

**National Academy of Customs Indirect Taxes and Narcotics,
NBCC PLAZA, Tower 3 & 4, Third Floor, Pushp Vihar,
Sector-5,Saket, New Delhi-110017**

SEALED QUOTATIONS ARE INVITED FOR OUTSOURCING OF OFFICE ATTENDENT/HOUSEKEEPING STAFF ON MONTHLY HIRE BASIS FOR OFFICE FROM APPROVED AGENCIES AT PREMISES OF NATIONAL ACADEMY OF CUSTOMS INDIRECT TAXES & NARCOTICS, NEW DELHI

The Quotations along with terms and conditions can be obtained from Assistant Director, Room No.08 , National Academy of Customs Indirect Taxes and Narcotics, NBCC Plaza, Tower 3 & 4, Pushp Vihar, Sector-5, Saket, New Delhi-110017, from 20.03.2018 to 22.03.2018 between 11.00 hrs. to 17.00 hrs. on all working days (Monday to Friday). Duly sealed quotation should reach this Academy on or before 22.03.2018 March, 2018, by 5.00 P.M. which should be addressed to the Pr. Addl. Director General, National Academy of Customs Indirect Taxes and Narcotics, NBCC Plaza, Tower 3 & 4, Pushp Vihar, Sector-5, Saket, New Delhi-110017, Tender for hiring of Office Attendant/Housekeeping staff will be opened in presence of the bidders on 23.03.2018 at 11.00 A.M. The complete bidding document is also available for viewing and down loading at CBEC website: www.nacen.gov.in The Pr. Additional Director General, NACIN reserves the right to reject any one or all the Tenders without assigning any reason thereof.

Pr. Additional Director General
Ph. 29563644 Telefax 29566277

QUOTATION CALL NOTICE

FOR PROVIDING OFFICE ATTENDANTS/HOUSEKEEPING STAFF AT
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS

(NACIN)

ZONAL TRAINING INSTITUTE

(ZTI)

New Delhi

TENDER INQUIRY NO. NACIN/NEW DELHI/01/2018

DUE DATE: 22.03.2018

GOVERNMENT OF INDIA, MINISTRY OF FINANCE

**NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS
(NACIN)**

**ZONAL TRAINING INSTITUTE (ZTI)
NBCC PLAZA, TOWER 3 & 4, Third Floor,
Pushp Vihar, Sector – 5, Saket, New Delhi 110017**

**TEL: 011-26563644
FAX: 011-29566277.**

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**NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES &
NARCOTICS (NACIN)**

**ZONAL TRAINING INSTITUTE (ZTI)
NBCC PLAZA, TOWER 3 & 4, Third Floor,
Pushp Vihar, Sector – 5, Saket, New Delhi 110017**

(Through Call Of Quotations)

Tender No. NACIN/NEW DELHI/01/2017

Name of the Work/ Description of Services.	Providing of 04 office attendants for the office of NACIN, ZONAL TRAINING INSTITUTE (ZTI), NBCC PLAZA, TOWER 3 & 4, Third Floor, Pushp Vihar, Sector – 5, Saket, New Delhi 110017 and 01 Housekeeping staff for NACIN, Hostel at Mayapuri at A-13A, MIG Flat Mayapuri, New Delhi for 02 MIG Flats
Last Date & Time for Receipt of Quotations:	22.03.2018
Date and Time of Opening of Quotations:	23.03.2018 at 11.00 Am
Officers from whom the tender documents can be obtained and to whom they can be submitted	Shri Ranjit Singh, Assistant Director, National Academy of Customs, Indirect Taxes & Narcotic, ZTI NBCC PLAZA, TOWER 3 & 4, Third Floor, Pushp Vihar, Sector – 5, Saket, New Delhi 110017

**NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES &
NARCOTICS (NACIN)**

ZONAL TRAINING INSTITUTE (ZTI)

INVITATION FOR QUOTATIONS

TENDER NO. NACIN/NEW DELHI/01/2018

National Academy of Customs, Indirect Taxes & Narcotics (NACIN), ZTI, New Delhi, invites sealed quotations under the two-bid system from **reputed parties having ISO or equivalent Certification** or having sufficiently long experience in providing housekeeping services and office attendants to Govt. institutes, for providing office attendants and House Keeping Services including among others, 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 NACIN, ZTI, New Delhi and its Hostel at Mayapuri. The Purchaser and the Supplier of Services, by mutual consent may, however, extend the contract 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 House Keeping, cleaning, sweeping, mopping of rooms, floors, stair cases, corridors, approach roads, other open spaces, fittings and fixtures, toilets, etc. (for more specific details refer to section V) in the specified areas in the premises of NACIN, ZTI, NEW DELHI and its Hostel at Mayapuri.

