



राष्ट्रीय सीमा शुल्क, उत्पाद शुल्क एवं नार्कोटिक्स अकादमी

क्षेत्रीय प्रशिक्षण संस्थान,

**NATIONAL ACADEMY OF CUSTOMS, EXCISE & NARCOTICS,
REGIONAL TRAINING INSTITUTE,
No.40, HMT Factory Main Road,
Next to HMT School, Jalahalli,
Baengaluru-560 013
Email- nacen.bangalore@nic.in**

Phone No. 080 - 23459787

Fax No. 080-23458828

LIMITED TENDER NOTICE NO.9/2016

National Academy of Customs, Excise & Narcotics, Bangalore invites sealed quotations from reputed/established service providers stationed at Bangalore for providing housekeeping/gardening services at its premises located at Jalahalli on work contract basis

The terms and conditions of the tender are enclosed as Annexure-I

The bidder may submit his bid within 3 P.M. on 9.11.2016 and the bids will be opened at 3 P.M. on 10.11.2016

The Principal Additional Director General, NACEN reserves the right to accept or reject one or all the bids received.

31/10/16

(D.P.NAGENDRA KUMAR)

PR.ADDITIONAL DIRECTOR GENERAL

Date 31-10-2016

**BRIEF DESCRIPTION OF THE AREA /BUILDING IN WHICH
HOUSEKEEPING SERVICES ARE REQUIRED AT NACEN, BANGALORE.**

General Information:

The Regional Training Institute, NACEN, Bangalore is a premier institute located in Bangalore imparting training to the officers in the department of Customs, Central Excise and Service Tax. This institute is located in the HMT Layout, closer to BEL circle, in an area measuring 3.5 acres with a total built up area of over 9000 sq.mts. It has three blocks namely, the Administrative block, the Hostel block and the Sports/Auditorium block. RTI, NACEN proposes to engage the services of an outsourced agency for housekeeping and gardening purposes in the aforesaid complex.

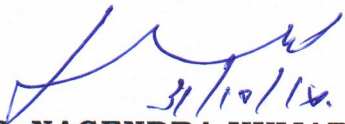
(i). Administrative and Training Block: This building of 4328.96 sq metres and consists of a basement, ground and 5 Floors which houses 6 Lecture Halls, 4 Group Discussion Rooms, 2 Computer Training Rooms, a Library, a Conference Room, Chambers for all RTI officials and underground car parking for 20 cars.

(ii). Hostel Block: This building of 3122.99 sq metres and consists of ground floor and 4 Floors having 30 Single Rooms, 36 Double Rooms, 12 AC Rooms and 5 Suites. As regards the Hostel Block, each room has separate toilet cum washroom. It has a Kitchen with dining facilities for the trainees and visiting faculty members. This block also has 2 Staff Quarters.

(iii). Sports and Auditorium Complex: This building of 1869 sq. metres has stilt parking for 26 cars and consists of Ground Floor and 3 Floors, 2 Badminton Courts, 2 Table Tennis Rooms, space for Billiards and Snooker Tables, Gymnasium, Auditorium for 264 persons, Cafeteria and Swimming Pool.

Each Floor in the Administrative and Training Block and Sports and Auditorium Complex and Swimming Pool has toilet cum washroom for gents

and ladies separately. In addition, there are washrooms in the buildings which are part of cabins being used by senior officers. Two staircases starting from the Ground Floor/Basement up to the terrace are present in the entire three buildings one each in the front and the rear portion. Adequate number of housekeeping staff shall have to be supplied and all of them should wear uniforms with an identity card issued by the contractor.


