



OFFICE OF THE DY INSPECTOR GENERAL
NATIONAL INVESTIGATION AGENCY
MINISTRY OF HOME AFFAIRS
GOVT. OF INDIA
7TH FLOOR, MTNL TELEPHONE-
EXCHANGE BUILDING, CUMBALLA HILL,
PEDDAR ROAD, MUMBAI-400 026
TEL- 022-23542525

No Proc/2015-16/HK/NIA-Mum/2016/3590

Dated: 23/09/2016

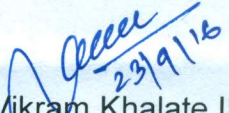
CORRIGENDUM

TENDER ENQUIRY NOTICE

PROPOSAL FOR ENGAGEMENT OF HOUSEKEEPING STAFF ON
OUTSOURCE BASIS FOR NIA BO MUMBAI FOR THE PERIOD FROM
11.11.2016 TO 10.11.2017

Due to administrative exigencies, the following amendment is hereby amended in the tender enquiry notice uploaded vide letter No 283/Prov/NIA/BO-Mum/2016/3400 dated 06 Sept 2016:-

FOR	Last date and time for receipt of tender : 29 /09/2016 AT 1200 HOURS Time and date of opening of tender : 29 /09 /2016 AT 1500 HOURS
READ	Last date and time for receipt of tender : 03 /10/2016 AT 1200 HOURS Time and date of opening of tender : 03 /10 /2016 AT 1500 HOURS


(Vikram Khalate, IPS)
SP NIA Mumbai



**NATIONAL INVESTIGATION AGENCY
MUMBAI BRANCH
7TH FLOOR, CUMBALLA HILL MTNL EXCHANGE BUILDING, ,
PEDDAR ROAD, MUMBAI-400 026
Telefax- 022-23542525**

No. 283/Prov/NIA/BO-Mum/2016/3406

Dated: 06/09/2016

TENDER ENQUIRY NOTICE

The Superintendent Of Police, National Investigation Agency, Mumbai Branch invites sealed tenders, for and on behalf of the President of India, under two bid system consisting of technical bid and financial bid in respect of the stores mentioned in the schedule to this tender enquiry, from the authorized service provider/agency to provide housekeeping staff for NIA Mumbai.

2. If you are in a position to quote for supply in accordance with the requirements stated in the attached schedule to tender, all documents attached herewith should be fully filled in, signed and returned to this office before the schedule date mentioned in the tender enquiry.

I) SCHEDULE TO TENDER

**NATIONAL INVESTIGATION AGENCY
MUMBAI BRANCH
7TH FLOOR, MTNL TELEPHONE-
EXCHANGE BUILDING, CUMBALLA HILL,
PEDDAR ROAD, MUMBAI-400 026**

Schedule to Tender No : No. 283/Prov/NIA/BO-Mum/2016/
Dated, the Sept, 2016.

Last date and time for receipt of tender : **29 /09/2016 AT 1200 HOURS**

Time and date of opening of tender : **29 /09 /2016 AT 1500 HOURS**

Validity of offer : The tender shall remain open for acceptance till 90 days from the date of opening of tender.

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29/9/16.

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TENDER NOTICE FOR ENGAGEMENT OF HOUSEKEEPING STAFF ON
OUTSOURCING BASIS FOR NIA BO MUMBAI

The terms and conditions of the tender are enclosed as annexure 'I' & 'II' in this notice. The qualifications and responsibilities of service provider are at Annexure 'III' & 'IV' of this notice.

