



NATIONAL INVESTIGATION AGENCY
Govt. of India, Ministry of Home Affairs
Branch Office, Kolkata at IB-163, Salt Lake Sec-III
Kolkata-700106.
Tel.:- 033-2367-6739/8336926666

No. Prov-155/House-keeping/NIA/Kol/17/1546 Dated, the 22nd June, 2017

TENDER NOTICE

1. The Superintendent of Police, National Investigation Agency, having its office in **Kolkata** invites sealed Tenders from "Housekeeping Service Providers" to provide housekeeping services for its office functioning at **IB-163, Salt Lake, Sector-III, Kolkata -700106. The services are required on a monthly basis for a period of one year from 17/08/2017 to 16/08/2018.**
2. The terms and conditions of the tender are enclosed as Annexure "A" to this notice. The qualifications and responsibilities of service provider are attached at Annexure "B".
3. The tender in the format at Annexure "C" (Technical Bid) and "D"(Financial Bid) along with the relevant details / supporting documents. Tender fee of Rs. 500/- (Rupees five hundred) in cash and Earnest money of Rs. 10,000/- by way of a demand draft drawn in favour of the Superintendent of Police, NIA, Kolkata should be dropped in tender box available in the office of **IB-163, Salt Lake, Sector-III, Kolkata -700106** on or before **1500 hrs. on 07/07/2017** separately in two different sealed envelopes or may be sent by registered post or through courier so as to reach the office latest by **1500 hours on 07/07/2017**. The earnest money would be returned to unsuccessful bidder/ tenderer. The tenders will be opened on the same day i.e. **07/07/2017 at 1600 hrs.** 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. These envelopes shall be superscribed "FINANCIAL BID" and "TECHNICAL BID" separately and put inside a bigger sealed envelope which shall be superscribed with the words "**TENDER FOR PROVIDING HOUSE KEEPING SERVICE**"
4. The tenderer shall sign and stamp each page of the tender documents 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 forms in clear and legible terms. Necessary documents of proof completed in all respect should be attached. Prices wherever quoted should be written both in figures and words. The

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Annexures shall be signed and stamped by the bidders or its authorized Signatories as mentioned above. Incomplete tender forms will be rejected outrightly.

5. Unsealed tenders will not be considered for bidding purpose. Similarly, tenders incorporating additional conditions by the agency will be rejected. Tender forms of agencies who do not deposit earnest money will be summarily rejected.

6. The rate is to be quoted only on per person per month basis. The amount quoted shall not vary during the entire period of contract.

7. 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.

8. The cost of cleaning material should not be included in outsourcing proposal as the same will be provided by the NIA. However Vacuum cleaner and floor cleaning machine shall be provided by the Contractor.

9. 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.

10. The tender details are also available on www.nia.gov.in.

11. No financial bids will be entertained if the Technical conditions required are not fulfilled by the tenderer.

12. Registration of the bidders under the "Shops & Establishment Act" (registration under ROC) are mandatory requirements without which the tenders will not be accepted.

13. VALIDITY OF THE TENDER

The validity of the tender will be for the period from 17/08/2017 to 16/08/2018. However, the contract may be terminated for reasons of non-satisfactory service provided by the service provider or for want of funds or other administrative reasons. In such cases, the contractor will be given advance notice in writing.


14. PENALTIES

- i) The Service provider should provide sufficient persons/ workers for the job assigned in Annexure "A" arrange for substitute within 24 hours, otherwise, payment will be deducted at pro-rata basis.
- ii) 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. 250/- per day, which shall be recovered from the bills or otherwise.



- iii) The Service provider would ensure that all its personnel deployed behave courteously and decently with the employees/officers of the office. Their integrity should be beyond doubt as well.

15. The **SP, NIA Kolkata** is not bound 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.

 22/6/17

(**Soumitra Dhar, IPS SP**)
Superintendent of Police
NIA, Branch Office, Kolkata

Copy to:-

1. Notice Board
2. M/S. Maa Tara Housekeeping Services, FD Block, Salt Lake, Kolkata -64.
3. M/S. Lokenath Labour Service, Jagatpur Baguihati, Kolkata-700059.
4. M/S. Group One, 5/D, Golar Ghat Road, Parnasree Pally, Kolkata-60.
5. M/S. Calcutta Housekeeping, 13 Badan Roy Lane, Beliaghata, Kolkata-10.
6. M/S. Universal Enterprise, 88 Dayaram Shishu Siksha Niketan, Goldpark, East Kolkata Township, Kolkata-700107.
7. M/S. Group 1 Security Services, 110 Hasanpur, E M Bypass, Anandapur, Kolkata-700107.
8. M/S. Germicide Housekeeping Agency Pvt Ltd, 6/3, Ground Floor, Ekdalia Road, Ballygunge, Near SBI, Kolkata 700019.
9. M/S. Unneedz Facility Services Pvt Ltd, BE-61, Salt Lake Sector-I, Kolkata-64.
10. M/S. Innovative Cleaning Solutions, 20/5 New Alipur, Near Triangular Part And Hyundai Showroom, Kolkata -700053.
11. M/S. Clean Concept, 14/1, Raja Shew Bux Bagla Lane, Cossipore, Near Tata Post Office, Kolkata 700002.
12. M/S Arham Management Solution Pvt Ltd, 2 Raja Wood Munt street, 3rd floor, Kolkata-700001.
13. NIA Web site.