31/10/14.
(D.P. NAGENDRA KUMAR)
PR. ADDITIONAL DIRECTOR GENERAL

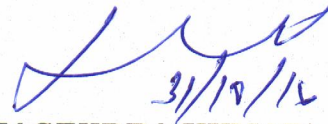
GENERAL TERMS AND CONDITIONS

- 1) The scope of work to be carried out by the service provider is detailed at Annexure -II of this notice.
- 2) The Service Provider should be registered with the jurisdictional Central Excise/Service Tax Commissionerate, Department of Labour (State Government), Employees Provident Fund Organization (Ministry of Labour, Govt. of India), Employees State Insurance Corporation (ESI Act, 1948) and Karnataka Shops & Commercial Establishments Act, 1961, Certificate of Registration under Professions Tax Act, PAN card and any other registrations required as per the existing laws relating to providing of Manpower Services .
- 3) The bidder should have 5 years' experience in providing housekeeping services, with a minimum annual turnover of Rs.5 Crores and should have rendered service during that period in at least two Govt. Departments.
- 4) The bidder should have provided such services to Government Departments/public sectors/reputed private sectors during the previous two years. Documents in support of the same to be enclosed to the Technical bid.
- 5) The bidder shall enclose copies of Income Tax returns filed by him during the previous three years and the balance sheets for the previous three years in support of his turnover requirements.
- 6) The bid should be accompanied with an Earnest Money deposit of Rs. 50,000 in the form of a D.D. drawn in favour of "Pay &Accounts officer, Central Excise, Bangalore". The EMD of the unsuccessful bidder will be returned within 10 days of opening of the Technical bid. The EMD of the successful bidder shall be returned on furnishing of security deposit.

- 7) The bidder shall not engage any person with a criminal record /conviction and shall bar any such person from participating directly or indirectly in rendering the services under this agreement.
- 8) The antecedents of the personnel deployed by the bidder should be verified through local police or by any other Government Agency. The Service Provider alone shall be responsible for the good conduct of its personnel while on duty as well as off duty in premises and the personnel deployed shall behave like responsible persons at all times.
- 9) Service Provider shall be solely responsible for any/all disputes between him and the personnel deployed by him. The Department will not entertain any dispute and there should be no claim or liability against NACEN, Bengaluru or any of its officers on this account. The Service Provider will keep NACEN indemnified against all actions.
- 10) The Service Provider shall be solely responsible for payment of wages/salaries, and all other statutory payable as per Central minimum wages Act.
- 11) The onus of conforming to all Government Laws governing such work contracts shall vest completely with the Service provider and the department cannot be held liable for violation of any such Laws/Rules in force.
- 12) NACEN shall not entertain any claim, damages, insurance liability, etc., arising out of mishap/ accident etc., to the personnel deployed. The Service Provider will take such necessary action under the various Acts / Rules / Laws as required to take care of personnel deployed including medical treatment and transportation to hospital etc., as and when required. National Academy of Customs, Excise & Narcotics, Bengaluru will not be responsible for any claim in this regard by any third party and the same would be met by the Service Provider.
- 13) The Service Provider should specifically note that the engagement of the Service Provider under this contract does not in any way confer any right on the Service Provider or the persons that may be deployed by

him in this office for claiming any regular employment in this office or any other Government office. The Service Provider should also obtain a written undertaking from the persons deployed by him that, they are fully aware that their deployment to work in this office does not confer any right on them for claiming any regular employment in this office or any other Government office. Attested copy of such undertaking has to be submitted to NACEN at the time of signing of Contract.

- 14) The contract shall initially be for the period upto 31.3.2017 with a provision for extension, if acceptable to both parties for a further period of maximum one year. Pr.ADG, NACEN reserves the right to terminate the contract in case the services rendered are not satisfactory by giving a notice of 15 days.
- 15) The bid shall be submitted by the bidders in two parts i.e. the technical bid and the Financial bid. The technical bid shall be opened first and the financial bid of only those bidders who have successfully qualified the technical evaluation shall be opened.
- 16) In the Financial bid, the bidder shall quote his rates on per sq.ft basis inclusive of all taxes.
- 17) The rates quoted should be in conformity with the prescribed Central Minimum wages Act.
- 18) The bidder shall indicate the rates in both figures and words. In case of any disparity between them, the rate quoted in figure shall prevail.
- 19) The bidder should submit the financial bid in the format as indicated at Annexure-III to this document.



(D.P. NAGENDRA KUMAR)
PR. ADDITIONAL DIRECTOR GENERAL

ANNEXURE-II

SCOPE OF WORK UNDER THE PURVIEW OF THIS LIMITED TENDER ENQUIRY

- i. The complete premises consisting of various offices of staff and cabins of officers have to be cleaned every day by sweeping the dust and by using a mop along with cleaning agents and disinfectants once in a day before the commencement of the office hours at 9.30 AM. The cleaning should be completed before the commencement of the office hours.
- ii. The common toilets cum washroom in all the 3 buildings should be washed and cleaned with detergents and also by disinfectants before the commencement of the office every day and as and when cleaning is required.
- iii. The individual washrooms of the senior officers in all the floors will have to be cleaned with detergent and disinfectants before the commencement of the office every day and as and when cleaning is required.
- iv. All furniture and other office equipment's like the computers, printers, Fax machines, photocopiers etc should be dusted every day and must be kept dust free. The glass doors in the building should be cleaned with good cleaning materials every day.
- v. The individual washrooms of each Hostel Room in all the floors of the Hostel Block will have to be cleaned with detergent and disinfectants before 8.00 AM every day and as and when cleaning is required.
- vi. The staircase, lifts, the lobby and passage in all the floors will have to be cleaned before the commencement of the office with use of detergent and disinfectants every day before the commencement of the office and as and when cleaning is required.

vii. In addition to the above, the entrance and the surrounding area have to be cleaned by sweeping of dust and spraying of water every day before the commencement of the office hours and as and when cleaning is required.

viii. All the ceiling fans, window panes, doors and partition walls of the various offices will have to be cleaned once a week.

ix. The cleaning materials such as soaps, detergents, disinfectants, naphthalene balls etc. and the materials used in the cleaning and housekeeping services such as brooms, buckets, mops, clothes, scoops, brushes, dust bins etc. will be supplied by NACEN, Bengaluru.

Scope of work relating to Garden Maintenance at NACEN:

Maintenance of Garden and Horticulture work in new NACEN premises, at No. 40, HMT Factory Main Road, Jalahalli, next to HMT School, Bengaluru - 560 013.

'Garden' means all the areas enclosed by four side compound, courtyard of Hostel Block and reception area of all the three buildings. The land outside the main gate of new NACEN Complex, Bengaluru, also will come under the purview of garden.

Regular Maintenance: The maintenance work includes the entire lawn, plants/trees/ shrubs/ground covering plants, on the fences etc. in and out of Administrative and Training Block, Auditorium, Hostel Block, Swimming Pool area and total open area including the compound wall. It includes maintenance of the existing as well as any other additions to the garden/lawn/plants etc. Apart from the above, the day to day maintenance work includes the following:

- i. Lawn of the entire NACEN Campus including Hostel courtyard;
- ii. All trees, shrubs, hedges, plants etc. of the entire NACEN campus, Flower beds and fence tops;
- iii. Keeping plants alive and healthy;

- iv. Watering plants, shrubs, saplings, trees daily (except on rainy days) preferably in the morning & evening;
- v. Regular uprooting weeds;
- vi. Removal of unwanted bushes from the campus;
- vii. Removing the dead leaves, cleaning the area including disposal of waste and dead leaves, twigs, garbage on day to day basis, making bunds to the plants wherever required, adding red soil and manure to the roots of the plants wherever necessary;
- viii. Keeping the lawn area, garden and the surroundings in a clean and neat condition;
- ix. Replacing all the dead, diseased plants, vacant patches anywhere in the campus including the potted plants as when and where it occurs. Broken pots should be replaced with new ones by the Service Provider.
- x. Maintaining all plant hedges decently. Pruning and mowing should be done by keeping the foliage aesthetically at a reasonable size without making them bald with a motive to keep a longer gap for the next job.
- xi. Overgrown trees from neighboring gardens spreading on to NACEN premises will have to be pruned periodically from above the fence level vertically up.
- xii. Names of the plants (Hindi, English & Botanical names) have to be written on pliable plastic plates & tagged to the respective plants or erected on small poles on the soil to identify the plants.
- xiii. Any gap on fences, hedges or elsewhere will have to be filled up within a week.
- xiv. Performing all such other relevant maintenance services.
- xv. Other (seasonal) Maintenance: pruning should be done at regular intervals, strictly ensuring no damage to the beauty & aesthetics of the hedges & plants on all sides.
- xvi. Mow and prune the grass/lawn everywhere whenever required or at least once in a month by keeping it aesthetically decent.

