



**NATIONAL INVESTIGATION AGENCY
Ministry of Home Affairs
H.No. 28/443, Girinagar,
Kadavanthara, Kochi, Kerala – 682020**

No.AC1/CF-01/HouseKeeping/NIA-Kochi/2017-18/364

Dated : 27-04-2017

TENDER NOTICE

The Superintendent of Police, National Investigation Agency, having its office in **Ernakulam, Kochi** invites sealed tenders under two bid system from eligible Service Providers for providing housekeeping services for the office situated at **Girinagar, Kadavanthra, Ernakulam**. The **services are required on a monthly basis for one year from 07.07.2017 to 06.07.2018**.

2. The terms and conditions of the tender are enclosed as Annexure 'A' to this notice. The qualifications and responsibilities of the service provider are at Annexure 'B' to this notice.

3. The tender in the format at Annexure 'C' (Technical Bid) and 'D' (Financial Bid) along with the relevant details/supporting documents and Earnest Money Deposit should reach the office of **Superintendent of Police, NIA, Ernakulam, Kochi** on or before 1000 hrs. on **18.05.2017**. The tender shall comprise of two separate envelopes superscribed "FINANCIAL BID" and "TECHNICAL BID" and put inside a bigger sealed envelope which shall be superscribed with the words "**TENDER FOR PROVIDING HOUSE KEEPING SERVICE**". If the tender is sent by post/courier, it should be ensured that the cover should be intact at the time of reaching this office without any damage or loss. The Department will not be responsible for the delay on account of postal/courier services. Tender received after stipulated time and date shall be summarily rejected.

- Cost of Tender Document (if downloaded from NIA Website) – Rs. 500/-
- Earnest Money Deposit – Rs. 25,000/- to be drawn as **Demand Draft** in favour of Superintendent of Police, NIA Kochi payable at Ernakulam.
- Last Date of Submission of Tender - 18th May, 2017.
- Date and time of Opening of Tender - 18th May, 2017.

4. The tender details are also available on the website of the NIA, www.nia.gov.in.


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National Investigation Agency
Kochi, Kerala-20

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GENERAL CONDITIONS

1. The tender shall comprise of two separate envelopes superscribed "FINANCIAL BID" and "TECHNICAL BID" and put inside a bigger sealed envelope which shall be superscribed with the words "**TENDER FOR PROVIDING HOUSE KEEPING SERVICE**".
2. The **tenderer shall sign and stamp each page of the tender document** and all other enclosures as a token of having read and understood the terms and conditions contained therein and should submit the same along with the bid. The tenderer shall fill up the information in the tender form in clear and legible terms. **Necessary documents of proof should be attached.** Prices wherever quoted should be written both in figures and words. **The Annexures shall be signed.**
3. Unsealed tenders will not be considered.
4. Tenders incorporating additional conditions by the agency will be rejected.
5. Tenders of agencies who do not deposit earnest money will be summarily rejected.
6. Tenders quoting Nil charges/considerations against any mandatory components shall be treated unresponsive and shall be rejected.
7. The rate is to be quoted only on per person per month basis. Rates shall be quoted for 26 working days in a month. The amount quoted shall not vary during the entire period of contract. The rates shall be quoted in accordance with the minimum wages prescribed by the Government of Kerala.
8. The deduction towards PF and ESI etc. should be factored in rates being quoted on per person per month basis and the same would not be payable over and above the rates thus quoted. However, if the pay is above 15,000/- per month, EPF and ESIC contributions shall not be included in the package (as per rules; subject to revision as per amendments from time to time).
9. The financial bid document should contain clear break up of all financial specifications included in the bids. In the absence of such breakup, the bid shall be liable for rejection.
10. The cost of cleaning material should not be included in outsourcing proposal as the same will be provided by NIA. However Vacuum cleaner and floor cleaning machine shall be provided by the Contractor.
11. The contractor/bidder will be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.
12. Financial bids of tenderers who do not qualify the Technical Specifications shall not be opened.
13. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply

with the stipulations made herein or back out after quoting the rates, the EMD will be forfeited.

14. **VALIDITY OF THE BIDS**

The validity of tender shall be for a period from 07.07.2017 to 06.07.2018 which can be extended upon mutual consent of either party. However the contract can be terminated

15. **PENALTIES**

- a. The Service provider should provide sufficient persons/workers for the job assigned in Annexure 'A' and arrange for substitutes within reasonable time of the day. Otherwise, payment will be deducted at pro-rata basis.
- b. In the event of failure in maintaining the housekeeping services on any day upto the desired standards in part or full, the Service provider is liable to pay penalty at the rate of Rs.200/- per day, which shall be recovered from the bills or otherwise.

16. The Service provider would ensure that all its personnel deployed behave courteously and decently with the employees/officers of the office.