2. The bid document can be obtained from the Assistant Director, NACIN, ZTI, NBCC Plaza, 3rd Floor, Tower 3 and 4, Saket, New Delhi 110017. from 20.03.2018 to 22.03.2018 between **11.00 hrs. to 17.00 hrs.** on all working days (Monday-Friday).
3. Sealed bid quotations along with the **Earnest Money Deposit (EMD) of Rs.10,000/- (Rs. Ten Thousand only)** should be submitted to the office of the Assistant Director (Administration) NACIN latest **by 22.03.2018 at 17:00 hrs.** The bid quotations against this tender will be opened at **1100 hrs. On 23.03.2018.**
4. The complete bidding document is also available for viewing and downloading at NACIN's website: www.nacengov.in

**Sd/-
Assistant Director
NACIN, ZTI, NEW DELHI.**

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 three years) in House Keeping, cleaning, sanitation and allied services to Govt.institutions.
2. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN),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 document or submission of a bid not substantially responsive to the bidding document 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 – I** 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-mailing 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 NACIN website 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 Bid"**.
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 three preceding financial years. (Self-attested copies of the relevant work orders to be enclosed)
 - (b) Self certified copy of the audited balance sheet, Profit and Loss Account of the bidder for the previous three financial years (2013-14 to 2015-16)
 - (c) Self certified photo copy of the PAN card.
 - (d) Self certified photocopy of Sales Tax Registration Certificate / Service Tax Registration Certificate, ESIC Registration, Employee Provident Fund Registration.
 - (e) Information regarding any litigation, current or during the last five years 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 closed).

(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. This required to be mentioned very categorically.

10. The **Financial Bid** shall comprise of the price component for all the services indicated in the Section-III and V of the bid document. The price quoted by the bidders should include the amount of all applicable taxes, wherever and whichever applicable. The prices once accepted by the Purchaser shall remain valid till the currency of the contract. The Purchaser shall not entertain any increase in the prices during the said period.

The Financial Bid should clearly state whether the bidder would abide by the minimum wages rate requirement for Central Government Establishments under the Minimum Wages Act. and as amended/increased from time to time.

The Financial Bid shall not be less than an amount arrived at after taking into consideration this above prevailing minimum wage rate as per central government norms, for each persons deployed by the supplier/bidder.

11. Prices shall be quoted in Indian rupees only.

12. Bids shall remain valid for 90 days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

13. In exceptional circumstances, the Purchaser may solicit the Supplier's consent for an extension of the period of validity. The request and the responses thereto shall be made in writing. A Supplier may refuse the request without forfeiting its EMD. A Supplier accepting the request will not be required nor permitted to modify the bid. Such extension shall under any circumstance 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 super scribed "Technical Bid"**. The **Financial Bid** should be kept in a **separate sealed envelope super-scribed "Financial Bid"**. Both the envelopes should then be placed in **one single, sealed envelope superscripted "Bid for House Keeping, Attendant & Security Services"** and should be addressed to the Assistant Director, NACIN, ZTI, A wing, 3rd floor, Pushpa Bhawan, Madangir Road, New Delhi-110062. The bidder's name, telephone number and complete mailing address along with e-mail address should be indicated on the cover of the outer envelope.

(b) Both the inner envelopes super-scribed **Technical Bid** and **Financial Bid** should have the 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 bid's 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 super-scribed, "Technical Bid", the Bid document **will be summarily rejected in the first instance** itself.

(e) All the Bid documents submitted should be **serially page numbered** and contain the **table of contents** with page numbers. Each page of the bid shall be signed by the bidder with the stamp of the Organization.

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 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 document will be rejected and returned unopened.**

16. Modifications 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 Bidder's 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 withdrawn 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 Bidder's forfeiture of its 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 response shall be in writing or by email only.

(c) No bidder shall contact the Purchaser on any matter relating 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 effort 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 results 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 bidders by email. The unsuccessful bidders will be informed on request.

18. Opening and evaluation of Financial Bids:

(a) The Purchaser will open the Financial Bids of 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 payments shall be made.

(b) The bills submitted by the Supplier should include requisite performa 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 price whatsoever would be allowed during the pendency / currency of the contract.

