



राष्ट्रीय सीमा शुल्क, उत्पाद शुल्क एवं नार्कोटिक्स अकादमी
क्षेत्रीय प्रशिक्षण संस्थान, हैदराबाद परिसर
१ फ्लोर, कृष्ण ब्लॉक, डॉ. एम सी र एच र डी आई, रोड नंबर. २५,
जूबली हिल्स, हैदराबाद - ५०० ०३३

**NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS,
REGIONAL TRAINING INSTITUTE, HYDERABAD CAMPUS
1ST FLOOR, KRISHNA BLOCK, DR.MCRHRDI, ROAD NO.25,
JUBILEE HILLS, HYDERABAD - 500 033
E.Mail: nacenhyd1@gmail.com**

Phone: 040-2354 9590, 2354 9591, 2354 9592, 2354 9593

Fax: 040-2355 0585

C.No:VIII/05/05/NACEN/RTI/2015

Date:18.03.2016

**To
The Webmaster,
Central Board of Excise and Customs,
New Delhi**

Sir,

**Sub: Admn – Advertisement inviting tenders for Outsourcing of
Housekeeping Services - Request for posting the same CBEC
website – Reg.**

The Regional Training Institute, NACEN, Hyderabad intends to outsource the Housekeeping Services. In this connection, tender notice inviting tenders from the Companies/firms engaged in supply of Housekeeping Services is prepared for posting on the Website.

2. Copy of the Tender Notice along with attachments is forwarded herewith. It is requested to post the same in the official website of CBEC.

Yours faithfully,

**(J. Raja Manohar)
Deputy Director**

Encl: As above



**GOVERNMENT OF INDIA
NATIONAL ACADEMY OF CUSTOMS, EXCISE AND NARCOTICS,
REGIONAL TRAINING INSTITUTE, HYDERABAD CAMPUS,
1st FLOOR, KRISHNA BLOCK, DR. MARRI CHENNA REDDY HUMAN
RESOURCE DEVELOPMENT INSTITUTE, ROAD NO.25,
JUBILEE HILLS, HYDERABAD – 500 033.**

TENDER FOR OUTSOURCING OF HOUSE KEEPING SERVICES

Sealed quotations are invited from registered firms/companies engaged in business of house keeping to provide house keeping for the office of the **Principal Additional Director General, National Academy of Customs, Excise & Narcotics, Regional Training Institute, Hyderabad Campus, 1st Floor, Krishna Block, Dr. Marri Chenna Reddy Human Resource Development, Institute, Road No. 25, Jubilee Hills, Hyderabad-500 033.**

Interested agencies/firms may send sealed quotations with separate **Technical and Financial Bids** to the **Principal Additional Director General, O/o Principal Additional Director General, National Academy of Customs, Excise & Narcotics, Regional Training Institute, Hyderabad Campus, 1st Floor, Krishna Block, Dr. Marri Chenna Reddy Human Resource Development Institute, Road No.25, Jubilee Hills, Hyderabad– 500 033** by **29.03.2016 before 17.00 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.**


18/3/16
(J. Raja Manohar)
Deputy Director



**GOVERNMENT OF INDIA
NATIONAL ACADEMY OF CUSTOMS, EXCISE AND NARCOTICS,
REGIONAL TRAINING INSTITUTE, HYDERABAD CAMPUS,
1st FLOOR, KRISHNA BLOCK, DR. MARRI CHENNA REDDY HUMAN
RESOURCE DEVELOPMENT INSTITUTE, ROAD NO.25,
JUBILEE HILLS, HYDERABAD- 500 033.**

**NOTICE INVITING QUOTATIONS FOR OUTSOURCING OF
HOUSEKEEPING SERVICES**

Sealed quotations are invited from registered firms/companies engaged in business of House Keeping to provide house keeping for the office of the **Principal Additional Director General, National Academy of Customs, Excise & Narcotics, Regional Training Institute, Hyderabad- 500 033.** The details of the premises for house keeping are furnished hereunder:-

Sl. No	Name of the Office	Address of the premises	Nature of work
1	O/o Pr. ADG, NACEN,RTI, Hyderabad Campus, Hyderabad	1 st Floor, Krishna Block at Dr. Marri Chenna Reddy Human Resource Development Institute (Dr.MCRHRDI), Road No.25, Jubilee Hills, Hyderabad-500 033	(i) House Keeping work:- a) 16,000 sq.ft. area roughly as per Annexure 'A' b) items as specified in Annexure 'B' (ii) to be available to attend to the needs of the trainees in the class rooms during the training sessions (iii) upkeep (dusting and arrangement) and Maintenance of library and Computer lab.