Scope of work

National Investigation Agency functioning at **IB-163, Salt Lake, Sector-III, Kolkata -700106.**

The work of housekeeping will involve:

1. Sweeping and cleaning of all Chambers/Cabins, office premises and toilets etc twice every day and whenever required by the Officer In Charge.
2. Dusting / cleaning of all furniture's & wooden panels in the premises every day.
3. Mopping the Chambers/Cabins and kitchen area minimum twice every day after sweeping and cleaning and whenever required by the Officer In Charge.
4. Cleaning / vacuum cleaning of sofa sets, curtains / blinds with vacuum cleaner once every day.
5. Shifting of furniture's & other stores and their re-arrangements whenever required during office hours.
6. Intensive cleaning using modern equipment's and multi cleaning machine, at least once a week.
7. 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 fans etc at least once every month.
8. Any other special cleaning work arisen out of necessity assigned to the work force by the officer/official in-charge.
9. Any other miscellaneous work like attending to the office needs as assigned by the officer/ official in charge.
10. The house keeping service includes interalia, dusting and cleaning of the office premises/furnitures/Computers and attending to bells and calls of the officers during the office timings.

TIMING FOR CLEANING

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 engaged for house keeping should be available between 0830 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

1. The contractor must quote their rate only on per person per month basis on all working days and Saturdays 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 no work is left unattended at any point of time and that there is some one to attend to those duties independently/ concurrently. Minimum **04 (Four)** persons are required for above said works.

2. One of the persons could be nominated as the In-charge of the work force to carry out the instructions issued by the officer/official in charge of the office, and the work force deputed may not be changed frequently by the Service provider in order to allow the housekeeping staff to become conversant with the job to be done in this office.

3. If any member of the 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) Kolkata.**

OTHER SPECIFICATIONS

1. No additional payment like overtime allowance etc., will be paid to the workers.
2. 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.
3. 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. No additional amount will be paid for these duties.

 22/6/17

(Soumitra Dhar,IPS)
Superintendent of Police
NIA, Branch Office, Kolkata

QUALIFICATION OF THE CONTRACTOR

1. The genuine housing agencies/firms/contractors who have satisfactorily executed similar work in a government or reputed organization are eligible. Necessary orders for the same must be enclosed.
2. The contractor must follow all the labour regulations in force and sign an undertaking in this regard.

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 start of office hours.
3. A responsible supervisor must be available to give instructions to the workforce. The workforce should not mishandle any of the machinery items, equipments, furniture, electrical fittings, office records and showcases etc 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 deployed in such a manner that they are available during the hours as mentioned in the Annexure "A" i.e. 0830 -1800 hrs.
5. The workforce should be assigned specific duties and the designated officer of NIA will check the attendance.

IMPORTANT RESPONSIBILITIES OF THE CONTRACTOR:

1. The workmen should be highly dependable, obedient & courteous. The contractor must take the responsibility and give in writing that those deployed are of good character and without any criminal record. NIA will have the discretion to get the character & antecedent verification of such workmen done 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 & clean uniform.
2. The Contractor shall have insurance cover of his work force to take care of 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.
3. 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 or any mischievous deeds by his staff.

Technical Bid

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 Registrar of Companies.
7. PAN Number:
8. Income tax clearance certificate for last two years.
9. Details of EMD (Demand draft No. date & amount: And name of the bank on which drawn)
10. No. of years of experience in providing Housekeeping services (enclose proof Such as performance reports from clients or TDS copies)

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 fulfil all the terms and provisions of the said conditions annexed hereto as applicable.

A sum of Rs.10,000/-(Rupees Ten Thousand) 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, **Kolkata** shall, be at a liberty to cancel the acceptance of the tender.

Name:

Signature of the Contractor or authorized Signatory

Seal

Costing of Housekeeping Services at NIA Branch Office Kolkata functioning at IB-163, Salt Lake , Salt Lake, Sector-III, Kolkata-700106.

Details of Wages/Salary	Rate per person Per month	Total
Basic Salary/wages		
EPFO @_____%		
ESIC @_____%		
Total		
Agency Service charge_____%		
Total		
Govt. Tax as applicable .		
G/Total		

Signature of Authorized Representative

Name of the Authorized Representative

Address of the Agency:

Seal of the Agency:

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, **IB-163, Salt Lake , Salt Lake, Sector-III, Kolkata-700106** shall enclose the following documents along with the completely filled-up and signed tender Form(A).

1. **Registration Certificate:** The Agency shall have registered with the appropriate Government Agencies for providing of man-power.
2. Certificate of ESI Code:
3. Certificate of EPFO code:
4. Service Tax Registration No:
5. PAN Number:
6. Income tax clearance certificate for last two years.
7. Copy of order of Government of West Bengal regarding minimum rates of wages in schedule employment under the Minimum Wages Act.
8. Experience in the field (number of existing as well as earlier clients and the satisfactory service). The experience shall be supported by copies of the contract and letter of satisfaction from each client.

CERTIFICATE		
This is to certify that I have enclosed copies of the following documents in support of my Tender.		
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	Copy of PAN card.	
5	Income Tax Clearance certificate /ITR for last two years.	
6	DD of Earnest Money Rs. 10,000/-	
7	Copy of order of Government of West Bengal regarding minimum rates of wages in scheduled employment under the Minimum Wages Act.	
8	List of clients for showing experience in the field	
9	Service tax registration under Asstt. Commissioner, Service Tax	

Signature of Authorized Representative

Name of the Authorized Representative

Address of the Agency:

Seal of the Agency: