

NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS,
NACEN Complex, Sector-29, Faridabad -121008.

CORRIGENDUM TO TENDER NOTICE Dated : 28.01.2016

The due date for obtaining, submission and opening of offer for the following services at NACEN, Faridabad which was 19.02.2016 has been extended till 29.02.2016 at 15.30 hrs. (IST).

- i) Providing of Housekeeping services (cleaning services);
- ii) Providing of Manpower (Attendants/Cook/Helpers);
- iii) Providing of Security services (Security Guards);
- iv) Providing of IT Experts.

The bid documents can be obtained from Supdt. (Hqr), Room no. 125 NACEN, Sector -29, Faridabad till **29.02.2016** between **11.00AM to 15.00PM** on all working days on payment of Rs.500/- each tendered in cash towards the cost of bid documents.

Tender document can also be downloaded from NACEN website www.nacen.gov.in & CBEC website www.cbec.gov.in . The firms quoting on basis of downloaded tender documents should submit the tender fees of Rs. 500/- each at the time of submitting the offers.

The Director General reserves the right to reject any one or all the tenders without assigning any reason thereof.

Additional Director (Admn)
0129- 2504614

**NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS,
SECTOR-29, FARIDABAD.**

Cost of tender Rs. 500/-

Date of opening of technical bid 29.02.2016 (15.30 hrs).

TERMS & CONDITIONS FOR PROVIDING HOUSEKEEPING SERVICES.

1. Eligibility: Firms fulfilling the following criteria will be eligible to submit the tenders:

- i) Should have ESI registration along with registration for EPF;
- ii) Should possess PAN No;
- iii) Should possess **ISO certificate**;
- iv) Should have necessary registration with Service Tax Department;
- v) Should have registration as firm/company/corporate with appropriate authority;
- vi) Should have a valid licence in housekeeping services from the competent Licensing authority under the provision of Contract labour (R&A) Act, 1970.
- vii) Should have completed two satisfactory job of similar conservancy services in Govt./PSUs each valued at 20.0 lakh (twenty lakh) in last two years i.e. 2014-15 & 2015-16 in Govt. department or Public Sector Undertaking (PSU).

The bidder shall submit the Technical bid in Annexure-I and Financial bid in Annexure-II for this purpose. It is clarified that the bidder who does not qualify as per technical qualification shall not be considered further.

If there is only one successful bidder after Technical Bid opening, the decision to award the contract to the loan bidder would be taken by the Director General, NACEN.

- viii) Performance shall be given to NGO/non profit social organization having excellent credential.

2. Area and Scope of work required to be provided by the Service Provider: -

The premises of the National Academy of Customs, Excise & Narcotics, Sector-29, Faridabad – 121008 including the followings:-

- * Hostel blocks (Alaknanda/Bhagirathi/Mandakini) and all other temporary hostels in residential area;
- * Gangotri hostel;
- * Administrative building including office/ Class rooms/Seminar halls/Computer rooms/Library/Cafeteria/Open Air Theater/ Auditorium;
- * Swimming pool complex;
- * Sports complex;
- * Gymnasium;
- * Officers' Mess;
- * Squash Court and nearby area;
- * Roads in open area;
- * Any other building / area specified the authority of NACEN;
- * All other open area and terrace area in the complex.

The area of Complex is approximately 45340.00 sq. mtr(487857.00 sq. feet). The detail of area which needs cleaning, brooming and mopping is given in Annexure-II.

- i) For the purpose of housekeeping office shall be functional on 6 days in administrative block and hostels/ Officers' Mess /Cafeteria on 7 days in a week.
- ii) The prime object of housekeeping services is to maintain the entire premises in neat and tidy conditions. The premises are to be maintained from hygienic point of view.
- iii) Sweeping and wet mopping of the entire covered area of buildings including corridors/ verandah/lobby area daily. The verandah/lobby area must be mopped twice a day.
- iv) Sweeping of the internal roads and Sports complex and open area daily excluding green patches maintained by CPWD (Horticulture).
- v) Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
- vi) Cleaning of Main gate, Brass plates, Name plates, sign boards etc.
- vii) Cleaning drinking water cooler areas including attached sinks and tiles etc.
- viii) Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc. and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. have to be dust free and dust removal has to be done on daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire complex should be cleaned daily.
- ix) Cleaning of roof in each Building shall be completed daily.
- x) Collect all the sweepings, garbage and wastes and dispose of the same to the nearest to the Corporation pit, following environmental laws.
- xi) The personnel deployed should complete the cleaning work in the Complex before 9.15 am daily.
- xii) The personnel should be deployed on Saturdays also for the removal of cobwebs in the corridors, rooms, chambers and lavatories, Removal of dust accumulated on the walls, window planes and ventilators in the toilets and through washing, rubbing and cleaning of corridors.
- xiii) Maintenance and upkeep of the entire complex.
- xiv) Shifting of furniture and other equipments, files, Photocopy work and delivery of tapals, etc. whenever required.
- xv) Artificial plants, mats and carpets are to be cleaned.
- xvi) Care should be taken that the gadgets are not tampered while cleaning operation.
- xvii) Any other work assigned by the administration./ authority concerned.
- xviii) The record of cleaning of area has to be submitted to the Authorized person by the person deployed.
- xix) The detail of work shall be given to the successful bidder by the official incharge on the actual requirement on daily basis.