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 Purchaser's 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 performance promised and other relevant parameters, within 30 days of the opening 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 the 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 any 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 concern and in case of a proprietorship concern, the name and address of the proprietor to which the contract is to be awarded.

24. The Bid document filed 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 (as per Section-V) covered by the services, at the Purchaser's premises at NACIN, ZTI, New Delhi 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 the 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 Delhi for all purposes and therefore, the Courts of India at Delhi alone will have exclusive jurisdiction to determine any unresolved dispute in relation to the said contract.

29. It will be mandatory for all the prospective bidders to bid for all the items specified in Section-V (read with Annexure-III) of the bid document.

30. 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.

31. 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.

32. Where the bid has been signed by the Authorized Representative on behalf of the organization concern, 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 bidder to the contract. Purchaser can outright reject any bid not supported by adequate proof of the signatory's identity, residential and office addresses and authority.

33. 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 Bidder of Authorized Signatory.

The decision of NACIN, ZTI, NEW DELHI, will be final and binding to all bidders.

SECTION-IV

A. TERMS & CONDITIONS OF CONTRACT

1.No alteration should be made in any of the **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 to be rejection.

2. A sum of **Rs. 10,000/- (Rupees Ten thousand only)** must be deposited as **Earnest Money Deposit (EMD)** through **Bank Draft** in favour of **DDO NACIN ZTI New Delhi** , & 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 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 the 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** of **Rs. 50,000/- (Rupees Fifty Thousand only)** as security for due fulfillment of the contract. The Bank guarantee should be executed in the performa in Annexure-2. It should be valid till the expiry of twelve (12) months period after the date of placing the order by the Purchaser. The bank guarantee must be submitted within 10 days from 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 before and if contract is extended.

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 / other order of such Labour Commissioner that the Supplier may be required to obtain by any Law or Act in force at the 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 it is so exempted or not required to obtain any such 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 a bid being accepted, the quotations will be converted into a contract, which will be governed by the terms and conditions given in the bid document. The instructions to bidders shall also form part of the contract.
7. The terms and conditions of contract given (as given in **Section-IV**) alongwith the Instructions to Bidders (as given in **section III**) and the Scope of Work(as given in **Section-V**) should be signed and returned in the envelope marked as "**Technical Bid**", otherwise the tender will be rejected.
8. All above conditions will be enforced, unless written order of 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 which 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 on any matter as an excuse for deficiency in 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 anyof 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 any of his partners or representatives thereof with the Purchaser; or if the Supplier or his agents or employees attempt to or director 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 person or persons, office or 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 compromise with his/their 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 right and remedies otherwise, the Purchaser, shall be entitled to terminate this contract forthwith, and encash the performance bank guarantee and to blacklist the Supplier. The cost all incidental charges or expenses, shall be recoverable from the Supplier on demand.
13. In any question, difference or objection whatsoever that may arise in anyway 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 regard 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 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 NACIN,ZTI New Delhi, office 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 or 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 NACIN, ZTI, New Delhi. **The Purchaser shall be indemnified by the Supplier for all such claims.**

16. Without 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 the 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 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 way of recovery from the bills raised by the Supplier or by any other means. The supplier / service provider will submit an undertaking about compliance to the various statutory provisions. The supplier shall be solely liable for any violations of provisions of the Labour Act or any other Act or regulation.

19. The Supplier shall ensure that all the person 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. The uniform shall be supplied by the supplier at his own cost to the persons deployed for this work and the NACIN, ZTI,

New Delhi shall have no liability, whatsoever on this account. The uniform shall be approved by the Pr. Additional Director General, NACIN, ZTI, New Delhi.

20. The Supplier will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any other intoxicants, chewing paan, tobacco etc or unnecessarily 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/- per person 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 by writing or email and shall not remove them without express approval of the purchaser in writing or by email. 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 behaviour is found to be not courteous or who is otherwise found to be unfit for working within the NACIN Campus or unfit for being deployed for these services by the Purchaser. In case the Supplier fails to remove or replace such person beyond three days after the request of the Purchaser to replace him, a penalty of Rs. 100/- 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 email.

22. A penalty of up to Rs. 100/- 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. Notwithstanding anything contained herein, the NACIN, ZTI, New Delhi reserves the right to terminate the bid by giving 01(One) months notice in writing without assigning any reason and without incurring any financial liability whatsoever to the bidder and will not be liable to 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 a notice at least 60 days before the intended date for 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 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 the Performance Bank Guarantee furnished by the Supplier.

