall always carry Identity Card issued by the agency. The agency shall provide fully trained and disciplined personnel who should be well behaved and well mannered.

- (vi) The contractor shall bear all expenses regarding uniforms, preparation of their Identity card, compensations, wages and allowances (DA), PF, ESI, Bonus and Gratuity, Lee Wages as applicable relating to personnel engaged by him and abide by the provisions of various labour legislations including weekly off and working hours. The Contractor shall pay the wages to the contract workers on or before the 7<sup>th</sup> day of every succeeding month, irrespective of delay in payment of Bill by the NACIN for whatever reason. **Wages payable shall not be less than the minimum wages payment as declared by Central Government/State Govt.**
- (vii) The Contractor shall submit workers EPF number and proof of submission of EPF, ESI etc as applicable every month for the previous month along with the monthly bill with respect to all employees deployed by him at NACIN. The contractor shall specifically ensure compliance of various Labour Laws/Acts including but not limited to with the following and their re-enactments/amendments/modifications:
- The Payment of Wages Act 1936  
 The Employees Provident Fund Act, 1952 The  
 Factory Act, 1948  
 The Contract Labour (Regulation) Act, 1970 The  
 Payment of Bonus Act, 1965  
 The Payment of Grauity Act, 1972  
 The Employees State Insurance Act, 1948 The  
 Employment of Children Act, 1938 The Motor  
 Vehicle Act, 1988  
 The Minimum Wages Act, 1948  
 The Maharashtra Shop & Establishment Act
- (viii) The contractor shall neither deploy nor remove from deployment any worker without written approval of the purchaser.
- (ix) In case of any loss that might be caused to the NACIN due to lapse on the part of the personnel deployed by the contractor discharging their responsibilities, the such loss shall be compensated by the contractor and in this connection, the NACIN shall have the right to deduct appropriate amount from the bill etc. to make good of such loss to the NACIN besides imposition of penalty. In case of any deficiencies/lapses on the part of the personnel deployed by the contractor, the NACIN shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- (x) If case of a death or mishap occurred during discharging the duty, the compensation liability will solely rest with the Contractor.
- (xi) That Contractor's authorized representative(Owner/Director/Partner/Manager) shall personally contact Head of the NACIN or the office in charge of Administration at NACIN at least once a month to get a feedback on the services rendered by the contractor viz-a-viz corrective action required to make the services more efficient
- (xii) In the event of contract personnel being on leave/absent, the contractor shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the contractor shall make provision for `leave reserve; Failure on this account shall attract penalty of Rs.500/- per day per person who is found missing / absent from duty payable by the Contractor for such absence.
- (xiii) The successful bidder would have to deposit an amount of 10% (Fifteen percent) of Annual contract value towards performance security deposit through pay order/demand draft /FDR/or bank guarantee from a Nationalized / Scheduled bank only in favour of **Additional Director General, Mumbai payable at Mumbai** which would remain with NACIN during the contract period and no interest shall be payable on the performance Security Deposit amount. In case of FDR, it should be valid for minimum period of 24 months.

