



राष्ट्रीय सीमा शुल्क, उत्पाद शुल्क एवं नार्कोटिक्स अकादमी
क्षेत्रीय प्रशिक्षण संस्थान,
संख्या. ७ / ए, एस टी सी व्यापार केंद्र, नंदिनी लेआउट,
बेंगलूर - ५६० ०९६

**NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS,
REGIONAL TRAINING INSTITUTE,
No.7/A, STC TRADE CENTRE, NANDINI LAYOUT,
BENGALURU - 560 096
Email- nacen.bangalore@nic.in**

Phone No. 080 - 23494367

Fax No. 080-23494365

C.No.IX/17/03/2014-15 NACEN (BZ)

Date : 18.03.2016

Tender Notice No. ०३/2016

**Sub: Rates/ Quotations for Hiring Services for Maintenance / House Keeping
of office premises of NACEN, Bengaluru -Reg.**

Quotations are hereby invited from Services Providers (Maintenance / House Keeping) for hiring services at **National Academy of Customs, Excise & Narcotics (NACEN)** premises consisting of **17,596 sq.ft.** built up area at **Nandini Layout, Bangalore - 560 096** from an assigned date. The following documents giving details are enclosed.


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

Contractors, Firms, Agencies interested in taking up this work may inspect the premises and submit the details in **Annexure-I, II and III**. The **Technical Bid** (Pre-qualifications requirements (**Annexure-II**) should be placed **in one envelope** and **Financial Bid** (Proforma for quoting rates) (**Annexure III**) should be placed **in another envelope**. Both the sealed envelopes be placed in another sealed cover super scribing "**Quotation for House Keeping/Maintenance of office premises of National Academy of Customs, Excise & Narcotics (NACEN), Bengaluru**" and the same may be submitted at **4th Floor of the Office of the Principal Additional Director General, National Academy of Customs, Excise and Narcotics, No. 7/A, 2nd and 4th Floor, STC Trade Centre, Bengaluru- 560 096** by **15.00 hrs** on **29.03.2016**. The Technical Bids will be opened at **11.00 hrs** on **30.03.2016** in the presence of representatives of interested firms, if they make themselves available at that time. Financial bids will be opened on a

later date, which will be conveyed to the firms who are qualified in the Technical Bid. Tender forms are available at www.cbec.gov.in; www.nacen.gov.in and www.tenders.gov.in.

The Principal Additional Director General, National Academy of Customs, Excise and Narcotics, 7/A, 2nd and 4th Floor, STC Trade Centre, Bangalore- 560 096 reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

Encl: As above.


(Pradip Kumar Suman)
Additional Director

ANNEXURE -I

TERMS AND CONDITIONS

GENERAL CONDITIONS:

1. Rates should be indicated in both figures and words. If there is difference between the two said rates, the rates quoted in words will prevail. Rates quoted should be inclusive of all taxes, etc., NACEN, Bangalore will not pay any extra amounts.
2. The Technical Bids will be opened first. The Financial Bids, of only those service providers, will be opened, who qualify the Technical Bid and have agreed for the terms of contract.
3. The Department reserves right to accept/ reject any tender or all tenders without assigning any reason.
4. The Contractor should be registered as Service Provider with the jurisdictional Service Tax Commissionerate, Department of Labour (State Government), Employees Provident Fund Organization (Ministry of Labour, Govt. of India), Employees State Insurance Corporation (ESI Act, 1948) and Karnataka Shops and Commercial Establishments Act, 1961 and other Department as required under the Law.
5. The Rates shall be valid for the period from **01.04.2016 to 31.03.2017**. At the end of the year, the Contract may be renewed for such further period, as decided by the Principal Additional Director General or terminated and / or fresh tenders invited. Decision of the Department will be final.
6. The Principal Additional Director General, NACEN, Bangalore reserves the right to terminate the contract, by giving **15 (fifteen)** days notice in writing without assigning any reasons and without incurring any financial liability whatsoever to the Service Provider.
7. The Contractor shall in no case lease/transfer/sublet/appoint caretaker for the Services rendered.
8. Contractor shall ensure that the personnel deployed by him do not have any criminal antecedents.
9. Contractor shall be solely responsible for any/all disputes between him and the personnel deployed by him. The Department will not entertain any such dispute and there should be no claim or liability against NACEN, Bangalore or any of its officers on this account. The Contractor will keep NACEN indemnified against all actions.