Operations required and periodicity of operations:

A. Operations to be done daily basis:

- i) Sweeping all areas specified above on daily basis;
- ii) Mopping minimum twice daily of all areas specified above except courtyards;
- iii) Removal of garbage from the building daily and appropriate disposal;
- iv) Dusting of doors/windows/ventilators/stone mesh/benches and removal of cobwebs;
- v) Toilet cleaning twice daily in the administrative block , Officers' Mess, Gymnasium, Swimming pool and once daily in other areas;
- vi) Washing of urinal pots/WC pans/sinks/wash basin and all other fittings and fixtures;
- vii) Filling of liquid soap in soap containers and putting of air fresheners/ sanitary cubes/ naphthalene balls in urinal pots etc.;
- viii) Cleaning of looking mirrors on daily basis;

B. Operation to be carried out fortnightly:

- i) Scrubbing of floors of corridors/verandah/lobby with scrubbing machine and staircases manually with brushes.

Supply of consumable materials required for cleaning: All the Housekeeping materials / consumables, such as Brooms, Mop sticks and other cleaning materials, etc., as required to execute the above jobs will be supplied by the department on the requisition of the Bidder in at least 10 days advance to the Superintendent (Hqrs).

The following equipments must be available with the bidder otherwise the BID would be rejected at technical stage.

- | | |
|-----------------------------------|--------|
| 1. Vacuum cleaner | 2 nos. |
| 2. Floor mopping machine | 2 nos. |
| 3. High rise ladder | 1 no. |
| 4. High pressure jet for cleaning | 1 no. |

Other scope and the Terms and Conditions of the work of the Housekeeping Services:

- (i) The Director General of NACEN reserves the right to postpone and /or extend the date of receipt / opening of Rates / Quotation or to withdraw the same without assigning any reasons thereof.
- (ii) The Bidders are required to submit the complete details (Technical Bid) in Annexure -I. Similarly they shall file Financial Bid Rates / quotations along with the details in Annexure-II enclosed. The financial bid shall be opened for successful bidder at the technical; stage.
- (iii) Both the Bids shall be submitted and signed by the firm with its current business address.

- (iv) The Bidder shall quote their rates on "Rate per square feet per month" (in both words and figures.) for each category of the service required as mentioned in the financial bid. The rate quoted shall include PF and ESI and other statutory liabilities as service provider. No other claim for reimbursement of any kind shall be entertained at any stage after rate quoted is accepted by the competent authority. Number of persons, No. of machines proposed to be deployed and the no. of equipments to be deployed by the bidder shall be mentioned in the Technical Bids.
- (v) The rates shall be valid for a period of at least three calendar months from the date of opening.
- (vi) The successful bidder should furnish Performance Security of Rs. 1,00,000/- (one lakh only) in the form of an Account Payee Demand Draft, or Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from the Commercial Bank in the name of Administrative Officer, NACEN, Faridabad.
- (vii) The personnel deployed should be well experienced and trained adequately and sound health. They should be well behaved and well mannered. The contractor shall get their antecedents verified by the local Police and final authority shall be with the Director General or an Authorized Officer before they are engaged.
- (viii) The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.15 am daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
- (ix) The Personnel will report to the officer-in-charge assigned by the department i.e., caretaker. If a particular worker is absent on any day, another person should be deployed in his place. For any absence and non-engagement, no wages will be paid.
- (x) The Service Provider should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, prescribed by the Government. Any breach of these conditions will be liable for termination of the contract and the same would be dealt with accordingly.
- (xi) The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them by 10th of every month.
- (xii) The Service Provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.
- (xiii) Any statutory liability such as Service Tax, EPF, ESI etc. shall be borne by the Service Provider and shall be deposited by the bidder with respective authorities and consequential benefit shall be given to the employees under contract during the contract period.
- (xiv) The Service Provider shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men /women engaged for the work and this office shall not be liable to pay any damages or compensation to such persons or to third party. All damages caused by the Housekeeping personnel shall be charged to the Service Provider and recovered.