I. SCOPE OF THE WORK

A. GENERAL SERVICES ON DAILY BASIS

1. Cleaning, sweeping and wet mopping of Floors/Rooms, Halls as per **Annexure 'A'** enclosed.
2. Thorough cleaning of toilets/urinals, wherever available in the premises using cleaning material supplied by the office, by putting naphthalene balls/phenyl in all the urinals in the toilets every two hours.
3. Dusting and cleaning of all furniture like **tables, chairs, almirahs, sofa sets, fans and fixtures** all other furniture items and items specified in **Annexure 'B'** enclosed. The items listed are indicative.
4. Shifting of furniture and other items/stores from one place to another as required by the administration.
5. Dusting and arrangement of books in the library.
6. Miscellaneous services such as serving of drinking water/refreshments etc., during conferences/meetings/Seminars/ Inaugural functions and valedictory function of courses, during visits of eminent faculty etc.

B. THOROUGH CLEANING ONCE IN A WEEK

1. Internal and external cleaning of window panes and doors.
2. Cleaning of venetian blinds/vertical blinds, ceilings, walls etc.

II. TERMS AND CONDITIONS:

1. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the housekeeping Agency at any time without giving any notice or reasons, whatsoever.
2. 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. Dress code of the staff should be specified.
5. The cleaning and sweeping works should commence at **08.00 hrs**, every day.
6. At least **3 (three)** personnel should be available in office on all working days till the closure of office.
7. 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 uniforms. They should be provided with identity cards which should be displayed prominently. They should have knowledge of local language and preferably also English. Photo, full address and telephone number of all personnel should be provided for record.
8. The personnel should be punctual and should complete the cleaning work of the entire office premises by **09.00 hrs** daily.
9. The personnel should report to the officer-in-charge assigned by the Office.
10. The Service Providers 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 both the State as well as the Central Governments, shall be adhered to by the service provider and all records maintained thereof 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.
11. PAN/Service Tax Registration should be indicated and copies furnished along with tender.
12. The service provider should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. Any breach of this condition will result in the immediate termination of the contract.

13. The service provider is responsible for payment of monthly salary, gratuity, leave salary, bonus and any other sums statutorily payable to them under law. The Service provider should ensure that salaries are paid on time every month.
14. Salary shall to be paid by 5th of the following month and proof of such payment shall be submitted every month to NACEN.
15. The amounts quoted should be applicable for entire year and no request for enhancement will be entertained.
16. The payment would be made to the Service Provider normally within **15 (fifteen)** days of submission of the bill. At the time of submission of bill for payment, the contractor should submit the proof for the previous payment made towards statutory liabilities like EPF, ESI etc., in respect of all the engaged personnel.
17. Payment to the Service Provider will be made by direct credit to their account only through RTGS. Income-tax (TDS) shall be deducted at source as per the rates notified by the Income-Tax Department.
18. The persons engaged by the contracting agency will be in the employment of the Agency only and not NACEN, RTI, Hyderabad.
19. The contractor shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party.
20. All damages caused by the personnel to the property of the Office shall be recovered from the Service provider.
21. The contract will be for a period of **12 (twelve)** months 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.
22. The Service Provider should have a minimum of **02 (two)** years experience in providing similar service.

23. No other person except Service Provider's authorised representatives shall be allowed to enter the offices.
24. Department/office will not involve in any dispute between the service provider and workers of the service provider.