10. For any losses, damages caused by the personnel deployed by the Contractor to any person / property / equipment of NACEN Bangalore office, the Contractor will have to make good such loss / damage and bear the expenses for such loss / damage as decided by the Principal Additional Director General, NACEN. Further, in respect of such loss / damage, the department reserves the right to take such further action as required / provided under the Law.
11. Contractor shall be solely responsible for payment of wages/salaries, other benefits, allowances and all other statutory / other dues payable as per Central / State Government / Municipality Rates etc., other Laws etc. as applicable to personnel deployed that might become applicable under any Act or Order of the Government. NACEN Bangalore shall have no liability whatsoever in this regard.
12. The Department shall not entertain any claim, damages, insurance liability, etc. arising out of mishap/ accident etc. to the personnel employed by the Contractor. The Contractor will take such necessary action, under the various Acts / Rules / Laws as required to take care of personnel deployed including medical treatment and transportation to hospital etc., as and when required. National Academy of Customs, Excise & Narcotics, Bangalore will not be responsible for any claim in this regard.
13. The Contractor should specifically note that the engagement of the service provider under this contract does not in any way confer any right on the Service provider or the persons that may be deployed by him in this office, for claiming any regular employment in this office or any other Government Office. The Service provider should also obtain a written undertaking from the persons deployed by him to work in this office that they are fully aware that their deployment to work in this office does not confer any right on them for claiming any regular employment in this office or any other Government Office. Attested copy of such undertaking has to be submitted to the Department at the time of signing of Contract.
14. The Contractor will comply with all the Legal Rules, Regulations and Statutory obligations cast on him as per the Central / State Government / Municipality / Local Bodies relating to such deployment of personnel.
15. In case of any default by the Contractor in respect of any of the Terms & Conditions, (whether General or Special), the Principal Additional Director General, NACEN may without prejudice to any other right/ remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving **15 (fifteen)** days notice in writing to the Contractor. The said notice will

be deemed to have been issued if a Registered Copy of Notice is sent to the address of the Contractor as per the Agreement.

16. Manpower required for execution of the entire daily work including transport of personnel deployed to NACEN, Bangalore will be arranged by the Contractor. In case some personnel are not able to attend work, it would be the responsibility of the Contractor to provide suitable replacement.
17. Attendance register of the personnel deployed will be maintained. The personnel deployed will render service everyday – Monday to Saturday, whenever required except on Sunday. They will also attend to any unforeseen jobs as well as other exigency of Work. No extra payment for this shall be made.
18. The Service provider shall nominate an Authorized Representative to supervise the work of the personnel deployed and interact with the department. No other person except the Contractor's Authorized Representative shall be allowed to enter the premises of NACEN. The name of such Authorized Representative will be indicated by the Contractor while submitting the Bid. Uniform with Identity Card should be provided to the persons deployed for work at NACEN by the Service Provider.
19. On acceptance of his bid, the service provider shall provide a security deposit of 5% of the contract value as performance security in the form of an account payee demand draft/ fixed deposit receipt/ bank guarantee from a Commercial bank safeguarding the NACEN's interest in all respects.

TERMS OF PAYMENT

20. The liability to pay all taxes / duties / other levies of Local bodies, State and Central Government or any other Authority in respect of services rendered will vest with Contractor.
21. The Contractor will submit the monthly bill for reimbursement in duplicate to NACEN Bangalore in the first week of following month and payment will be made after the bills are passed by Principal Additional Director General, National Academy of Customs, Central Excise and Narcotics, Bengaluru. The payment will be electronically made by the PAO Central Excise, Bengaluru, which takes about **03 (three)** weeks after the receipt of bills from the Service Provider. The contractor shall fully comply with all the applicable laws, rules and regulations relating to EPF Act including the payment of PF contributions, payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, Contract Labour (Regulations & Abolition) Act relating to certificates of registration, relating

license, relating to issue of employment card and relating to annual returns of the principal employer, essential commodities Act, Migrant Labour Act and/or such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including TDS as per Income Tax Act, and any other act as may be relevant as applicable to him from time to time;