- (xv) In case of any dispute, the jurisdiction of the Faridabad court shall apply.
- (xvi) The liability of the Department is limited to the contract only.
- (xvii) The successful bidder shall be known as Service Provider.
- (xviii) In case any complaint is received for non-payment of remuneration to the persons employed, appropriate action includes termination of contract of remuneration could be given from his dues/bills.
- (xix) Service Provider shall be fully responsible for theft, burglary, fire or any mischievous deed by his staff. Any loss due to any of above reasons shall be compensated by him in full.
- (xx) This office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided by the Contractor.
- (xxi) No other personal except service providers authorized representative shall be allowed to enter the office premises. The Service Provider shall intimate name and other details of authorized representative in advance to the Caretaker in-charge.
- (xxii) The House keeping contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful Service Provider. Failure by the Service Provider to comply with such statutory requirements and/or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.
- (xxiii) Penalty for defect in service:- The Service Provider shall depute manpower in such a way that at least two persons is always available on all working days. As far as possible the Service Provider shall not change the personnel deployed on cleaning. A penalty @ Rs. 500/- on each occasion for each person shall be recovered from the Service Provider's bill if any sweeper is found missing/ absent from the duty.
- (xxiv) The Service Provider shall arrange attendance register for his staff, which will be also be checked by an officer designated by the Department whenever required.
- (xxv) The Service Provider shall supply the uniform/ identity cards to all the personnel who shall wear the same on work. If any employee is found without uniform a penalty @ Rs. 500/- per person per day shall be recovered from the Service Provider's bill.
- (xxvi) Duration of contract: The contract will be for a period of 12 months and may be extended on mutual agreement between the Department & the Service Provider. The service provider shall appoint a Supervisor at his own cost and the selection shall be approved by the NACEN Authority.
- (xxvii) The person deployed should not below the age of 18 years.
- (xxviii) In case the services of the Service Provider are not found satisfactory or Service Provider fails to comply any of the terms and conditions of this contract or commits any breach of contract, the Department may terminate the contract at any time. In such an eventually, the security deposit submitted to the Department by the Service Provider will be forfeited.
- (xxix) Notwithstanding anything contained herein, Office of the Director General, NACEN

reserves the rights to terminate the contract by giving 30 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Service Provider.

(xxx) Incomplete bids in any manner shall not be accepted and are liable to be rejected.

Terms of payment.

- i) No advance payment will be made. Payment will be made on monthly basis after satisfactory completion of work.
- ii) The Service Provider shall submit the bill for every month by the first day of next month duly certified by the Caretaker. No interim bills will be entertained. All attempts would be made to pay to the Service Provider through ECS only within 20 days from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Caretaker. The payment is subject to TDS applicable as per Income Tax Act, 1961.
- iii) Bills chargeable to the Director General, NACEN Faridabad shall be paid on monthly basis for the services rendered based on actual area, if found in order. In case of any complaint of non-fulfillment of any obligation under the contract, the Director General NACEN Faridabad reserves the right to deduct the payments due from the Service Provider from monthly bill (s).
- iv) Proof of challan / receipt for the payment made towards wages to each employee should be furnished to this office alongwith the monthly charges bill to be submitted for reimbursement. In case this office receives any complaint regarding non-payment of wages to any personnel the amount payable to these personnel will be recovered from Service Provider's bill and paid to such personnel.
- v) Any statutory liabilities would not be reimbursed as the Service Provider has to quote the rate per square feet only.

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Annexure-I

Technical Bid for House Keeping Services at NACEN, Faridabad

Sl. No.	Subject	Details
1.	Name of the Organization/ Firm	
2.	Name(s) of the Proprietors / Directors	
3.	Registered Address & Telephone No.	
4.	Postal address & Telephone No.	
5.	Registration No. of the Firm (Copy to be enclosed)	
6.	Permanent Account Number (PAN No.)	
7.	Service Tax Registration No.	
8.	Provident fund number allotted by Regional Provident Fund Office	
9.	ESI Regn. No.-	
10.	Whether the firm is registered and licensed holder under Contract Labour (Regulations and Abolition) Act	
11.	ISO Certification No.	
12.	Bank Account No.	
13.	Name and telephone no. of authorized person	
14.	The following equipments must be available with the bidder otherwise the BID would be rejected at the technical stage. Reply in Yes or No (1) Vacuum cleaner-2 (No.) (2) Floor mopping machine- 2 (No.) (3) High Rise Ladder- 1(No.) (4) High pressure jet for cleaning- 1(No.)	