26. The supplier or any body else on his behalf shall not use the premises of the NACIN ZTI, New Delhi directly or indirectly for any other business or activities related thereto. Any items required to be moved outside the NACIN'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. No other cost, charges, wages, dues and compensation whatsoever the staff employee or other persons engaged by the supplier / services provider payable by the NACIN or shall be claimed by the contractor from NACIN for the services required to be rendered by the supplier over and above the said contractual payments.

28. The supplier shall keep the NACIN, ZTI, New Delhi, indemnified against all claims whatsoever in respect of the employees deployed by him at a various points. In case 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 NACIN is made party and is supposed to contest the case, the NACIN will be reimbursed for the actual expenses incurred towards counselfee and other expenses which shall be paid in advance by the supplier to NACIN. Further the supplier shall ensure that no financial or any liability comes on NACIN in this respect, of any nature whatsoever and shall keep NACIN indemnified in this respect.

29. The Supplier shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act, or Order of the Govt. The NACIN, ZTI, New Delhi, shall have no liability whatsoever in this regard and the bidder shall indemnify this NACIN, ZTI, against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.

30. The supplier shall further keep NACIN, ZTI, New Delhi, indemnified against any loss to the NACIN property and assets, i.e movable and immovable, owned or rented.

31. The NACIN shall have further right to adjust and / or deduct any of the amount as aforesaid from the payment made to the supplier under this contract for providing services as specified.

32. The supplier shall **furnish an indemnity bond from the General Insurance Corporation at its own cost to indemnify NACIN against any claim arising out of or connected with this agreement.**

33. Insurance cover protecting the agency against all claims applicable under the Work men's Compensation Act, 1948, shall be taken by the Supplier. The Supplier shall arrange necessary insurance cover for all persons deployed by him for short duration. The NACIN, ZTI, shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this NACIN, ZTI, the same shall be reimbursed / indemnified by the bidder.

34. The supplier shall in no case lease/transfer/sublet or appoint care taker for services.

35. The supplier shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff. Any loss due to any of above reasons shall be compensated by him in full.

36. It is made clear that the engagement of the service provider does not in any way confer any right to the supplier or the persons that may be deployed by him in this office, for claiming any regular or part time employment in this office or any other Govt. Office.

37. Any items required to be moved outside from the NACIN's premises shall be permissible only after proper gate pass has been obtained from the prescribed authority. Any infringement of this condition will entail penal consequences including the termination of bid.

38. The duty hours of housekeeping staff would be decided by the NACIN, ZTI, New Delhi.

38. That any liability such as Service Tax, EPF, ESI etc. shall be borne by the supplier and shall be deposited by the service provider with respective authorities and consequential benefit shall be given to the employees under contract during the contract period.

39. ARBITRATION

(i) In the event of any question, dispute / differences arising under this agree mentor 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 Pr. Additional Director General, NACIN, ZTI, New Delhi.

(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 Pr. Additional Director General, NACIN, ZTI, New Delhi 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 Pr. Additional Director General shall mean and include acting /officiating Pr. Additional Director General of NACIN, ZTI, New Delhi.

(iv) The arbitrator may from time to time, with the consent of all parties enlarge the time for making (an publishing) the award.

(v) The arbitrator may give interim awards and / or directions, as may be required.