- (xiv) The contractor shall arrange to maintain the daily shift-wise attendance record of the contract personnel deployed by him. This attendance record is to be submitted every week to NACIN with an attested photo- copy of the attendance record of the personnel to which it pertains. The attendance record shall be produced for verification on demand by the NACIN at any other point of time.
- (xv) If at any point of time it come to the notice of the NACIN that the contract personnel deployed are different from the list provided (with attested photographs), NACIN will be well within its right to impose penalty not exceeding five times the wages payable to contractor for each such personnel identified.
- (xvi) The contractor shall be solely liable for all payment/dues of the workers employed and deployed by him with reliable evidence provided to the NACIN. In the event, NACIN makes any payment or incurs any liability, the contractor shall indemnify the NACIN completely.
- (xvii) In case of any dispute arising out of this agreement then **Additional Director General, NACIN, Mumbai** shall nominate any officer of the NACIN a sole arbitrator to adjudicate upon the issue involved in the dispute and the provisions of the Arbitration Act shall be applicable. In case of any dispute with regard to providing services and interpretation of any clause of the Agreement, Mumbai Local Court will have the jurisdiction to settle and decide all the disputes.
- (xviii) Income Tax TDS as per rules shall be deducted from the bills of the contractor as per applicable laws.
- (xix) Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
- (xx) In case the NACIN suspects or finds any work is entrusted to any sub-contractor on piecemeal basis or on regular terms, the NACIN reserves the right to terminate the contract without assigning any reasons.
- (xxi) Personnel engaged on day-to-day works should not be utilized for carrying out the occasional work for which contractor has to engage extra personnel.
- (xxii) The contractor will be held wholly responsible for any action taken by statutory bodies for violation/non-compliance of any provision/rule.
- (xxiii) The contractor shall, at all times, maintain all the statutory records and documents, in proper format, as prescribed under the various Acts / Rules / Laws applicable to contract labours/personnel and shall ensure filing of all prescribed returns in proper format to the concerned authorities well within the time limit specified under the respective Acts / Rules / Laws.
- (xxiv) The contractor shall, on demand by NACIN, produce all such records / documents / returns for inspection as NACIN deems fit for ensuring proper compliance towards the provisions of applicable Acts / Rules / Laws is being done by the contractor.
- (xxv) The contractor should obtain a Licence from the Jurisdictional Labour Commissioner to engage the Contract labour/personnel as per Contract Labour Act within a period of one month from the date of award of contract by the NACIN.
- (xxvi) The contractor shall ensure that the payment of wages to his workmen deployed for carrying out his contractual obligations shall not be less than the minimum wages prescribed by the Central government/state government namely under minimum wages Act, Payment of bonus act, Maharashtra Shop and Establishment Act as applicable during the contract period.

- (xxvii) The contractor should ensure payment of wages to his workmen on or before 7<sup>th</sup> of every succeeding month.
- (xxviii) The wages shall be paid to workmen without any deduction except those under the payment of Wages Act and Minimum wages Act.
- (xxix) The Contractor should ensure that his workmen are granted Holidays/Leave with wages as per applicable Act/Rules.
- (xxx) The NACIN reserves its rights to withhold bills, if the contractor fails to produce proof for having remitted the ESI/PF dues.
- (xxxi) The contractor must get police verification of all his personnel employed at NACIN and submit the report to this office along with voter IDs, and other valid proof of residence and qualifications. The Contractor also has to submit the attested photocopies of his voter ID, PAN, residential address, educational qualifications etc.
- (xxxii) If any of the personnel of the contractor indulges in theft or any illegal/irregular activities, misconduct, the contractor will take appropriate action as per law and rules against its erring personnel in consultation with this office and intimate the action taken to this office. Such personnel who indulge in such type of activities should not be further deployed in this office by the contractor in any case. All such losses shall be make good by the contractor.
- (xxxiii) Whenever there is a duplication of clause either in the terms and conditions or in the agreement, the clause which is beneficial to the NACIN will be considered applicable at the time of any dispute/following any statutory rules.
- (xxxiv) The contractor shall appoint at least one Supervisor on his behalf to coordinate with NACIN and supervise the work done by the personnel deployed to the satisfaction of NACIN. The details of the Supervisor shall be provided separately to NACIN before commencement of the work and any change shall also be duly intimated.
- (xxxv) The Contractor shall provide additional labour if any required, on any occasion, over and above the number 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 number of persons and number of days they are employed.
- (xxxvi) The contractor shall ensure that there is no scope for any grievance from the personnel deployed by him on account of delayed payment of wages.
- (xxxvii) The bids shall be written in English language.

**C. Terms of Payment:**

No advance payment will be made. Payment will be made on monthly basis after satisfactory completion of work.

- i) The contractor shall submit the pre-receipted bill (three copies) for every month by the first day of next month duly certified by the Caretaker. No interim bills will be entertained. All attempts would be made to pay the bills through ECS only within 20 days from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Caretaker. The payment is subject to TDS applicable as per Income Tax Act, 1961.
- ii) In case of any complaint of non-fulfillment of any obligation under the contract, the Additional Director General, NACIN Mumbai reserves the right to deduct the payments due from the contractor from monthly bill (s),

- iii) Proof of challan/receipt for the payment made towards wages to each employee should be furnished to this office along with the monthly charges bill to be submitted for reimbursement.
- iv) The contractor shall strictly comply with the provisions of the Employee Provident Fund Act, 1952 and the provisions of Employees' State Insurance Act, 1952. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan / receipt for the payment of Provident Fund and ESI made on account of the workers for the preceding month together with their ESIC Ins. No. / EPF subscriber No.
- v) The Purchase shall make the contract payment as per the payment schedule mentioned below:
- The bills submitted by the supplier should include requisite proforma duly filled in, certified by the designated authority, as specified by the purchaser, stating 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.
  - If at any time during currency of JOB, the scope of work for which this job has been awarded 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.
  - 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, D.A 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.