- xvii. Planting of seasonal flower plants like marigold, dahlia etc. in each of the three seasons in a year at the places as may be decided by NACEN.
- xviii. Planting additional trees as indented by NACEN.
- xix. The waste, dried leaves, mowed grass etc., should be deposited in the bio-composter, daily in the presence and at the direction of an authorized official of NACEN.
- xx. Apply insecticides / pesticides to control pests and cure the insect infections. Organic pesticides like Neem oil can be sprayed periodically to prevent & cure contamination.
- xxi. Provide suitable and seasoned bio-manure / gobar / compost / fertile red soil to the plants as and when necessary or at least twice a year.
- xxii. Vermi-culture may be done in the garden to make the soil more fertile.
- xxiii. Erosion of soil on any part of the garden due to rain or for whatsoever reason will have to be filled up with good red soil and levelled.
- xxiv. The Service Provider shall thoroughly clean the dust and dirt, debris etc., and remove all the scaffoldings and other materials used for the works away from the site and keep the site free from all the above.
- xxv. All garden tools will be brought and maintained by the contractor at his own cost without charging extra cost.

NACEN premises being spread over a vast area the minimum personnel required to upkeep the entire area along with garden maintenance would be around 20 of which at least two of them should be gardeners and one supervisor with adequate experience in the field of garden maintenance.

TERMS OF PAYMENT:

1. The liability to pay all taxes / duties / other levies of Local bodies, State and Central Government or any other Authority in respect of services rendered will rest with Service Provider.

2. The Service Provider will submit the monthly bill for reimbursement in duplicate to NACEN Bengaluru in the first week of following month and payment will be made after the bills are passed by Principal Additional Director General, National Academy of Customs, Central Excise and Narcotics, Bengaluru. The payment will be made electronically by PAO Central Excise, Bengaluru, which takes about 03 (three) weeks after the receipt of bills from the Service Provider.
3. The Service Provider shall make regular, timely and full payment of labour charges, salaries and other payments due, as per the labour laws or any other laws to its personnel deputed under the Service contract.
4. At the time of payment of bills, the taxes liable to be deducted, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.
5. The Principal Additional Director General, NACEN, Bengaluru shall be at liberty to withhold any payments in full or in part for default in service and / or for the loss incurred by the Department as result of theft, burglary etc.
6. In case the Service Provider fails to carry out the said services or fails to deliver services to the desired standard due to absence of his personnel or any other reason, penalty as decided by the Principal Additional Director General, NACEN, Bengaluru shall have to be paid by the Service provider. The decision of Pr. Additional Director General, NACEN, will be final and binding on the Service Provider and shall not be subject to any dispute or arbitration and the penalties so imposed will be recovered from the amount/ payment due to the Service Provider.
7. Any changes/variations in statutory levies/contributions in respect of EPF, ESI, Service Tax, etc. are to be suitably modified.
8. The Service Provider should not appoint any subcontractor. If the service provider is found to have appointed a subcontractor, the contract will be terminated at the risk and cost of the contractor concerned.

9. The Service Provider and the employees deployed shall not disclose any information to the public pertaining to the department without prior permission.
10. All disputes will be subject to local jurisdiction only.
11. On acceptance of his bid, the Service Provider shall provide a security deposit of 5% of the contract value as performance security in the form of an account payee demand draft/ fixed deposit receipt/ bank guarantee from a Commercial bank safeguarding NACEN's interest in all respects.
12. Quotations should be submitted and signed by the firm with its current business address and shall be inclusive of all taxes.
13. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended as a token of having read and understood the terms conditions contained herein and submit the same.



(D.P. NAGENDRA KUMAR)
PR. ADDITIONAL DIRECTOR GENERAL

ANNEXURE-III

FORMAT FOR SUBMISSION OF FINANCIAL BID

Name of the Bidder:

Total area for housekeeping	
Per sq.ft charges in Rs. (Inclusive of all taxes)	
Total Work Contract charges per month in Rs.	
Charges in Rs. towards deployment of 2 gardeners Per month	

Signature of bidder with seal