B. OTHER TERMS AND CONDITIONS FOR THE BASIC SERVICES /WORK:

1. All the services and any other works of similar type as may be entrusted to the supplier from time to time by this institute (NACIN, ZTI, New Delhi) are to be rendered without, causing any hindrance or disturbance to the NACIN staff working before and after normal working hours and shall be carried out effectively and in accordance and conformity with the standards of neatly maintained office premises.
2. For providing satisfactory services as above under the contract, the supplier shall deploy who are medically fit.
3. The supplier's representative will personally supervise the work and 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 within 24 hours of the complaint being recorded in the register.
4. The workers deployed for House Keeping, Attendant & Security Personal will be checked by NACIN staff randomly, while coming to the premises and while leaving the premises.
5. All cleaning materials will be provided by the purchaser. These materials will be handed over to the supplier or his representative who will receive and issue under signatures on the receipt and Issue Register. Acid will not be used for cleaning of fixtures. The supplier shall also bring sufficient number of cleaning equipment, vacuum cleaning equipment etc. at his own cost for effective cleaning.
6. The supplier will present the bill on monthly basis, which will be duly verified and certified by the NACIN, ZTI, New Delhi that the services rendered during the preceding month was satisfactory. In case the services are not fully satisfactory the NACIN, ZTI, New Delhi will make suitable deduction from the bill based on complaints not attended at the rate of Rs 100/- per complaint not attended within stipulated time.
7. The supplier will be paid the contracted amount per month for the above service and except the above amount, this institute will not pay anything.
8. The supplier / service provider shall communicate the names, parent, age, residential addresses etc. of the persons deployed at the institute. They will display their names on their uniforms and they will be provided gate pass and identity cards by the supplier.
9. The supplier shall maintain proper records of the attendance of the staff engaged by him for rendering housekeeping, attendant & security person services which shall be produce ddaily before the officer in charge for verification. **No minor labour shall be engaged by the supplier / service provider.**
10. The Pr. Additional Director General, NACIN, ZTI, New Delhi, or any person authorized by the Director General 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 and they are doing their duties as per the contract.
11. The supplier / service provider shall ensure that the persons so deployed do not take away any property of the NACIN, ZTI and if there is any loss to the institute on account of dishonesty, connivance of the persons engaged by the contractor and / or

due to any other cause, the contractor shall make good on demand the loss to the institute. NACIN, ZTI, New Delhi will make suitable arrangements to ensure compliance in this regard.

12. The persons deployed by the supplier for the work / service as specified above shall be the employees of the supplier / service provider for all intents and purpose and in no case shall a relationship of employer and employee between the said persons and the Institute shall accrue implicitly or explicitly.

13. The person so deployed shall remain under the control of the supplier who alone shall be liable for payment of their minimum wages and other dues and entitlements as prescribed under various Labour Laws and regulations and Notifications and other statutory provisions.

14. The supplier / service provider shall ensure that all employees get minimum wages and other benefits as are admissible under various Labour Laws like Minimum Wages act 1948 etc. The supplier shall provide full information to NACIN ZTI NEW DELHI, in respect of the wages etc. paid to its employees so deployed in conformity with the provisions of contract labour (Regulations and Abolition) Act, 1970 or any other law in force for the time being.

15. The supplier shall be responsible for fulfilling all his obligations towards the persons deployed under law, namely under the minimum wages Act, Bonus Act, Maternity Benefits Act, Shops and Establishment Act etc. and applicable from time to time.

16. The supplier shall conform to the provisions of Central / State Act or the Regulations on the subject as well as terms and conditions of the agreement which, subject to award of contract, may be made mandatory.

17. The supplier shall be permitted to consume water and electricity for rendering the service contract. Agreement which, subject to award of contract, may be made mandatory.

SECTION- V

SCOPE OF WORK

Specification of services to be rendered

The scope of work to be entrusted and undertaken consists of providing of office attendants for office work which may include work related to movement of files, photocopying, training related work and other office work. The scope of work of Housekeeping Services include cleaning and sanitation services as per details given below in specified areas of the campus

Sr No	Name of Building/ location	Work Area
01	Office of the Pr. Additional, Director General, NACIN, ZTI, NBCC Plaza, Tower 3 & 4, 3 rd Floor, Pushp Vihar, Sector -5, Saket, New Delhi 110017	NACIN office
02	NACIN HOSTEL A-13-A, MIG Flats, Mayapuri, New Delhi	NACIN Hostel Consisting of 02 MIG Flats.

. **NOTE:** Cleaning material required for maintaining the premises shall be supplied by the NACIN, ZTI, New Delhi.

SECTION-VI
TENDER FORM
(Technical Bid)

(On the letter head of the organization/ concern submitting the bid)

To

The Assistant Director
NACIN, ZTI
NBCC Plaza, Tower 3 & 4,
3rd Floor, Sector -5, Saket
New Delhi-110017

Ref.: Tender No.

Dated

Sir,

1. I/We hereby undertake to supply the services as specified in Section III to V of the Bid/tender document and 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 and Terms and Conditions of Contract as enclosed with the invitation to the tender and have thoroughly examined the specifications of services to be rendered and 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, and abide by the all the terms and conditions mentioned in the Bid Document.

3. A crossed Bank Draft No. - _____ Dated _____ in favour of the **DDO, NACIN, ZTI, Delhi** for **Rs.10,000/- (Rs. Ten thousand only)** as Earnest Money Deposit is enclosed. The Draft is drawn on _____ Bank payable at Faridabad.