2. The tender in the format at Annexure 'III' (Technical Bid) and 'IV' (Financial Bid) alongwith the relevant details/supporting documents and earnest money of Rs. 10,000/- (Rupees ten thousand only) by way of a demand draft drawn in favour of the RPAO (CISF), Navi Mumbai should be dropped in tender box available in the office of National Investigation Agency, 7th Floor, MTNL Telephone Exchange Building, Cumbala Hill, Pedder Road, Mumbai-26 on or before 12:00 hrs on 29.09.2016 separately in two different sealed envelopes or may be sent by registered post or thorough courier so as to reach the office latest by 15:00 hours on 29.09.2016. The earnest money would be return to unsuccessful bidder/tender. The tender will be opened on the same day i.e. 29.09.2016 at 1530 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" and put inside a bigger sealed envelope which shall be superscribed with the words "TENDER FOR PROVIDING HOUSEKEEPING SERVICE"
3. The tender shall sign and stamp on 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 alongwith 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.
4. Unsealed tenders will not be considered. 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.
5. 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. 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. The service provider **shall be directly responsible for payment of the wages, which should not be less than minimum wages prescribed by Govt. of India/Maharashtra and statutory benefits available under the rules to its employees.**
6. **The cost of cleaning material should not be included in outsourcing proposal.** The service provider will be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time.
7. The tender details are also available on www.nia.gov.in
8. No financial bids will be entertained if the Technical conditions required are not fulfilled by the tenderer.

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9. VALIDITY OF THE TENDER

The validity of the tender will be for the period from **11.11.2016 to 10.11.2017**. 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.


10. PENALTIES

i) The service provider should provide sufficient persons/workers for the job assigned in Annexure 'I' arrange for substitute within reasonable time of the day. Otherwise, payment will be deducted at pro-rate 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. 200/- 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.

11. The Officer-In-Charge, 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.


 (Vikram Khalate, IPS)
 Superintendent Of Police
 NIA Mumbai

Copy to :-

1. NIA HQrs New Delhi (IT Sec) - For info and uploading on NIA website.
2. Notice board
3. Inspr (Adm) NIA Mumbai - For publishing in local market.
4. Office copy

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SCOPE OF WORK

The National Investigation Agency, 7th Floor, MTNL Telephone Exchange Building, Cumballa Hill, Pedder Road, Mumbai-26

a) Items of work to be done generally daily.

- i) Sweeping of entire areas of the building and collection of all waste material and its disposal as per instructions of the In charge of this Office.
- ii) Dusting/cleaning of all furniture & wooden panels in the premises every day. Cleaning and washing of toilets and urinals using deodorants, detergents and disinfectants once in the morning and again in the afternoon.
- iii) Mopping the chambers/cabins and kitchen area minimum twice every day after sweeping and cleaning and whenever required by officer-in-charge.
- iv) In case of shortage of water or non-availability of water, bringing water from the outside for cleaning as well as for drinking purposes.
- v) Cleaning/vacuum cleaning of sofa sets, curtains/blinds with vacuum cleaner once every day.
- vi) Shifting of furniture & other stores and their re-arrangements whenever required during office hours.
- vi) Intensive cleaning using modern equipment's and multi cleaning machine, at least once a week.
- vii) Polishing of name plates and number plates with brasso and cleaning of all other name plates/boards.
- viii) Other special cleaning/maintenance works like cleaning of lights and fans, fixtures, doors and windows, removal of dirt, stains from the walls, cleaning of ceiling etc., at least once every month. Other special cleaning/maintenance works assigned to the work force by the officer/official-in-charge.
- ix) Any other miscellaneous work like attending to the office needs as assigned by the officer/official-in-charge.
- x) The house keeping service includes interalia, dusting and cleaning of the office premises/furniture/computes and attending to bells and calls of the officers during the office timings.

b) Timings for cleaning

The NIA office will function 05 days a week (from Monday to Friday) except of National holidays. 6th day i.e. Saturday will be observed as special maintenance day. Therefore the persons deployed should be available between 0930 hrs to 1800 hrs at the NIA premises on all the six days of the week. Any changes in timings will be intimated in due course.