15.	Certificate of successful completion of minimum two works in the last two years 2012-2013 and 2013-2014 amounting to Rs.20,00,00/- (twenty lakh) annually for individual annual contract value provided to the government or public sector undertaking (PSU).	
16.	Number of persons to be deployed	
17.	Earnest Money Deposit details (EMD)	
18.	Any other details	

I hereby declare that the information/ documents provided are correct to the best of my knowledge.

Place: -

Date: -

Name:-

Signature:-

Telephone No.

Office stamp:-

Annexure-II

Financial Bid for House Keeping Services at NACEN, Faridabad

Sl. No.	Subject	Details
1.	Name of the Firm/Company etc.	
2.	Name of the Directors/ Proprietors etc.	
3.	Monthly rate per square foot in (Rs.) for brooming and cleaning of open area such as terrace & open courtyards (161157 sq Feet)	
4.	Monthly rate per square foot in (Rs.) for brooming and cleaning of Road (129166 sq. Feet)	
5.	Monthly rate per square foot in (Rs.) for brooming and cleaning and Mopping of Covered area (197534 sq. Feet)	

I hereby declare that the information/ documents provided are correct to the best of my knowledge.

Place: -

Name:-

Date: -

Signature:-

Telephone No.

Office stamp:-

NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS
NACEN COMPLEX, SECTOR 29, FARIDABAD.

Cost of Tender: Rs. 500/-
Date of opening of Technical bid: **29.02.2016 (15.30 hrs)**,

TERMS & CONDITIONS FOR SUPPLY OF MANPOWER.

1. Eligibility: Firms fulfilling the following criteria will be eligible to submit the tenders:

- i) Should have ESI registration along with registration for EPF;
- ii) Should possess PAN No;
- iii) Should possess ISO certificate;
- iv) Should have necessary registration with Service Tax Department;
- v) Should have registration as firm/company/corporate with appropriate authority;
- vi) Should have a valid licence in housekeeping services from the competent Licensing authority under the provision of Contract labour (R&A) Act, 1970.
- vii) Should have completed two satisfactory job of similar conservancy services in Govt./PSUs each valued at 20.0 lakh (twenty lakh) in last two years i.e. 2014-15 & 2015-16 in Govt. department or Public Sector Undertaking (PSU).

The bidder shall submit the Technical bid in Annexure-I and Financial bid in Annexure-II for this purpose. It is clarified that the bidder who does not qualify as per technical qualification shall not be considered further.

If there is only one successful bidder after Technical Bid opening, the decision to award the contract to the loan bidder would be taken by the Director General, NACEN.

- viii) Performance shall be given to NGO/non profit social organization having excellent credential.

Scope of work: The following manpower is required for seven days duty for the Hostels/ Officers' Mess/ Cafeteria of the National Academy of Customs, Excise & Narcotics, Sector-29, Faridabad 121008.

i)	Hostel attendant,	40 nos.	}	
ii)	Cook;	02 nos.	}	Required in shift duties.
iii)	Helper;	14 nos.	}	
iv)	Wash Boy.	04 nos.	}	

Note-I. The personnel deployed as Hostel attendant should have the knowledge of English & Hindi

Note-2. The record of attendance of the staff deployed by the Bidder has to be submitted on daily basis to the officer Authorized by the Director General has to be submitted on daily basis to the Authorized person deployed.

The following guidelines should be followed by each of the Tenderer:

1. The Director General of NACEN reserves the right to postpone and /or extend the date of receipt / opening of Rates / Quotation or to withdraw the same without assigning any reason thereof.
2. The Bidders are required to submit the complete details (technical Bids) in **Annexure-I** similarly they shall file Financial Bids Rates/ Quotations along with details in **Annexure-II**.
3. The financial bids for those Bidders only would be opened who are found to be eligible based on Technical Bids, on the stipulated dates by the Tender Committee approved by the DG, in the presence of the Bidders.
4. Bids should be submitted and signed by the firm with its current business address, and contact number and mobile number, e-mail address etc.,
5. The Bidder shall file separate financial bid for each category of the person as mentioned above. The Bidder shall quote their rates on "**per person per month basis**" (in both words and figures) which should include deduction towards PF and ESI and Service Tax and Agency charges in no case the rate quoted shall be less than the rates fixed by the Statutory Authority.
6. If the financial bids are having rates quoted less than the statutory rate in that case the bid is liable to rejection. The Financial bid shall be finalized based on the monthly Agency Charges quoted by the bidder.
7. The rates quoted by the bidder shall be valid for a period of at least three calendar months from the date of opening.
8. ~~The successful bidder should furnish~~ the Performance security of **Rs. one lakh** payable by Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from the Commercial Bank in the name of Administrative Officer, NACEN, Faridabad
9. The personnel deployed should be minimum of 18 years and well experienced adequately trained and sound health. They should be well behaved and well mannered. Their job will include the care of the Resident Officers in the Hostel. Their attendance also shall be duly verified by the local Police before they are deployed and final authority shall be with an Authorized Officer by the Director General. The successful Bidder shall appoint at least one supervisor to coordinate with the department and supervise the works done by the personnel deployed.

10. The Personnel deployed will report to the caretaker/Officer in charge appointed by the Director General. If a particular worker is absent on any day, another person should be deployed in his place. For any absence and non-engagement, no wages will be paid.
11. The Service Provider shall pay in presence of Caretaker appointed by the Director General to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, prescribed by the Government as per the existing Law. Any breach of these conditions will be liable for termination of the contract and the same would be dealt with accordingly.
12. The service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them by 7th of following month.
13. The service provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages/or dues liable to be paid by him to other department.
14. Any liability such as Service Tax, EPF, ESI or other dues payable to any other statutory authority etc. shall be borne by the service provider and shall be deposited by the Bidder with respective authorities and consequential benefit shall be given to the employees under contract during the contract period.
15. Service provider shall be fully responsible for theft, burglary, fire or any mischievous deed by the staff deputed by him. Any loss due to any of above reasons shall be compensated by him in full.
16. The Bidder shall indemnify and shall keep this office indemnified against acts of Omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such persons or to third party. All damages caused by the personnel shall be charged to the Service Provider and recovered from its dues/ bills.
17. Once an agreement is executed with office; this office shall not be entertain any claim arising out of mishap, if any that may take place while discharging the duties by the staff/person provided by the bidder.
18. No other personal except service providers authorized representative shall be allowed to enter the office premises.
19. The Bidder shall strictly comply with terms & conditions of the agreement which will be executed by the successful bidder. Failure by the bidder (bidder) to comply with such statutory requirements and/ or the terms of the agreement during the

20. Notwithstanding anything contained herein, Office of the Director General, NACEN reserves the rights to terminate the contract by giving 30 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Service Provider.
21. It is made absolutely clear that the engagement of the Bidder does not in any way confer any right to the bidder or the persons that may be deployed by him in this office for claiming any regular or part time deployment in this office or any other Government office.
22. Payment of the contract value would be made on monthly basis on submission of Pre-receipted bills (three copies) on the 1st day of every following month. Payments shall be through ECS only. Tax shall be deducted at source (TDS) as per the prevailing Income Tax Act, from the monthly bills..
23. The NACEN shall pay to the Service Provider only the minimum wages on monthly basis and any other payments such as PF/ESI/Service Tax etc. would be made only after payment to the statutory/person. Therefore it is clarified that any statutory liability would be paid only after submission of proof of payment by the Bidder and this includes the PF/ESI/Service Tax or similar payments.
24. The successful bidder approved by the competent authority shall be known as Service Provider.
25. They shall be allowed to raise the charges for contract labourers' if the rate notified by the jurisdictional Government is changed.
26. The Service provider shall be required to ensure the compliance of Minimum Wages Act, 1948, provisions of Labour Laws & observance of all other legal statutory, administrative directions of the Central/State/Local Governments. They shall get registered with the concerned authority after successful award of contract.
27. In case of any complaint is received for non-payment remuneration to the person employed, appropriate action includes termination of Contract could be taken.
28. The Service provider shall be bound to carry out the instructions of the Department in letter & spirit.
29. In case of any dispute, the jurisdiction of the Faridabad court shall be applied.
30. The liability of the Department is limited to the contract value only.

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Technical Bid for Providing Cook, Wash Boy & Helper in Officers' Mess
Hostel Attendant in Officers' Hostel and Data Entry Operator (DEO)/ IT Expert.