4. Certified that the bidder is:

A sole proprietorship firm and 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 and 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 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).

5. Self certified that the bidder has the experience of more than _____ years in providing housekeeping and related services. Certified copies of at least one work-order pertaining to each of the last two years are enclosed with this bid.

6. Certified that the bidder has a turn-over of over Rs. _____ in this line of business in each of the last two years. Self certified copies of the annual statements of accounts including the Profit & Loss Account and the Balance-sheet are enclosed with this bid.

7. A detailed profile of the organisation as filled in as prescribed in the Annexure -1 of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are also enclosed as follows:

(a) Full particulars of organizations where the contractor has supplied such services in the current and 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 and Loss Account of the bidder for the previous two financial years (2013-14 to 2015-16)

(c) Self certified Photo copy of PAN card.

(d) Self certified copy of Service Tax Registration No.

(e) Self certified copy of Registration no of the firm under Contract labour [regulation and abolition] Act

(f) Self attested copy of ESIC Registration No.

(g) Self attested copy P. F. Registration No.

(h) Information regarding any litigation, current or during the last five years in which the bidder was/is involved, the opposite party(s) and the disputed amount.

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

(j) Details of support facilities to execute the order.

(k) Information regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved.

8. 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: _____

Mobile _____

FAX _____

E-mail _____

Company Seal

SECTION-VII
TENDER FORM
(Financial Bid)

(On the letter head of the concern submitting the bid document)

To

The Assistant Director
NACIN, ZTI
NBCC Plaza, Tower 3 & 4,
3rd Floor, Sector -5, Saket
New Delhi-110017

Ref.: Tender No. Dated

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 services detailed in Section V, of the bid document is as below:

(i) Price quoted by us in Rs. for the unskilled Office Attendant is as below-

Unskilled personnel @ of per person per month**
--

**Break-up of cost should be given which includes minimum wages, ESI, EPF, service charges, service tax & other charges if any.

2. We do hereby undertake that, in the event of acceptance of our bid, the supply of services shall be made as stipulated in the tender document and that we shall perform all the incidental services.

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 here with the complete Financial Bid as required by you. This includes:

(a) Price schedule as per Section-V of Bid document. The word „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 90 days from the date fixed for opening of the bid documents and that we shall remain bound by communication of acceptance within that time.

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

6 Certified that the 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 and 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 the Bidder
(alongwith Name & Designation).

Dated this _____ day of _____ of 2017

Address _____

Telephone: _____

FAX _____

Email _____

Company seal

ANNEXURE - I
PROFILE OF ORGANIZATION

1. Name of the organization and individuals

who promoted the organization. :

(In case of Proprietorship his/her full name
should be mentioned here

2. Status of the organization

Proprietor / Partnership / Private/ Ltd. Co.

/Govt. / Others (Specify). :

(Support with documents)

3. Postal Address :

4. Telephone/ Mobile No. :

5. Fax :

6. E-mail :

7. Web site :

8. Year of Establishment :

9. Activities/Services Offered :

10. PAN Allotted by IT Deptt. :

11. Registration number with-

i) E P F

ii) Service Tax

iii) Labour Department/ESIC or any other
Registration with statutory authority.

12. Returned Income for preceding

three Financial Years : FY 2013-14 _____

FY 2014-15 _____

FY 2015-16 _____

13. Name of the Head of the

Organization/Managing Director

Date:

Place

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

ANNEXURE - II
FORM FOR 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 with the
contract;

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

NOW THEREFORE we hereby affirm that we are guarantors and 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 theday of....., 20.....

.....
.....
(Signature of the authorized officer of the
Bank)
.....

Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch
(Bank's common seal)

Annexure - III
UNDERTAKING

I/We have read and understood all the terms and conditions in all sections of the bid document. I/we hereby quote for supply of the house keeping/attendant/security services specified in the Section-V of the bid document 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. 10,000/- (Rs. Ten Thousand only) as Earnest Money** and should I/we fail to execute an agreement embodying the said conditions and deposit Performance Guarantee in the Performa 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 by the Purchaser.

Read and accepted.

Signature and stamp of the 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__.**

Secretar's Signature _____
(i) Date _____

(in either case) in the presence of 1. Signature: _____ Signed
by _____

Address: _____

Signature by _____

Description: _____ (ON behalf of Additional Director
General)

2. Signature: _____ (The Purchaser)

Address: _____

Description: _____