22. The Contractor shall make regular, timely and full payment of labour charges, salaries and other payments as due, as per the labour laws or any other laws to its personnel deputed under the Service contract.
23. At the time of payment of bills, the taxes liable to be deducted, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.
24. The Principal Additional Director General, NACEN, Bangalore shall be at liberty to withhold any of the payments in full or in part for default in service and / or any loss / damage to Government property, equipment, etc. The decision of the Department will be final.
25. In case the Contractor fails to carry out the said services or fails to deliver services to the desired standard due to absence of his personnel or any other reason, penalty as decided by the Principal Additional Director General, NACEN, Bangalore shall have to be paid by the Service provider. The decision of the Department will be final and binding on the Contractor and shall not be subject to any dispute or arbitration and the penalties so imposed will be recovered from the amount/ payment due to the Service Provider.
26. All disputes will be subject to local jurisdiction only.

SCOPE OF WORK / JOBS TO BE CARRIED OUT :

A. DAILY WORK:

- a) Dusting and cleaning of tables, chairs, trays, telephones, filing cabinets, cupboard, paper racks, tables, fans, photocopier machines, printers, computer systems, other office equipments installed at NACEN, Bangalore office.
- b) Sweeping and Swabbing of all floors areas, class rooms etc. with necessary detergents.
- c) Dusting and cleaning of all office furniture including computer work stations.
- d) Dusting of wooden panels in the premises, including stairs and railings.

- e) Cleaning of toilets with detergent powder and deodorants etc. Toilets should be cleaned **3 (three)** times a day (morning, afternoon and evening) and as and when required.
- f) Collecting waste papers and other waste from various places in premises and deporting it to specific dumping areas.
- g) Shifting of furniture and records and its rearrangement as and when required.
- h) Such other cleaning or other work as may be entrusted by the NACEN, Bangalore.
- i) Serving tea / coffee / water etc. to officers / staff.
- j) Upkeep and regular maintenance of office equipments.
- k) Cleaning and maintenance of sports equipment like tread mills, table tennis table, etc and assisting trainees in operation of equipments.
- l) Cleaning of Glass walls at 2nd and 4th floor.

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

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

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

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

MODE OF SUBMISSION OF TENDER:

1. Sealed tenders shall be addressed to the Office of **Principal Additional Director General, NACEN, RTI, No. 7/A, 2nd and 4th floor, STC Trade Centre, Nandini Layout, Bengaluru – 560 096.**

2. The bidders are required to submit **02 (two)** bids, i.e **Technical bid** and **Financial bid** in the prescribed formats i.e. Annexure-II and III (available on www.cbec.gov.in ; www.nacen.gov.in and www.tenders.gov.in). In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws etc. In addition, they shall also specify the educational qualification and work experience of each of the personnel that the bidder proposes to deploy. In the Financial bid, the bidder will submit the quotations for his charges. It should be written boldly on top of the both envelopes as **“TECHNICAL BID”** and **“FINANCIAL BID”**. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **“QUOTATION FOR OUTSOURCING OF HIRING SERVICES FOR MAINTENANCE/HOUSE KEEPING ”** on top. Service Providers will be short listed on the basis of their technical competency. Financial bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.
3. This office reserves the right to postpone/ and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
4. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
5. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialling, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.
6. Quotations should be submitted and signed by the firm with its current business address and shall be inclusive of all taxes.
7. The tenderer shall sign and stamp each page this tender document and all other enclosures appended as a token of having read and understood the terms conditions contained herein and submit the same.
8. The contractors must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the department.
9. **Security Consideration:** The persons supplied by the agency should not have any police records / criminal cases against them. The agency should make adequate enquiries and certify about the character and antecedents of the persons whom they are recommending