Sl. No.	Subject	Details
1.	Name of the Organization/ Firm	
2.	Name(s) of the Proprietors / Directors	
3.	Registered Address & Telephone No.	
4.	Postal address & Telephone No.	
5.	Registration No. of the Firm (Copy to be enclosed)	
6.	Permanent Account Number (PAN No.)	
7.	Service Tax Registration No.	
8.	Provident fund number allotted by Regional Provident Fund Office	
9.	ESI Regn. No.	
10.	Whether the firm is registered and licensed holder under Contract Labour (Regulations and Abolition) Act	
11.	ISO Certification No.	
12.	Bank Account No.	
13.	Name and telephone no. of authorized person	
14.	Certificate of successful completion of minimum two works in the last two years 2014-2015 and 2015 -2016 amounting to Rs.20,00,00/- (twenty lakh only) annually for individual annual contract value provided to the government or public sector undertaking (PSU).	
16.	Earnest Money Deposit details (EMD)	

I hereby declare that the information/ documents provided are correct to the best of my knowledge.

Place: -

Name:-

Date: -

Signature:-

Telephone No.

Office stamp:-

Annexure-II

Financial Bid for providing of Cook, Helper, Wash Boy in Officers' Mess and Hostel
Attendant in Officers' Hostel

Sl. No.	Subject	Details
1.	Name of the Firm	
2.	Name of the Director	
3.	Gross rate per person Cook per month (semi- skilled)	
4.	Gross rate per person Hostel Attendant per month (un- skilled)	
5.	Gross rate per person Wash Boy per month (un- skilled)	
6.	Gross rate per person Helper per month (un- skilled)	

I hereby declare that the information/ documents provided are correct to the best of my knowledge.

Place: - _____

Date: - _____

Name:-

Signature:-

Telephone No.

Office stamp:-

NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS
NACEN COMPLEX, SECTOR 29, FARIDABAD.

Cost of Tender: Rs. 500/-

Date of opening of Technical Bid : 29.02.2016 (15.30 hrs)

DETAILS OF SECURITY SERVICES REQUIRED AT NACEN, FARIDABAD.

1st shift	7.00 AM to 3.00 PM	Four guards
2 nd Shift	3.00 PM to 11.00 PM	Five guards
3 rd shift	11.00 PM to 7.00AM	Seven guards

The work of security services in the Faridabad campus includes the followings areas:

- * Hostel blocks (Alaknanda/Bhagirathi/Mandakini) and other temporary hostels in residential area;
- * International Guest House;
- * Administrative building including office/ Class rooms/Seminar halls/Computer rooms/Library/Cafeteria/Open Air Theater/ Auditorium;
- * Swimming Pool Complex;
- * Sports Complex;
- * Gymnasium;
- * Officers' Mess;
- * Squash Court and nearby area;
- * Any other building / area specified the authority of NACEN.

1. The Director General of NACEN reserves the right to postpone and /or extend the date of receipt / opening of Rates / Quotation or to withdraw the same without assigning any reason thereof.
2. The Bidder shall be registered with the **PROPER AUTHORITY** for providing security services.
3. The Bidders are required to submit the technical details in **Annexure-I** and financial bids rates in **Annexure-II**.
4. Financial bids of the bidder, those who have failed at the stage of technical bid shall not qualify and their tender shall be rejected at that stage.
5. The financial bids for those Bidders only would be opened who are found to be eligible in **Technical Bid** on the stipulated dates by the Tender Committee approved by the DG, in the presence of the Bidders.
6. Bids should be submitted and signed by the firm with its current business address, Permanent address and contact number and mobile number, e-mail address etc..
7. The Bidder shall quote their rates on "**per person per month basis**" (in both words and figures.) which should include deduction towards PF and ESI and all other charges such as Service Tax or any other levy chargeable at the time of bid submission. If the rate quoted is less than the Government approved rate the financial bid shall be rejected even if the tenderer has qualified on the technical ground. In no case the bidder shall mention rate in different manner.
8. Number of persons proposed to be engaged by the Service Provider shall be mentioned.

9. The rates shall be valid for a period of at least three calendar months from the date of opening.
10. The bidder should furnish the earnest money of Rs. 150000/- with the tender in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from the Commercial Bank in the name of Administrative Officer, NACEN, Faridabad.
11. The personnel deployed should be well experienced and trained and of sound health. They should be well behaved and well mannered. Their attendance also shall be duly verified by the local Police and final authority shall be with the Director General or an Authorized Officer.
12. The Personnel will report to the officer-in-charge assigned by the department i.e., caretaker. If a particular worker is absent on any day, another person should be deployed in his place. For any absence and non-engagement, no wages will be paid.
13. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, prescribed by the Labour Department in NCR. Any breach of these conditions will be liable for termination of the contract and the same would be dealt with accordingly.
14. The service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them by 10th of every month.
15. The service provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.
16. Mode of payment from NACEN will be monthly and payments will be through ECS only. The bill shall be submitted at the beginning of the 1st week of the next month and the NACEN shall try to pay to the service provider by the end of the month or latest by the next month. For example the bill for March shall be paid by 30th April or latest by 30th of May.
17. That any liability such as Service Tax, EPF, ESI etc. shall be borne by the service provider 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.
18. Income Tax shall be deducted at source as per the prevailing Income Tax Act, from the monthly bills.
19. Other statutory liability such as ESI/PF/Service Tax etc. shall be reimbursed to the service provider only after the proof of the payment is submitted.
20. The Service Provider shall indemnify and shall keep this office indemnified against acts of Omission or negligence, dishonesty or misconduct of the men /women engaged for the work and this office shall not be liable to pay any damages or compensation to such persons or to third party. All damages caused by the personnel shall be charged to the contractor and recovered from its dues / bills.

21. Service provider shall be fully responsible for theft burglary, fire or any mischief done by his staff. Any loss due to any of above reasons shall be compensated by him in full.
22. No other person except service providers authorized representative shall be allowed to enter the office premises.
23. All persons deployed shall carry photo ID card duly issued by authority and wear uniforms. As far as possible the service provider shall not change the personnel deployed for the work. The changes shall be intimated and get approved by Authority of NACEN.
24. Persons deployed must be trained to handle the security requirement, able to speak Hindi fluently, and polite and disciplined.
25. The service provider shall maintain an entry register showing the details of incoming & outgoing persons/ material on daily basis and this can be inspected by the NACEN Authority anytime.
26. The service provider would be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.
27. The NACEN shall not be responsible for any default on payment to various statutory authority and wages to the personnel deployed.
28. The wages to the persons deployed shall be paid within 1st week of the following month.
29. Offer is valid for a period of 12 months. However, in the event of services rendered being found unsatisfactory the contract is liable to be terminated without prior notice and security deposit will be forfeited. The decision of the NACEN Authority will be final.
30. The service provider shall appoint a Supervisor at his own cost and the selection shall be approved by the NACEN Authority. The other security guards shall be changed immediately on request by NACEN Authority.
31. The service provider shall maintain proper log book about the work performance on daily basis and this can be inspected by the NACEN Authority anytime.
32. The Service Provider shall strictly comply with the terms and conditions of the agreement which will be the successful Service Provider. Failure by the service provider to comply with such statutory requirements and/or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
33. Notwithstanding anything contained herein, Office of the Director General, NACEN reserves the rights to terminate the contract by giving 30 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the contractor.

ANNEXURE - I

1. Original copy of
 2. Copy of the certificate
 3. Copy of the photo of
 4. Enclosed

		PHOTO
1	Name of the Organization / Firm	
2	Name(s) of the Proprietors / Directors	
3	Registered Address Postal address.	
4	Telephone No. Fax No./ e-mail	
5	Whether the firm is registered and license holder under Contract Labour (Regulations and Abolition) Act	
6	Registration No. of the Firm (Copy to be enclosed)	
7	Permanent Account No. of the firm (PAN)	
8.	ISO certification no.	
9	Provident fund number allotted by Regional Provident Fund Office, if any.	PF No.
10.	E S I No.	E S I No
11.	Service Tax Registration no.	
12.	Bank account no.	
13.	Name of two Govt./PSU organization where you have provided this service for last three years along with certification of satisfactory work from these organizations.	
14.	The registration/approval details for providing security services.	
15.	Name of the authorized person to be contacted with Mobile phone no.	

Signature _____
 Name _____
 Firm Seal _____

ANNEXURE – II

Financial Bid for Providing Security Services in NACEN Complex

Instruction: - Please note that the rate quoted shall be sum total of (1) the rates fixed by the proper authority and (2) inclusive of all statutory charges such as EPF/ESIC/Service tax/Agency charges.

The rate shall be quoted as mentioned in the proforma. In no case the rate shall be quoted in any other manner as mentioned in the proforma.

1	Name of the Organization / Firm	
2	Name of the Director	
3	Registered Address	
4	Telephone/ fax no.	
5.	Monthly rate per person including all statutory charges such as EPF/ESIC/Service tax/Agency charges. If tenderer fails to declare the rate as mentioned above in the instruction then the TENDER is liable for rejection.	
	FOR SEMI-SKILLED PERSON	

Signature _____

Name _____

Firm Seal _____

**NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS
NACEN COMPLEX, SECTOR 29, FARIDABAD.**

Cost of tender: Rs. 500/-

Date of opening of Technical bid: 29.02.2016(15.30 hrs)

TERMS & CONDITIONS FOR DATA ENTRY OPERATOR (DEO) & IT EXPERT.