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c) Duties, Behaviour, Staff Requirement etc:

- i) The service provider shall comply with all the labour laws and regulations applicable in the matter of such workers as are engaged by it.
- ii) The service provider staff shall not disturb the employees of this Office or make any sort of noise in the premises.
- iii) The service provider workers shall be polite, courteous, well behaved and honest.
- iv) The service provider shall be fully responsible for any theft, burglary, fire or any other mischievous deeds committed by its workers.
- v) The **character and Antecedents** of all the workers on job will be got verified from police by the Agency before deployment for work. A Certificate to this effect shall also be submitted by the service provider at the time of undertaking the work.
- vi) The service provider workers shall not enter-into any unlawful activity within this Office premises and shall have good moral character.
- vii) The service provider **shall be directly responsible for payment of the wages, which should not be less than minimum wages prescribed by Govt. of India/Maharashtra and statutory benefits available under the rules to its employees.** This Office shall not entertain any such claim of the persons employed by the service provider.
- viii) Insurance and accidents of the workers will be the responsibility of the service provider.
- ix) All the workers of the service provider shall be free from infectious/contagious diseases.
- x) The service provider shall in **no case transfer the services**; it is required to perform under this agreement to any other agency or person without the permission of this Office.
- xi) Service provider shall deploy sufficient number of workers (06) along with a Supervisor to ensure that the work is done to the satisfaction of this Office.
- xii) The minimum staff required compulsorily i.e. six (06) workers .
- xiii) No of days during the month for which service is required: All days except, Sunday and Gazetted holidays notified by the Govt. of India/ this Office.
- xiv) This Office reserves the right to order any worker of the service provider to leave the premises of this Office if his presence at any time is felt undesirable.
- xvi) In the event of any dereliction/negligence of duty or defaults or breach of terms of agreement on the part of service provider, this Office shall be free to make alternate arrangements as deemed fit. Any additional cost borne by this Office on this account shall be recovered from the payment to be made to the service provider/performance security deposit of the Company.
- xv) This Office reserves the right to recover liquidated damages for defaults on the part of the service provider.

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d) General conditions

- i) Agreement: For one year i.e. w.e.f. 11.10.2016 to 10.10.2017. The Agreement shall be executed on a stamp paper of Rs. 100/- incorporating all the tender conditions. The cost of stamp paper and agreement shall be borne by the service provider.
- ii) Terms and Conditions of payment: This office shall pay the agreed amount to the service provider on monthly basis after completion of the month and on submission of a certificate by the concerned Section of this office "that the work has been done satisfactorily". In case the work is found unsatisfactory, deduction as deemed fit shall be made from the monthly bill and warning shall be issued in writing. The service provider shall also have to submit a declaration that the payment of the workers deployed, are being paid as per approved wages of Govt. of India/Maharashtra and the service provider has been complying with all the statutory provisions in respect of the workers deployed and in agreement of the terms & conditions. In case no further improvement is noticed, the work shall be terminated and Security Deposit shall be forfeited. The service provider will also liable to be debarred by this office for further work.

e) Notice of termination of Contract:

The contract can be terminated by this office without assigning any reasons by giving one-month notice in writing.

f) Supervision/Inspection:

The service provider shall deploy a person to supervise the cleaning and maintenance services, who will report to the concern staff daily.

g) Arbitration:

In case of any dispute between the service provider and this office arising out of or in relation to the agreement the dispute shall be referred to a sole arbitrator to be appointed by the authorities of this Office and decision of such arbitrator shall be conclusive and binding on both the parties. The arbitration shall be governed by the provision of the Indian Arbitration Act, 1940 and subsequent amendments therein.

h) Jurisdiction:

The Court of Mumbai will have jurisdiction over all legal disputes under this agreement.

j) EMD:

The Tender will be accepted only along with Earnest money of **Rs. 10,000/- (TEN THOUSAND ONLY)** through A/c payee Demand Draft in favour of **RPAO (CISF) NAVI MUMBAI**.

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k) Security Deposit:

The successful bidder will have to deposit an amount equal to **05 % (FIVE PERCENT)** of the Contract value as security deposit. The amount should be payable through A/c payee D.D./B.D. in favour of **RPAO (CISF), NAVI MUMBAI**. The security deposit shall be refunded to the Agency within sixty days beyond the date of completion of all contractual obligations by the service provider.

l) Rates:

Rates may be charged per month for providing six (06) housekeeping staff as per scope of work. The rates once decided shall be final no upward revision of rates will be made during the concurrency of agreement. **Service provider must not quote rates below/or contrary to minimum wages prescribed by appropriate authority.** The decision of the DIG, NIA, 7TH FLOOR, MTNL TELEPHONE EXCHANGE BUILDING, CUMBALLA HILL, PEDDER ROAD, MUMBAI-26 in all matters of this contract shall be final and binding on both the parties i.e. this office and the service provider.