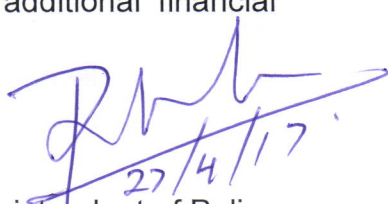
17. **Opening of Tender**

The tenderer either himself or may authorize any person to be present at the time of opening of the tender. The person attending the opening of the tender on behalf of the tenderer should bring with him a letter of authorization as proof. Absence of bidder or representative shall not impair legality of the opening procedure. The technical bids shall be opened on the said date i.e 18th May, 2017. Financial bids of only the firms qualifying the technical conditions shall be considered.

18. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the NIA may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the NIA shall not be considered. The NIA's request for clarification and the response shall be in writing.

19. The **NIA** does not bind itself to accept the lowest tender and reserves the right to reject any tender without assigning any reasons whatsoever including the right to postpone the date of opening of the tender.

20. It will be open to extend the term of contract for a further period if any with the mutual consent of both the parties without any additional financial implications.


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RESPONSIBILITIES OF THE CONTRACTOR AND SCOPE OF WORK

RESPONSIBILITY OF THE CONTRACTOR

1. The contractor shall employ manpower required as mentioned in the Annexure 'A' for upkeep of the National Investigation Agency premises neat and tidy.
2. The workmen should have sufficient experience and should be given identity cards which should be kept all times. The workmen should report for duty sufficiently in advance so that the cleaning work will be completed before opening time of the day at NIA office.
3. A responsible supervisor must be available to give instructions to the workforce. The workforce should not mishandle any of the machinery items, equipment, furniture, electrical fittings, office records and showcases containing antiquities and should be careful when they are at cleaning work. If any damage is done to the departmental property, the cost will be recovered from the Contractor.
4. The workforce should be so arranged that they must be available during the hours as mentioned in the Annexure 'A'

IMPORTANT RESPONSIBILITIES OF THE CONTRACTOR

5. The workmen should be highly dependable, obedient & courteous. The contractor must take the responsibility and give in writing that those deployed are of clean character and without any criminal record. NIA has got discretion to get the character & antecedent verification of such workmen through its own channel. If found otherwise, the order will be summarily cancelled. The firm will be blacklisted and the same will be notified to other Government agencies. The contractor must also ensure that the workmen wear smart and clean uniform.
6. The Contractor shall take insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1984. The National Investigation Agency 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, the same shall be reimbursed/indemnified by the contractor.
7. No other person except Contractor's authorized representative shall be allowed to enter the NIA office. The Contractor shall be fully responsible for theft, burglary, fire, mishappening due to lapses during work or any mischievous deeds by his staff.

SCOPE OF WORK

The work of housekeeping will involve :

8. Sweeping and cleaning of all Chambers/Cabins, office premises and toilets etc., twice every day and whenever required by the Officer in-Charge.
9. Dusting/cleaning of all furniture & wooden panels in the premises every day.
10. Mopping the Chambers/Cabins and kitchen area minimum twice every day after sweeping and cleaning and whenever required by Officer in -Charge.
11. Cleaning/vacuum cleaning of Sofa Sets, Curtains/blinds with vacuum cleaner once every day.

12. Shifting of furniture and other stores and their re-arrangements whenever required during office hours.
13. Intensive cleaning using modern equipment and multi cleaning machine, at least once a week.
14. Other special cleaning/maintenance works like cleaning of light and fan, fixtures, doors and windows, removal of dirt, stains from the walls, cleaning of ceiling etc., at least once every month.
15. Other special cleaning/maintenance works assigned to the work force by the officer/official in-charge.
16. Any other miscellaneous work like attending to the office needs as assigned by the officer/official in-charge.
17. The house keeping service includes inter alia, dusting and cleaning of the office premises/furniture/Computers and attending to bells and calls of the officers during the office timings.

TIMING FOR CLEANING

18. The NIA office will function 05 days a week (from Monday to Friday) except on National holidays i.e 26th January, 15th August, 2nd October, Holi, Diwali, Christmas and Sundays and any other holidays/public holidays. 6th day i.e. Saturday will be observed as special maintenance day. Therefore the persons deployed should be available between 0930 hours to 1800 hours at the NIA premises on all the six days of the week. Any changes in timing will be intimated in due course.

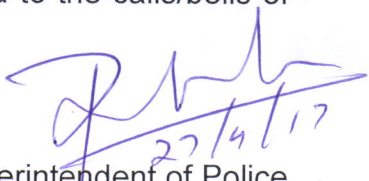
REQUIRED LABOUR FORCE

19. The contractor must quote their rate only on per person per month basis on all days at all times unless specifically informed of changes. As several works to be done is concurrent in nature, the Service provider must ensure providing adequate work force with sufficient backup, so that some of the work at as specified by 1-10 should not be left unattended at any point of time and that there must be someone to attend to those duties independently/concurrently. The number of workers required is 5.
20. One of the persons could be nominated to carry out the instructions issued by the officer/official in charge of the office, and the work force deputed may not be changed whimsically or at random by the Service provider so that the housekeeping staff is well conversant of the job to be done in this office.
21. If any regular workforce assigned to the National Investigation Agency does not turn up, the contractor should arrange for substitute within reasonable time of the day. Otherwise, payment will be deducted at pro-rata basis, to be decided by the SP(NIA).