**Data Entry Operator 3 to 5 depending upon the requirement
IT Expert 3 nos.**

1. The Bidder shall ensure availability of DATA ENTRY OPERATOR on all (five days) from 9.30AM to 6.00PM. The person deployed should be Graduate and having good working knowledge of Computer operations including knowledge of work on MS Word, MS Excel and power point presentation etc.. The IT Expert should have the knowledge of Audio-video equipments.
2. Data Entry Operator shall also be having good working knowledge of English & Hindi. Their typing speed shall be at least 40 words/minute. The certificate from the recognized institute of Typing for speed rate shall be submitted along with the Bio-data of the person to be provided as DEO.
3. The Bidder shall be responsible for getting the character antecedents of the person verified from the Police Authority before putting any person to work and person deployed should be free from any communicable disease. The person deployed shall be approved by the department before being put to work.
4. If the services provided by the Bidder are not found to be satisfactory the contract shall be terminated by the department without any notice even before the expiry of contract period.
5. If the contract is terminated before completion of a month the amount payable to the bidder for the number of days worked and shall be calculated at the rate agreed upon divided by 30 days.
6. The Bidder shall observe all the relevant laws/ guidelines issued by the Labour department or any other departments related to employment of the person on contract basis such as those relating to payment of minimum wages.
7. If the persons required to work on Sunday or any holiday, no extra charges will be paid to them for the service provided.
8. The Service Provider shall pay in presence of Caretaker appointed by the Director General to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, prescribed by the State Government or any other Government as per the existing Law. Any breach of these conditions will be liable for termination of the contract and the same would be dealt with accordingly.
9. The service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them.

10. The Service Provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.
11. That any liability such as Service Tax, EPF, ESI etc. shall be borne by the service provider 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.
12. The successful bidder should furnish the Performance security of **Rs. fifty thousand payable** by Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from the Commercial Bank in the name of Administrative Officer, NACEN, Faridabad.
13. The Service Provider shall indemnify and shall keep this office indemnified against acts of Omission or negligence, dishonesty or misconduct of the men /women engaged for the work and this office shall not be liable to pay any damages or compensation to such persons or to third party. All damages caused by the personnel shall be charged to the contractor and recovered from its dues/ bills.
14. Service provider shall be fully responsible for theft, burglary, fire or any mischievous deed by his staff. Any loss due to any of above reasons shall be compensated by him in full.
15. Payment of the contract value would be made on monthly basis on submission of Pre-receipted bills (three copies) on the 1st day of every following month. Payments shall be through account payee cheque/ ECS only. Tax shall be deducted at source (TDS) as per the prevailing Income Tax Act, from the monthly bills. The NACEN shall pay to the Service provider only the minimum wages on monthly basis and any other payments such PF/ESI/Service Tax etc. would be made only after payment to the statutory authority/person. Therefore it is clarified that any statutory liability would be paid only after submission of proof of payment by the bidder and this includes the PF/ESI/Service Tax or similar payments.
16. In case of any complaint is received for non-payment remuneration to the person deployed, appropriate action includes termination of contract could be taken.
17. The person deployed should not be below the age of 18 years.
18. Contract to the successful bidder shall be allowed only after the receipt of terms and conditions acceptance letter addressed to the Director General.
19. It is made absolutely clear that the engagement of the Bidder does not in any way confer any right to the bidder or the persons that may be deployed by him in this office for claiming any regular or part time deployment in this office or any other Govt. office.
20. The Service Provider shall be bound to carry out the instructions of the Department.
21. In case of any dispute, the jurisdiction of the Faridabad court shall apply.
22. The liability of the department is limited to the contract value only.

+++++ 2/-

Annexure-III

Financial Bid for providing of Data Entry Operator (DEO) & IT Expert at NACEN
Faridabad.

Sl. No.	Subject	Details
1.	Name of the Firm & address.	
2.	Name of the Director/Proprietor/Owner	
3.	Gross rate per person per month and this includes all statutory charges and taxes.	1. Data Entry Operator 2. IT Expert.

I hereby declare that the information/ documents provided are correct to the best of my knowledge.

Place: -

Date: -

Name:-

Signature:-

Telephone No.

Office stamp:-