10. The last date for receipt of sealed tender is **29.03.2016 till 1500 hrs**. The sealed tenders may be handed over at NACEN, RTI, **No. 7/A, 4th floor, STC Trade Centre, Nandini Layout, Bengaluru - 560 096** between **10.00 hrs to 17.00 hrs** on all working days.
11. Bids received later than the stipulated date and time will not be considered. This office reserves the right to reject any tender, even the lowest without assigning any reasons thereof.
12. **Earnest Money Deposit of Rs.50,000/- (Rupees fifty thousand)** per application in form of Demand Draft / Banker's cheque of Scheduled Bank in favour of **"The Principal Additional Director General, National Academy of Customs, Excise and Narcotics, Regional Training Institute, Bangalore"** shall be made. Qualifying bids without EMD will be rejected; EMD will be returned to the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders withdraws or the details furnished in **Annexure-II and III** are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing performance guarantee.
13. **Performance Guarantee:** The successful bidder should submit performance guarantee deposit of an amount equivalent to one month's payment in the form of Bank Guarantee from a Nationalised Bank in favour of **"The Principal Additional Director General, National Academy of Customs, Excise and Narcotics, Regional Training Institute, Bangalore"** before awarding contract. The Performance Guarantee should remain valid for a period of **60 (sixty)** days beyond the date of completion of the contract. The performance Guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on the completion of contract period.
14. The tender details are also available at NACEN's Notice Board and web sites **www.cbec.gov.in; www.nacen.gov.in and www.tenders.gov.in**
15. Clarification if any, may be obtained from **Smt. D. Seethalakshmi, Superintendent (Administration)** at the office or on **Mobile No. 98860 40035**.



(Pradip Kumar Suman)
Additional Director

Copy to: Notice Board.

ANNEXURE-II
(TECHNICAL BID)

To be submitted in a separate sealed envelope super scribing "Technical Bid"

**Pre-qualification requirements for award of contract
for 'Hiring services for Maintenance / House Keeping'**

1.	Name of the Organization/ Firms with full address with pin code, Phone No, Fax No, email etc.	
2.	Name of the Proprietor / Partners / Directors	
3(a)	PAN No. of the Firm.	
3(b)	Copy of the Income Tax Return filed for last three years and Income Tax Clearance Certificate (ITCC) for the last year to be attached.	
4	Total strength of staff/workers available with the Service Provider	
5	List of the Public Sector/Govt. Organization to which similar Services have been provided by the Contractors / Firms / Agencies during the last 5 years. List of Government Organizations where the Service Provider is currently providing services may also be indicated. (Please attach the job order/service certificate from Govt. Office / Public Sector	
6	The Contractor should also submit Copies of Registration Certificate obtained from Service Tax Department (Ministry of Finance), Department of Labour, State Government, Employees Provident Fund Organization (Ministry of Labour, Govt. of India), Employees State Insurance Corporation (ESI Act, 1948) and Karnataka Shops & Commercial Establishments Act,1961.	
7	The total Turnover of the Contractor as Service Provider for such services (should not be less than Rs. 30 lakhs in 2012-13, 2013-14 & 2014-15). Necessary documents/ Certificates to be enclosed.	
8	Registration Number of Tender/Concern with Service Tax Department : (Attested Photo copy of registration certificate should be attached)	

9	Registration Number of Tender/Concern with other Government Departments : (Attested Photo copy of registration certificate should be attached)	
10	Any other information to be considered:	

UNDERTAKING (Part of Annexure -II)

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

Signature of Authorized person with date :

Name and full address:

Telephone No (O) :

(R) :

(Fax) :

Email :

Seal :

ANNEXURE- III

(FINANCIAL BID)

PROFORMA FOR QUOTING RATES

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

01	Name & Address of the Contractors, Firms, Agencies	
02	Name of proprietor / Partners' / Director	
03	Rates quoted per month (Inclusive of all taxes / charges / levies including service tax payable under Finance Act, 1994).	

Signature of Authorized person with date :

Name and full address:

Telephone No (O) :

(R) :

(Fax) :

Email :

Seal :