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,
आंचलिक परिसर/ ZONAL CAMPUS,
३ एवं ४ तलप्लाजा .टी .एम , /3rd & 4th FLOOR, MT PLAZA,
कलूरकडवन्त्रा- मार्ग कोचीन ,/ KALOOR- KADAVANTHRA ROAD, COCHIN-682 017
ईमेल/e-mail id: nacenkochi2014@gmail.com

C. No. I/22/03/2018-19 CHN

Date: 16/04/2019

NOTICE INVITING TENDER No: 01/2019-20

The Office of the Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, 3rd & 4th Floor, M. T. Plaza, Kaloor-Kadvanthra Road, Cochin-17 invites bids from reputed parties, engaged in the business of providing House Keeping Services, to provide housekeeping service in the office premises located at the above address, for a period of one year from **15.05.2019 to 14.05.2020.** The details of area for which housekeeping services is required is given as hereunder.

DETAILS OF AREA FOR HOUSE KEEPING SERVICES

Name & Location of the premises	Total area (in Sq. Mt.)
National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, 3rd & 4th Floor, M. T. Plaza, Kaloor-Kadvanthra Road, Cochin-17	977.70

TIME SCHEDULE FOR TENDER

SL No.	Particulars	Date
1	Tender e-publish date	**16/04/2019**
2	Bid submission last date	**06/05/2019, 11.00 AM**
3	Tender opening date (Technical)	**08/05/2019, 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 enrol/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 published. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said website. Tenderer shall not tamper/modify the tender form including downloaded price bid template (BOQ) in any manner. In case, if the same is found to be tampered /modified in any manner, tender will be completely rejected, EMD would be forfeited and Tenderer is liable to be banned.

3. The tenders shall be submitted **online, in two parts viz. Technical Bid and Financial Bid, along with all the relevant documents** and the Tender Acceptance Letter **duly signed in all the pages.** Bids submitted without copies of documents specified 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. The bidder has to deposit Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees Twenty-Five Thousand only) in the form of Account Payee Demand Draft/ Bank Guarantee from scheduled/Nationalised bank, drawn in favour of Shri. M. Mathew Jolly, Additional Director General, NACIN, Cochin payable at Cochin. The scanned copy of same has to be submitted with Technical bid and the aforesaid DD/ Bank Guarantee towards the cost of EMD should reach to The Office of the Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, 3rd & 4th Floor, M. T. Plaza, Kaloor-Kadvanthra Road, Cochin-17 on or before **06.05.2019 at 11.00 AM.** Tenders will be treated as non-responsive and will be rejected, at the initial stage itself, if EMD is not submitted.

5. 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.

6. 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.

7. Interested service providers may also download the tender from the official websites **www.cbic.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 **11.00 AM on 06.05.2019.**

Enclosures:

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

(M. MATHEW JOLLY)
ADDITIONAL DIRECTOR GENERAL

Copy to:

i) The Webmaster for publishing in the CBIC website.
ii) The Superintendent (Systems), Central Tax & Central Excise, Cochin for publishing on the official website of the Commissionerate.
iii) The Superintendent (Systems), NACIN, Faridabad for publishing on the official website of the Commissionerate.
iv) Notice Board.

ANNEXURE-I

NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES FOR THE PERIOD 15.05.2019-14.05.2020

TERMS AND CONDITIONS

I. TENDER PROCESS

1. The outsourcing services of housekeeping is required for 977.70 sq.mt. area, on contract basis at 3rd & 4th Floor, M. T. Plaza, Kaloor-Kadvanthra Road, Cochin-17 for the period from **15.05.2019 to 14.05.2020.**

2. The details of housekeeping services required are detailed in Annexure IV. Keeping in view the details of work to be performed and the square meter area to be cleaned, the Service provider should work out the expected number of persons to be deputed to ensure that the best service is provided in maintaining hygiene and cleanliness of the premises

3. Tender is invited in two parts i.e. (1) Qualifying/Technical Bid (2) Financial Bid. Both the bids should be submitted online though CPPP website https://eprocure.gov.in/eprocure/app. After opening the technical bids, the service provider will be short listed on the basis of their technical competency. Financial bids of the technically qualified bidder only will be opened. Incomplete bid documents shall be summarily rejected.

4. The bidders shall quote their rates for the service to be provided as "**Rate per square meter per month" (in both words and figures)**. The price quoted should be inclusive of PF, ESI and all applicable taxes/levies except GST and the same would not be payable over and above the rate thus quoted. 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. The Rate per square meter per month has to be quoted in the **Price Bid document i.e., BOQ Sheet.** The quoted rates shall remain firm throughout the tenure of the contract.
5. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.

II. ELIGIBILITY CRITERIA

Conditions to be satisfied in the qualifying bid:

1. The bidder should possess a valid PAN number and GST registration number.

2. The Service Provider should have its establishment/office in Kerala.

3. Bidder should have minimum one-year experience and preferably work executed in Central Govt./State Govt./PSU/Nationalised Banks in similar work of Housekeeping. MSMEs are exempted from this condition.

4. 'No near relative' of the bidder firm/company should be working/employed in any of the office under the Office of the Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, Cochin.

5. **Earnest Money Deposit:**

Scanned copy of Earnest Money Deposit of Rs.25,000/- (Rupees Twenty-Five Thousand only) in the form of Account Payee Demand Draft/Bank Guarantee from scheduled/Nationalised bank, in favour of Shri. M. Mathew Jolly, Additional Director General, NACIN, Cochin payable at Cochin shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit 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 bidder withdraws after selection at the final stage or the details furnished are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit.

III. STATUTORY FORMALITIES

1. The Contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by Office of the Chief Labour Commissioner (Central) and any breach of this condition will be liable for termination of the contract.

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. The department shall not entertain any claim arising out of mishap, if any, that may take place while discharging the duties by the labour provided for outsourcing by the contractor. In the event of any liability/claim falling on this office, the same shall be reimbursed / indemnified by the Service provider.

3. ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules.

4. All existing and applicable statutory regulations both State & Central Governments and local bodies etc. shall be adhered to and complied with by the contractor and all records maintained thereof should be available for scrutiny by this office. Failure by the contractor 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.

5. The Contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor.

6. In case the officers of NACIN, Cochin is made a party to any litigation by the employees of the Service provider for any reason, whatsoever, the Service provider shall bear / indemnify any cost incurred by this office. The Service provider shall indemnify NACIN, Cochin against any claim including payment to statutory

authorities for which the Service provider shall be wholly and severally liable.

IV. PAYMENT

1. Mode of payment to the Contractor will be on monthly basis on receipt of bills for the previous month duly submitted by the service provider and payments shall be made through electronic transfer to the designated account only. Income Tax shall be deducted at source as per the prevailing rate from the monthly bills.

2. The Contractor is responsible for payment of monthly salary including leave salary, bonus etc., to the personnel as applicable to them. The Contractor should ensure that there is no scope for any grievance from the personnel on account of delayed payment of wages.

3. Average day's payment of the contract will not be paid for the non-performance of duty on any working day. Besides, over and above the same, a penalty of Rs.250/- will be levied per day.

V. GENERAL

1. The Contractor/Service Provider should carry out specified work on all working days a month except Saturdays, Sundays & Central government holidays and they shall report to the Officer-in-charge assigned by the Department.
2. The working hours will start from 08.00 am and continue till the completion of cleaning activity. A skeletal staff would be required till 06.00 PM on all working days to cater for emergency services. If a particular person is absent on any day another person should be deployed in his/her place.
3. The personnel deployed by the Contractor/Service Provider should attend to work punctually and complete the cleaning work of the entire office premises before 09.00 am daily.
4. The personnel deployed should have knowledge of local language, should be well experienced, trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and photo identity cards by the Contractor.
5. The Service Provider / Contractor shall not change the personnel frequently without prior concurrence of the dept, which would hamper smooth functioning of the day to day work. However, in case of any deviant behavior or lack of devotion to the duty is noticed on the part of the personnel, the Service Provider / Contractor shall immediately change the personnel from duty.
6. To clean and maintain ladies' toilets, only lady sweeper-cum-cleaner should be employed.
7. The Contractor/Service Provider should be available on mobile phone every day of the week.
8. The employees engaged by the Housekeeping agency will be in the roll of the Housekeeping Agency only and not of the NACIN, Cochin
9. The Contractor shall indemnify and shall keep the department 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 person or to third party. All damages caused by the housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.
10. The employee deployed should not be a person against whom criminal case is

pending in court of law. The contractor should get verified the character and antecedents of each personnel through Police / District authorities before their deployment in this department and a certificate to this effect should be submitted to the department in the form of an affidavit.

11. The Contractor has the option to terminate the contract by giving two months' notice in writing so that this office can make alternate arrangements for Housekeeping. Termination of contract by the Contractor for any reason whatsoever without the prescribed two months' notice will entail forfeiture of any amount payable to the Contractor whatsoever.

12. The Contract will be in force for a period for 1 year i.e. from **15.05.2019 to 14.05.2020.** The Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, Cochin reserves the right to terminate the contract any time, if in case, the services are found to be deficient / unsatisfactory, without any advance notice to the service provider. This office also reserves the right to extend the duration of the contract, for a further period of up to 6 months subject to satisfactory performance and on mutually agreed terms and conditions.

15. No other person except Service provider's authorized representative shall be allowed to enter the Office premises. Within the office premises, the Service provider's personnel shall not do any private work other than their normal duties.