**Note: These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between NACIN and the Agency and any non-compliance shall be deemed as breach of the Contract/Agreement.**

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**(To be made on Rs.500.00 Non Judicial Stamp Paper)**  
**DRAFT AGREEMENT**

This Agreement is made on..... Day of..... Two thousand eighteen between National Academy of Customs, Indirect Taxes & Narcotics, Mumbai, as one part, herein after called NACIN and M/S..... Agency for providing housekeeping services on the other part.

Whereas NACIN is desirous to engage the Agency for providing housekeeping services (as explained in Annexure II of the Tender Document, a signed copy of which is attached herewith) for the National Academy of Customs, Indirect Taxes & Narcotics, Mumbai, on the terms and conditions stated below:

1. The agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, leave wages etc relating to contract personnel deployed in NACIN. The NACIN shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at NACIN. The NACIN shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving two months' notice on either side.
5. In case of non-compliance with the contract, the NACIN reserves its right to:
  - a) Cancel/revoke the contract, and /or
  - b) Impose penalty up to 10% of the total annual value of contract.
6. Performance Security deposit **equal to 10% of the Annual Contract Value** (refundable without interest after two months of termination of contract) in the form of pay order/demand draft /FDR/or bank guarantee from a Nationalized / Scheduled bank only shall be furnished at the time of signing of the Agreement. In case of FDR, it should be valid for a minimum period of 24 months.
7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in NACIN.
8. The personnel provided by the Agency will not claim to become the employees of NACIN and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in NACIN.
9. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the Govt.
10. The agency also agrees to comply with **annexed Terms and Conditions** and amendments there to from time to time.
11. Decision of NACIN in regard to interpretation of the terms and conditions and the Agreement shall be final and binding on the Agency.
12. In case of any dispute between the Agency and NACIN, NACIN shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Distt. Mumbai.

IN WITNESS WHERE OF both the parties have set and subscribe their respective hands with their seal in Mumbai in the presence of the witness:

**National Academy of Customs, Indirect Taxes & Narcotics, Mumbai**

Witness: 1.  
2.

**AGENCY**

Witness: 1.  
2.

Chapter-5

**FINANCIAL BID**

**Sub: ANNUAL CONTRACT FOR PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS AT NACIN, Mumbai**

**CONTENTS**

1. This document shall contain only Financial Bid of Tender Document, i.e. the copy of schedule of rates duly filled in by the bidder. Any commercial or technical condition or qualification of any sort shall not be indicated by the bidder in this document, otherwise the tender shall be summarily rejected.
2. The format for providing Schedule of Rates to be filled by the bidder is as below.

SCHEDULE OF RATES (FINANCIAL BID)

(To be uploaded as a separate document titled 'Financial Bid')

**Name of the work: Contract For Providing Housekeeping Services On Contract Basis at NACIN, Mumbai On Per Square Feet Basis**

Sr. No.	Description of Work	Area(Sq. feet)	Rate per sq. feet per month(Rs.) (All inclusive)	No. of person to be deployed	Total Amount per month(Rs.) (All Inclusive)
1.	National Academy of Customs, Indirect Taxes and Narcotics, Western Region, Bhandup(East), Mumbai Office Bldg. 24579.82 Sq. Ft. Hostel Bldg. 24770.56 Sq. Ft. Open Space 40365.91 Sq. Ft. ..... <b>Total: 89716.29 Sq. Ft.</b> .....	89716.29			
	<b>Total</b>	<b>In Figures(Rs.)</b>			
		<b>In Words</b>			

**Note:**

1. The Bidder shall quote the rates on "Rate per square feet per month" in both figure and words as mentioned in the Financial Bid.
2. The rates quoted shall include wage components such as Basic DA, PF,ESI, Bonus, Leave Salary, HRA, Service Charges & applicable taxes.
3. The above may be shown clearly in the financial bid.
4. A duly signed and stamped copy of the financial bids is required to be uploaded.

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We shall be blacklisted and will not have any dealing with the department in future. It is further submitted that the areas specified in the Tender verified and found correct. We shall not raise dispute in the areas specified.

Place.....

Date.....

(Signature of Authorized Person)  
(With Date and Firm Seal)