OTHER SPECIFICATIONS

22. No additional payment like overtime allowance etc., will be paid to the workers working on Sundays and holidays strictly on need basis.

23. However, sometimes special cleaning will be done on exigency like VVIPs visit/meetings/inspection etc. In such cases, the programme will be informed in advance by at least 01 day.
24. The workforce will be discharged by 1800 hrs with a grace time of 15 minutes. In some exigency, if any or full workforce were retained for more time, the excess time worked will be compensated by discharging them before stipulated time on another day.
25. No additional amount will be paid for above clauses.
26. In case of exigencies, the housekeeping staff will also attend to the calls/bells of the SP(NIA) and other officials in this office.


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QUALIFICATION OF THE CONTRACTOR

1. The following shall be the minimum eligibility criteria for fulfilling the Technical evaluation. The Financial evaluation shall be carried out only in respect of those bidders whose bid meets the Technical criterion. (A Proof in support of the following criterion by the Bidder shall be submitted).
2. The agency shall be a Limited Company or a Private Limited Company registered under the companies Act 1956/partnership firm or a proprietorship. For proof, self attested/attested copy of Certificates of Incorporation / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted.
3. The Bidder should have a valid PAN issued by the Income Tax department. (Copy of PAN Card shall be enclosed as proof)
4. Bidder shall have valid Service Tax Registration. (Copy of Service Tax Registration Acknowledgment or any other relevant document issued by the CBEC should be submitted as proof)
5. The agency shall be registered with Employees Provident Fund Organization and Employees State Insurance Corporation. Attested copies of relevant document in this regard should be attached in the tender document.
6. The agency should have minimum three years of experience in providing housekeeping services consecutively in the Government departments / Public sectors (Central or State) / Private limited company at the time of submitting the tender. Attested copy of relevant document in this regard should also be attached in the tender document.
7. Income Tax Return of the company/firm /proprietor for the past three years should be enclosed.

Date:

Place:

(Signature and Name of Tenderer
with Stamp of the firm)

Technical Bid Form

1.	Name and address of the Tenderer	
2.	Name of the Proprietor and Contact Telephone No./Mobile No.	
3.	ESI Code	
4.	EPFO code	
5.	Service Tax Registration No.	
6.	Registration No. under the Shops and Estt. Act	
7.	PAN Number	
8.	Details of EMD 1. Demand draft No. 2. Date 3. Amount 4. Name of the bank from which drawn	
9.	No. of years of experience in providing Housekeeping service (Proof such as Letter of Recommendation/ TDS documents should be enclosed)	

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.

Should this tender be accepted, I/We hereby agree to abide by and fulfill all the terms and provisions of the said conditions annexed hereto as applicable. A sum of Rs. _____ (Rupees _____) is herewith forwarded in D.D No. _____ dated _____ drawn on _____ As earnest money. If I/We fail to commence the work specified in the above memorandum I/We agree that President of India through the National Investigation Agency, Kochi shall, be at a liberty to cancel the acceptance of the tender.

Name :

Signature of the Contractor or authorized Signatory:

Seal :

Checklist of Documents to be enclosed at the time of submission of Tender

The Agency/Contractor/Firm submitting the tender for the services of housekeeping at the **National Investigation Agency, Kochi** shall enclose the following documents along with the completely filled-up and signed tender Form(A)

S.No.	Type of Documents	Yes or No
1.	Registration with registrar of companies	
2.	Registration with Commissioner, Employees Provident Fund	
3.	Registration with ESI Corporation	
4.	License issued from Ministry of Labour, GOI	
5.	Income Tax Clearance for the last three years	
6.	Brief profile of the Agency.	
7.	List of clients for showing experience in the field	
8.	Order regarding Minimum wages applicable	
9.	Supporting documents regarding monthly Basic Wage.	
10.	Service tax registration under Asst. Commissioner, Service Tax	
11.	Supporting document for ISO certification/ application for obtaining ISO certification	

Name :

Signature of the Contractor or authorized Signatory:

Seal :

ANNEXURE-D

Financial Bid

Costing of Housekeeping Services at NIA, Ernakulam, Kochi.

Amount quoted excluding cleaning Material (Details of break-up for the amount quoted and Percentage of service charge quoted may be furnished on a separate sheet)	No. of Employees	Rate per person	Total
No. of persons proposed to be Engaged for Housekeeping services for the office	3		
Service Taxes @			
		Grand Total	

Name :

Signature of the Contractor or authorized Signatory:

Seal :