Annexure II

QUALIFICATION OF THE CONTRACTOR

- i) The genuine housing agencies/firms/contractors/service provider who have satisfactorily executed similar work in a government or reputed organization are eligible. Necessary documents for the same must be enclosed.
- ii) The service provider must follow all the labour regulations in force and sign an undertaking in this regard.

RESPOSIBILITY OF THE SERVICE PROVIDER

- i) The service provider shall employ manpower required as mentioned in the annexure-I for upkeep of the National Investigation Agency premises neat and tidy.
- ii) 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.
- iii) 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 for the service provider.

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- iv) The workforce should be so arranged that they must be available during the hours as mentioned in the annexure-I.

IMPORTANT RESPONSIBILITIES OF THE SERVICE PROVIDER

- i) The workmen should be highly dependable, obedient & courteous. The service provider 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.
- ii) The service provider 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 of this, the same shall be reimbursed/indemnified by the service provider.
- iii) No other person except service provider's authorized representative shall be allowed to enter the NIA office. The service provider shall be fully responsible for the theft, burglary, fire, mis-happening due to lapses during work or any mischievous deeds by his staff.

ANNEXURE-III

TECHNICAL BID

I) Particulars to be filled in by the tenderer

1. Name and address of the Tenderer
2. Date of establishment of the service provider
3. Name of the Proprietor and contract Telephone No./Mobile No. & office address
4. ESI Code
5. EPFO code
6. Service tax registration No. (copy to be enclosed)
7. Registration No. under the shops and Estt Act. (Labour License) (Attach photocopy of the Certificate)
8. PAN/TAN Number. (copy to be enclosed)
9. Details of EMD (Demand draft No., date and amount & name of the bank on which drawn)
10. No of years of experience in providing housekeeping service (Enclose proof such as performance reports from client or TDS copies) (List of clients and experience in the field)

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11. Details of Contracts executed of similar works
12. Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.
13. Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India.(If no, a certificate is to attached in this regard as per format of declaration attached)

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 the 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, Mumbai, shall, be at a liberty to cancel the acceptance of the tender.

Name :

Signature of the contractor or authorized signatory

Seal

II) 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, Pedder Road, Mumbai shall enclose the following documents alongwith 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 manpower.
 - (a) Registered with Registrar of companies.
 - (b) Provident Fund Commissioner
 - (c) ESI Corporation.
 - (d) License issued from the Ministry of Labour.
2. Income Tax clearance certificate for the last three years.
3. Brief profile of the Agency.

Experience in the filed (Number of existing as well as earlier clients and the satisfactory service). The experience shall be supported by copies of the contract and letter satisfaction from each client.

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CERTIFICATE

This is to certify that I have enclosed copies of the following documents in support of my tender:-

Srl No	Type of documents	Yes or No
1.	Registrar with registrar of companies	
2.	Commissioner, Employees Provident Fund	
3.	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 basis wages.	
10.	Service tax registration under Asstt. Commissioner, Service Tax	
11.	Supporting document for getting ISO certified Co.	

Signature of Authorized Representative

Name of the Authorized Representative

Address of the Agency

Seal of the Agency

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6/9/18

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ANNEXURE-IV**FINANCIAL BID****I) Costing of Housekeeping service at NIA, Mumbai**

Wages	Rate per person	Total
No. of person proposed to be Engaged for Housekeeping service for the office (Requirement for NIA Branch Office Mumbai will be 06 (Six) and exact No of requirement will be intimated on finalization of tender)		
Service Taxes @		
	Grant Total	

II) Details of costing for housekeeping at NIA Mumbai

Name of Firm	
Gross wages (Basic)	
EPFO ____%	
ESIC ____%	
Uniform charges	
Agency Service Charges	
Any other (Specify)	
Total	
Service Tax	
Total amount per personal (Including service charges)	

Signature of Authorized Representative

Name of the Authorized Representative

Address of the Agency

Seal of the Agency

