



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/17/4/2015-16 NACEN (BZ)

Date: 18.03.2016

Tender Notice No. 04 /2016

Subject: Quotations for outsourcing of 05 (five) Semi-Skilled Workers on contract basis to work in the Office of Principal Additional Director General, National Academy of Customs, Excise & Narcotics, Regional Training Institute, Bengaluru - Reg.

Quotations are hereby invited from reputed contractors/agencies/firms for outsourcing of **05 (five) Semi-Skilled Workers** on contract basis to work in the Office of **Principal Additional Director General, National Academy of Customs, Excise & Narcotics, Regional Training Institute, No. 7/A, 2nd and 4th floor, STC Trade Centre, Nandini Layout, Bengaluru - 560 096** from an assigned date. The following documents giving details are enclosed.

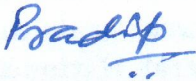
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| 1) Terms and Conditions | - Annexure - I |
| 2) Technical Bid | - Annexure - II |
| 3) Financial Bid (Proforma for quoting rates) | - Annexure - III |

Interested contractors/agencies/firms may send sealed quotations 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 outsourcing of Semi-Skilled Personnel**, and the same may be submitted at **4th floor, Office of the Principal Additional Director General, National Academy of Customs, Excise & Narcotics, Regional Training Institute, No. 7/A, STC Trade Centre, Nandini Layout, Bengaluru - 560 096** on **29.03.2016** by **15.00 Hrs.** 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 & Narcotics, Regional Training Institute, No. 7/A, STC Trade Centre, 2nd and 4th floor, Nandini Layout, Bengaluru – 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

NOTICE INVITING TENDER

Sealed tenders are invited from reputed agencies for outsourcing of Semi- Skilled workers for assisting officers in the preparation of course materials, typing work and upkeep and maintenance of Computers on contract basis for **01 (one) year (01.04.2016 to 31.03.2017)** in the O/o **Principal Additional Director General, National Academy of Customs, Excise & Narcotics, Regional Training Institute, No. 7/A, 2nd and 4th Floor, STC Trade Centre, Nandini Layout, Bengaluru - 560 096**

Requirement	05 Semi - Skilled Workers
Qualifications	Minimum Intermediate/PUC.
Skills	Proficiency in spoken English, proficiency in operating EPABX systems, Computer proficiency, knowledge of MS office, MS Excel & internet and knowledge of typing with a speed of 30 words per minute, familiarity with Office Automation systems and handling Networking equipments
Age	Not below 20 years.
Experience	At least 2 years

ANNEXURE -I

I TERMS AND CONDITIONS:

1. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Contracting Agency at any time without giving any notice or reasons whatsoever.
2. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any persons deployed by him even for short duration. This office 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 Office, same shall be reimbursed / indemnified by the Service provider.
3. The work shall be done on all week days except Sundays.
4. The working hours will be from **09.30 hrs to 18.00 hrs**.
5. One person should be provided beyond **18.00 hrs** on all working days to cater to any emergency work that may arise.
6. The personnel deployed should be well experienced, trained adequately and of sound health. They should be disciplined and well mannered. They should be provided with identity card which should be displayed prominently. They should have fluency in the local language & English. Photo, full address and telephone number of all personnel should be provided for record.
7. The personnel should be punctual and should complete the work assigned to them promptly and meticulously and they should know operations of photocopier, LCD projectors and other office and training equipments in the lecture/class rooms and office.
8. The personnel should report to the officer-in-charges assigned by the Office.
9. The Service Provider should be registered under the ESI and Provident Funds Acts and other relevant statutory enactments dealing with employment of labour. All existing statutory regulations of the State and Central Governments, shall be adhered to by the Service Provider and all records maintained shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
10. PAN/Service Tax Registration should be indicated and copies furnished for records.

11. The Service Provider should pay the personnel wages at the prevailing rate fixed under the Minimum Wage Act. Any breach of this condition will result in the immediate termination of the contract.
12. The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them under law. The Service Provider should ensure that salaries are paid on time every month.
13. The amount quoted should be applicable for the period **01.04.2016 to 31.03.2017**, inclusive of all taxes. No request for enhancement will be entertained.
14. The payment shall be made to the Service Provider on or before 15th of the following month. At the time of submission of bill for payment, the contractor should submit the proof for the previous payment made towards statutory liabilities (EPF, ESI etc) in respect of the engaged personnel.
15. Payment to the Service Provider will be electronically credited to the Bank Accounts on presentation of the bill. Income-tax shall be deducted at source as per the rates notified
16. The persons engaged by the contracting agency will be in the employment of the Agency only and not NACEN, RTI, Bengaluru.
17. The Service Provider shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged. This office shall not be liable for any damages or compensation to any personnel or third party.
18. All damages caused by the personnel to the property of the Office shall be recovered from the Service Provider.
19. The contract will be for a maximum period of **01 (one)** year starting from **01.04.2016 to 31.03.2017**. This Office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider.
20. The Service Provider should have a minimum of **02 (two)** years experience.
21. No other person except Service Provider's authorised representatives shall be allowed to enter the offices.
22. Department/office will not involve in any dispute between the Service Provider and employees of the Service Provider.

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 SEMI SKILLED PERSONNEL”** 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

(Pradip Kumar Suman)
Additional Director

Copy to: Notice Board.

ANNEXURE - II
TECHNICAL BID (QUALIFYING BID DOCUMENT)

1. Name of the Party :
2. Address (with telephone No and Fax No) :
3. Name & Address of the proprietor/partners/
Directors (with mobile numbers) :
4. Contact person (s) (with mobile numbers) :
5. No. of years of experience in providing
services of semi skilled personnel(enclose
proof such as performance reports from
clients or TDS copies) :
6. Average Annual Turnover (last 3 years
ended 31.03.2015) certified by Chartered
Accountant. :
7. Permanent Account Number (PAN) :
(the evidence of filing of IT returns along
with profit and loss account & balance
sheet for the last three financial years to be
enclosed).
2012-13
2013-14
2014-15
8. Details of ESI and EPF Registration :
along with evidence.
9. Details of Service Tax Registration :
along with photocopy of registration
certificate).
10. Details of EMD :
11. Specify the educational qualifications and :
Work experience of the persons to be deployed.

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 will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorised Signatory with date)

ANNEXURE - III
FINANCIAL BID DOCUMENT

1. Name of the party :
2. Address (with Tele. No & Fax No) :
3. Name & Address of the Proprietor/Partners :
/Directors (with mobile numbers)
- 4.

Sl. No	Name and address	Qualification and work experience of the persons to be deployed	Monthly rate quoted per person	Remarks, if any
		Clerical Work and Data Work on Computers	(inclusive of all taxes and statutory payment)	

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 will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorised Signatory with date)