16. All the Housekeeping materials / consumables, as required to execute the above jobs will be supplied by the Department and cost of cleaning material should not be included in the proposal. The Service Provider has to provide two pairs of Uniform during the year and the cost of uniform shall be borne by the Service Provider.

17. Service Provider/Contractor shall in no case lease/transfer/sublet/appoint any other contractor for these services.

18. In case any employee of the contractor is found responsible for any theft, loss or damage to the office furniture, fitting, fixture and property of the office or the officers, the contractor shall be held liable to compensate for the act.

19. The successful bidder will enter into a work agreement with the ADG, NACIN, Cochin within one month of accepting the contract.

20. All disputes will be subject to local jurisdiction only.

Important

The bidder should ensure that the following documents are part of the bids:

(i) Qualifying/Technical Bid:

a. Annexure -II (duly filled in) along with necessary enclosures.
b. Self-attested copy of PAN Card
c. Self-attested copy of ESI Registration Certificate
d. Self-attested copy of EPF Registration Certificate
e. Self-attested copy of GST Registration Certificate.
f. Scanned copy of EMD for Rs 25,000/-
g. Tender Acceptance Letter
h. Work Experience Certificates from the clients

(ii) Price/Financial Bid:

a. Financial bid in BOQ Template

b. Annexure to price/financial bid in the format as prescribed in Annexure III

In case of any doubt or need of any inquiry, the bidders may contact the Harinarayanan T.K. Assistant Director, NACIN, Cochin. Contact No. 09495721695.

(M. MATHEW JOLLY) 10/4/2019
ADDITIONAL DIRECTOR GENERAL

ANNEXURE –II

QUALIFYING /TECHNICAL BID DOCUMENT

1. Name of the Party :

2. Address :
(With Tel. No. and Fax No.)

3. Name and Address of the Proprietor/ :
Partner / Director (with mobile no).

4. Contact Person(s) (with mobile no) :

5. No. of years of experience in providing :
Housekeeping services (enclose proof
such as Performance Reports from clients)

6. Permanent Account Number (PAN) :

7. Details of ES1 & EPF Registration :
(Enclose copy of certificate)

8. Details of GST Registration :
(Enclose copy of certificate)

DECLARATION

I/we hereby certify that the information furnished above is true and correct to the best of my / our knowledge and I/we have read and understood the terms & conditions contained in the Tender Document. I/we 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 Authorized signatory with date and seal)

ANNEXURE III

ANNEXURE TO THE PRICE/FINANCIAL BID

(Full name and address of the bidder)
.....

Break up of monthly rate of wage per Sq Mt. Quoted		
1(a)	Basic Pay	
(b)	Variable DA	
(c)	Gross Daily Wages	
	Add: Statutory Contributions	
2(a)	EPF	
(b)	Pension Fund	
(c)	ESI	
3	Total amount per person per day	
4	Number of personnel to be deployed	
5	Contractor's Service Charges (Rs.)(Per month)	
6	Total amount per month excluding GST	
7	Monthly Rate per Sq. Meter	

I offer to provide the housekeeping services at the rates as indicated in the Price/Financial Bid in BOQ Sheet. The price is inclusive of PF, ESI and all applicable taxes/levies except GST.

Yours faithfully.

(Signature of Authorized Signatory with Date)

ANNEXURE-IV

(I) SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR

1. Daily sweeping and wet mopping of the entire area including the lobby in all floors/lift/ground floor lobby/Official-Staff car cum vehicle parking area/steps/staircase/surrounding area of office premises etc. daily.
2. Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephone, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire office should be cleaned daily.
3. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like Phenyl/ Harpic/Vim/Surf etc., twice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
4. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
5. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
6. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
7. Maintenance and upkeep of the entire office premises.
8. Shifting of furniture and other equipment and files whenever required.
9. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs whenever required.
10. Artificial plants, door mats and carpets are to be cleaned daily. All name boards, brass boards, wall panels paintings etc., should be wiped off dirt at regular intervals.
11. Care should be taken that the gadgets are not tampered with during the cleaning operation.

WEEKLY SERVICES

1. Removal of cobwebs in the corridors and lavatories.
2. Removal of dust accumulated on the Fans, walls, windows panes and ventilators in the toilets.
3. Thorough washing, rubbing and cleaning of corridors.

Annexure – V (TENDER ACCEPTANCE LETTER)

To

The Additional Director General
National Academy of Customs, Indirect Taxes & Narcotics
Zonal Campus, 3rd & 4th Floor, M. T. Plaza, Kaloor-Kadvanthra Road,
Cochin-17

Sir,

Subject: Acceptance of Terms & Conditions of tender for "Outsourcing of Housekeeping Service".

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-VI

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) The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.

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

7) 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.

8) 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.

9) 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.