भारत सरकार/GOVERNMENT OF INDIA
वित्त मंत्रालय/ MINISTRY OF FINANCE
राजस्व विभाग/ DEPARTMENT OF REVENUE
राष्ट्रीय सीमा शुल्क, अप्रत्यक्ष कर एवं नार्कोटिक्स अकादमी /
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES& NARCOTICS,
क्षेत्रीय प्रशिक्षण संस्थान/ZONAL TRAINING INSTITUTE,
५वांतल, कैथोलिक सेंटर /5th FLOOR, CATHOLIC CENTRE,
ब्रॉडवे, कोचीन /BROADWAY, COCHIN-682 031
ईमेल/e-mail id: nacenkochi2014@gmail.com
फ़ोन/Telephone: 0484-2363430

प.स./C.No. I/22/01/2015-16CHN

दिनांक/Date: 01.11.2017

TENDER FOR OUTSOURCING OF SEMI-SKILLED WORKERS

E-tender/quotations are invited from reputed agencies / firms for outsourcing of **02(two) Semi-Skilled** Workers to work on contract basis in the Office of the Additional Director General, National Academy of Customs, Indirect Taxes& Narcotics, Zonal Training Institute, 5th Floor, Catholic Centre, Broadway, Cochin- 682031 on terms and condition appended as per the below mentioned schedule.

TIME SCHEDULE FOR TENDER

SL No.	Particulars	Date
1	Tender e-publish date	**01/11/2017**
2	Bid submission last date	**24/11/2017, 5.00 PM**
3	Tender opening date (Technical)	**27/11/2017, 11.00 AM**
4	Tender opening date (Financial)	**28/11/2017, 02.00 PM**

2. Tender documents may be downloaded from Central Public Procurement Portal (CPPP) site **http: //eprocure.gov.in/eprocure/app** as per the schedule given in time schedule for tender as above. Aspiring Bidders who have not enrolled/registered for e-procurement should enroll/register before participating through the website http://eprocure.gov.in/eprocure/app. The portal enrolment is free of cost. Bidders shall submit their quotation online on http://eprocure.gov.in/eprocure/app as per the tender document in the website

http: //eprocure.gov.in/eprocure/app. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said website.

3. The tenders shall be submitted **online, in two parts viz. Technical Bid and Financial Bid, along with all the tender documents** and the Tender Acceptance Letter **duly signed in all the pages.** The format of Technical and Financial Bid is mentioned in Annexure-II & III. All the pages of bid must be sequentially numbered and signed. Over writing, if any, has to be duly initialled by the bidder or his authorised signatory irrespective of nature of content of the documents before uploading. In case of non-uploading of copies of documents specified, such bids shall be summarily rejected. The offers submitted through any means other than uploading on the CPPP website https://eprocure.gov.in/eprocure/app shall not be considered. No correspondence will be entertained in this matter.

4. Interested service providers are advised to visit CPPP website **https://eprocure.gov.in/eprocure/app** regularly till closing date of submission of tender for any corrigendum/ addendum/ amendment.

5. In the event of any of the above-mentioned date being subsequently declared as a holiday/closed day for this office, the tenders will be opened on the next working day at the scheduled time without any further notice

6. Interested service providers may also download the tender from the official websites **www.cbec.gov.in, www.nacen.gov.in** & **www.cenexcisekochi.gov.in**.The bids, complete in all respects should be submitted exclusively through the Government e-procurement portal **https://eprocure.gov.in/eprocure/app** on or before **5.00 PM on 24.11.2017.** Offers received beyond the specified date/ time shall not be entertained.

Enclosures:

(i) **Annexure – I (General Instructions & Terms and conditions)**
(ii) **Annexure – II (Technical Bid Format)**
(iii) **Annexure – III (Financial bid Format)**
(iv) **Annexure – IV (Tender Acceptance Letter)**
(v) **Annexure – V (Special Instructions for e-submission of bids)**

(M. MATHEW JOLLY)
ADDITIONAL DIRECTOR GENERAL

ANNEXURE-I

INVITATION OF ONLINE BIDS FOR MANPOWER SUPPLY SERVICE

Online/e-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 Office Records on contract basis for one year (**01.01.2018 to 31.12.2018**) in the O/o The Additional Director General, National Academy of Customs, Indirect Taxes & Narcotics, Zonal Training Institute, 5th floor, Catholic Center, Broadway, Cochin- 682031.

Requirement	02 Semi Skilled Workers
Qualifications	Minimum 12th Class or its equivalent
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 of Networking equipment.
Age	Not below 21 years.
Experience	At least 2 years

TERMS AND CONDITIONS:

1. Notwithstanding anything contained herein, this office reserves the right to terminate the service of the Contracting Agency at anytime 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. Scope of work

The work to be done by the outsourced staff includes the following:-

I) Typing work- this includes preparation of course materials and other correspondences in Word, Excel and PDF format. In addition to this photocopying of documents and faxing to various destinations have to be done.

II) Up keeping of records and submitting the same to the proper officer.

III) Multitasking work like carrying files/documents from NACIN Hqrs. to various other offices, payment of telephone bills, preparation of training halls (this includes setting up of Audio-Visual equipments at training halls) purchase of office stationary from outside sources and bringing the same to NACIN Hqrs/Training centers. Up keeping the electronic gadgets like Audio-Visual equipments/Fax/Photocopier/Wifi etc.

IV) Helping the NACIN staff with outstation training programmes. This may include travelling out of Cochin.

V) The work shall be done on all working days.

4. The working hours will be from 0900 hours to 1730 hrs daily.

5. 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 cards which should be displayed prominently. They should have fluency in the local language and English. Photo, full address and telephone number of all personnel should be provided for record.