MODE OF SUBMISSION OF TENDER:

1. The sealed tenders shall be addressed to the Office of **Principal Additional Director General, NACEN, RTI, Hyderabad Campus, 1st Floor, Krishna Block, Dr. Marri Chenna Reddy Human Resource Development Institute, Hyderabad-500 033** by **29.03.2016** before **17.00 hrs.**
2. The bidders are required to submit **02 (two)** bids separately, i.e Technical bid and Financial bid in the prescribed formats i.e. **Annexure-I and II** (available at **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, number of persons proposed to be deployed etc. In the Financial bid, the bidder will submit the quotation 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 **"QUOTATIONS FOR HOUSEKEEPING"** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Finance 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 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 and rewriting with dated initials. 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. Rates/Quotations should be submitted and signed by the tenderer with his current business address.
7. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and 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. The tenderer should specify the number of persons to be deployed for carrying out the work specified along with Rate per month.
10. **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
11. The last date for receipt of sealed tender is **29.03.2016 till 17.00 hrs**. The sealed tenders should be dropped in the Tender Box available in O/o. **Principal Additional Director General, NACEN, RTI, Hyderabad Campus, 1st Floor, Krishna Block, Dr. Marri Chenna Reddy Human Resource Development Institute, Hyderabad - 500 033** between **10.00 hrs to 17.00 hrs** on all working days.
12. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one without assigning any reasons thereof.

13. The tenders will be opened on **30.03.2016 at 11.00 hrs** in the presence of the tender committee.
14. Earnest Money Deposit of **Rs.50,000/- (Rupees fifty thousand only)** 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, Hyderabad**" shall accompany the qualifying bid. Qualifying bids without EMD will be rejected; EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders withdraw or the details furnished in **Annexure-I and II** 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 as detailed below.
15. **Performance Guarantee:** The successful bidder has to 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, Hyderabad**" before awarding the contract. Performance Guarantee should remain valid for a period of **60 (sixty)** days beyond the date of completion of the contract. The Performance Guarantee shall be returned to the selected bidder without any interest on the completion of contract period.
16. The tender details are also available at NACEN's Notice Board and **www.cbec.gov.in; www.nacen.gov.in** and **www.tenders.gov.in**
17. For any clarification in the matter and/or for inspection of the premises prior appointment may be made with Sri K.R. Guruvayurappan, Superintendent at the office or on telephone on 040-2354 9590 to 93 Extn. 214.


(J. Raja Manohar)
Deputy Director

18/3/16

Copy to: Notice Board.

ANNEXURE - A

TOTAL AREA OF CLEANING IN RESPECT OF NACEN, RTI, HYDERABAD

Area to be cleaned at Dr. MCRHRDI, Hyderabad : 16000 Sq feet

ANNEXURE - B

Sl. No	Particulars of items	Quantity
1	Computers	41
2	Printers	13
3	Scanners	3
4	Water Dispensers	4
5	Split Air conditioners(indoor)	35
6	Almirahs with glass and without glass	23
7	Tables, reading tables, executive tables etc	76
8	Small tables, LCD Projector tables etc	17
9	Dining Stainless table with glass top	9
10	Metallic seater	2
11	Chairs	245
12	Plastic Chairs	24
13	Stainless steel cot	4
14	Stainless steel chairs	7
15	Wooden Sofa	5
16	Stainless steel teapoy with glass top	3
17	Podium(wooden)	2
18	Writing Board, Notice board etc	9
19	Scenery board	7
20	Photo copier machine , paper shedder	2
21	Book Case	5
22	Dressing table	1
23	LCD TV and ordinary TV	3
24	Different types of gym equipments	7
25	Fans and tube lights	100 (Apprx)

ANNEXURE - I

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
Housekeeping services (enclose proof such
as performance reports from clients or TDS
copies) :
6. Average Annual Turnover (last 2 years
Ended 31.03.2015) certified by Chartered
Accountant. :
7. (a) Organisations for which the service is being
Provided at present. :
(b) No. of person's deployed (organization. wise):
(c)No. of years serving the organization :
8. Permanent Account Number (PAN) :-
(the evidence of filing of IT returns along
with profit and loss account & balance
sheet for the last two financial years to be
enclosed).
2013-14
2014-15
9. Details of ESI & EPF Registration :-
along with evidence.

10. Details of Service Tax Registration :
along with photocopy of registration
certificate).
11. Details of EMD :
12. Specify the Number of persons to be :
deployed for doing the work shown in the
“nature of work”

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 - II

FINANCIAL BID DOCUMENT

1. Name of the party :
2. Address (with telephone No & Fax No) :
3. Name & Address of the Proprietor/Partners :
/Directors (with mobile numbers)
4. Rate per month inclusive of Service Tax, Other :
taxes & levies

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)