6. 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, Fax and other office and training equipment in the lecture /class rooms and office.

7. The personnel should report to the officer-in-charge assigned by the Office. The Service Providers should be registered under the ESI, 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.

8. PAN / Service Tax Registration should be indicated and copies furnished for records.

9. 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.

10. 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.

11. The amounts quoted should be applicable for the period 01.01.2018 to 31.12.2018 and no request for enhancement will be entertained.

12. 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 like EPF, ESI etc. in respect of all the engaged personnel.

13. Payment to the Service Provider will be made by Account Payee Cheque or electronically credited to the bank account on presentation of the bill. TDS/TCS will be deducted at source as per the provisions of Income Tax Act/GST Act wherever applicable.

14. The persons engaged by the contracting agency will be in the employment of the Agency only and not NACIN, ZTI, Cochin.

15. 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.

16. All damages caused by the personal to the property of the Office shall be recovered from the Service provider.

17. The contract will be for a maximum period of 01 (one) year starting from 01.01.2018 to 31.12.2018.

18. The service provider should have at least a minimum of 02 (two) years experience.

19. No other person except Service Provider's authorized representative shall be allowed to enter the office.

20. 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 bids, complete in all respects should be submitted exclusively through the Government e-procurement portal **https://eprocure.gov.in/eprocure/app**on or before 5.00 PM on 24.11.2017. Offers received beyond the specified date/ time shall not be entertained. The bidders are required to submit two bids, i.e. **Technical bid** and **Financial bid** in the prescribed formats i.e. **Annexure-II and III.**

2. In the technical bid, the bidder will provide details about his experience in the field, the other organization for which he is providing such services, details regarding compliance of statutory laws etc. In addition, they shall also specify the educational qualifications 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. The service providers will be short listed on the basis of their technical competency after opening of technical bids. 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/orextend 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, initialing, 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. Rate /Quotations should be submitted and signed by the firm with its 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. Security Consideration: The person 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. 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.

11. Earnest Money Deposit of **Rs.20,000/- (Rupees Twenty Thousand)** per application in form of Demand Draft /Banker's cheque of Scheduled Bank in favour of **"The Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Training Institute, Cochin"** shall accompany the qualifying bid. Qualifying bids without EMD will be rejected; EMD will be returned to all the unsuccessful bidders who withdraws or if the details furnished in **Annexure-III and IV** 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.

12. 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 Nationalized Bank/Draft /Banker's cheque of a schedule bank drawn in favour of **"The Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Training Institute, Cochin"** before awarding 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 refunded to the selected bidder without any interest on the completion of contract period.

13. The tender details are also available at NACIN's notice board & website **www.cbec.gov.in, www.nacen.gov.in&www.cenexcisekochi.gov.in.**

For any clarification in the matter may be made with Shri Harinarayanan T.K, Assistant Director(Administration) at the office or on telephone number 0484-2363430 or Mobile number: 9495721695.

(M. MATHEW JOLLY)
ADDITIONAL DIRECTOR GENERAL

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/: Director (with mobile Numbers)
4. Contact person (s) (with mobile numbers) :
5. No.of years of experience in providing : Service of semi-Skilled personnel (enclose proof such as performance report from clients or TDS copies)
6. Average Annual Turnover (last 3 years : Ended 31.03.2017) Certified by Chartered Accountant
7. Permanent Account Number (PAN) : (The evidence of filling of IT returns along with profit and loss account & balance sheet for the last three financial years to be enclosed).
   2014-15
   2015-16
   2016-17
8. Details of ESI & EPF Registration along with : evidence
9. Details of GST Registration : (Along with photocopy of registration Certificate) in case the annual turnover exceeds the threshold limit of Rs 20 Lakh per annum.
10. Details of EMD (scanned copy should be enclosed) :
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 Party :
2. Address (with tele. No & Fax No.) :
3. Name & Address of the Proprietor /Partners /Director (with mobile Number) :

4.

Sl. No	Name and Address of the Premises	Qualification and work experience of the persons to be deployed	Monthly rate quoted per person (inclusive of all statutory payments)	Remarks, if any

Total Monthly Charges for Semi-Skilled Service :

Add: Any other Charges, if required :

Sub Total :

Add: CGST 9% + SGST 9% :

Grand Total :

(Rupees .....Only)

Note:- All the charges statutory or otherwise borne should be given separately.

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 – IV (TENDER ACCEPTANCE LETTER)

To

The Additional Director General
Zonal Training Institute
National Academy of Customs, Indirect Taxes & Narcotics
Catholic Centre, Broadway, Cochin

Sir,

Subject: Acceptance of Terms & Conditions of tender for "Outsourcing of Semi-skilled workers".

Tender Reference No:_____

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned tender from the web site(s) namely _____as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc., which form part of the tender document) and signed on all the pages of the terms & conditions. I / we shall abide by the terms / conditions / clauses contained therein.

3. The corrigendum(s), issued from time to time by your department too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that we have not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by me/ us/ our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department shall without giving any notice or reason thereof, shall summarily reject the Bid, without prejudice to any other rights or remedy.

Yours sincerely

Name & Signature with stamp (if any) of
Legal owner/Power of Attorney holder

ANNEXURE-V

Special Instructions to the Contractors/Bidders for e-submission of the bids online through the e-Procurement Portal (also available on CPPP https://eprocure.gov.in/eprocure/app under the web link 'Help for Contractors')

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at http://eprocure.gov.in/eprocure/app.

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract,

Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the EMD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.

6) The server time (which is displayed on the bidder's dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.