



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

File. No. 207/Prov/NIA/BO-Mum/2017/162)

Date 01 June 2017

**TENDER NOTICE**

1. The Deputy Inspector General, National Investigation Agency, having its office in Mumbai, invites sealed tenders from "housekeeping services" providers to provide housekeeping services for NIA office situated at:

**7<sup>th</sup> Floor MTNL Telephone exchange Building, Cumballa Hill, Pedder Road, Mumbai -400026.**

The services are required on a monthly basis for a period of one year **from 01.07.2017 to 30.06.2018**. Service providers may physically visit and see the floor area before quoting the rates.

2. The terms and conditions of the tender are enclosed as Annexure "A" to this notice. The qualifications and responsibilities of service providers 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 Rs. 500/- and earnest money of Rs. 10,000/- by way of a demand draft, drawn in favour of the PAO, NIA,MHA, Mumbai, should be dropped in the tender box available at the office of the Deputy Inspector General, NIA, 7<sup>TH</sup> Floor MTNL Telephone Exchange Building, Cumballa Hill, Pedder Road, Mumbai -400026 on or before 1500 hrs. on 21.06.2017 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 hrs on 21.06.2017. The earnest money would be returned to the unsuccessful bidder/ tenderer. The tender will be opened the same day, i.e, 21.06.2017 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", separately, and put inside a bigger sealed envelope which shall be superscribed with the words " TENDER FOR PROVIDING HOUSE KEEPING SERVICES"

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 tenderers shall fill up the informations 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 annexures shall be signed and stamped by the bidders or its authorized signatories as mentioned above. Incomplete tender forms will be rejected out rightly.

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 contractors must quote their rate only on per person per month basis as per the revised minimum wages under the Minimum Wages Act and other charges like ESI, PF, etc., should be quoted as per Govt of Maharashtra rates. Agency service charges should be clearly mentioned in the financial bids. If a firm quotes 'NIL' charges/ consideration, the bid shall be treated as unresponsive and will not be considered. The amount quoted shall not vary during the entire period of contract.

7 The deduction towards PF and ESI, etc., should be factored in the 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 the outsourcing proposal as the same will be provided by the NIA. However, vacuum cleaners and floor cleaning machines 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, and Central Public Procurement Portal (CPPP) at www.eprocure.gov.in.

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

12. NIA will deduct Income Tax at source u/s 194-C of the Income Tax Act, 1961, from the bills the contractor.

13. The successful tenderer will have to deposit a performance security deposit of 8% (eight) of the total tender value in the form of FDR/BG/TD made in the name of the PAO, NIA, Mumbai, which should remain valid for period of sixty days beyond the date of completion of all contractual obligations. The Security Money shall be forfeited in case of the following :-

- I) If the tenderer withdraws or amends his tender increasing the rates, after opening of the tender but before the validity of the quotation expires.
- II) On refusal to enter into contract after award of the contract.

14 No interest is payable on the Performance Security Deposit.

15 Tender fee Rs. 500/- in favour of the PAO, NIA, Mumbai

A handwritten signature in black ink, appearing to read 'NIA' or 'Navya', is placed here.

## 16 VALIDITY OF THE TENDER

The validity of the tender will be for the period from 01.07.2017 to 30.06.2018 which can be extended with mutual consent of both the parties. 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.

## 17 PENALTIES

- I) The service provider should provide sufficient persons/ workers for the job assigned as per Annexure " A" and 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. 200/- per day, which shall be recovered from the bills or otherwise.
- III) The service provider would ensure that all their personnel deployed behave courteously and decently with the employees/ officers of the office.

18 The DIG NIA is not bound to accept the lowest tender and reserves the right to reject the tender and re-tender without assigning any reasons whatsoever, including the right to postpone the date of opening of the tender.

*..... 6/17*  
(Vikram Khalate, IPS)  
SP, NIA Mumbai  
*S.K. 2/16*

### Copy to-

1. Notice board
2. Everbliss Services & Company, 55A/3A, Madhavdas Premji CHS LTD, Tatya Gnarpure Path, Mugbhat, Girgaon, Mumbai -04
3. SNS Facility Management Pvt. Ltd., B -107, Kukreja Center, Plot No 13, CBD Belapur, Navi Mumbai
4. Pestica Labour Services Pvt. Ltd. Plot No 11, S.No. 52/2, Abhyudaya Hsg. Soc., Wanwadi, Pune -411040
5. S V Enterprise, 512 Surya House, Opp. R N Gandhi School, Station Road, Vidyavihar East Mumbai -400077
6. S R Facility Management Service, SB-1, International Business Complex (Samhita) Kurla Andheri Road, Sakinaka, Andheri (E), Mumbai -71
7. The Best Enterprises Veer Hanuman Chawl, Uttaranchal Nagar, Poisar, Kandivali (E) Mumbai -01
8. Global Housekeeping & facility management S -172, 2<sup>nd</sup> floor, Haware fantasia Business park Opp : Vashi railway station sec-30 A, Vashi Navi Mumbai -400703
9. Hindustan facilities 18, Desh Udyog, Caves, Road, Jogeshwari (E) Mumbai -60
10. M/s Maharashtra Enterprises 109 Meena Apartment B-3, 1-mala Thane (Mumbai) service Road Panch Pakhadi -400602
11. Aarambh Group B-wing, 5<sup>th</sup> floor, shri nand dham, sec-11, cbd belapur -Mumbai
12. Shourya consultancy and services 87/79 b.d.d chawl d.n. wakrikar marg worli Mumbai -400018
13. Clean & Green Facility Management (1) Pvt. Plot No. 1/ D -2 Prathamesh C.H. S MHADA Colony, Navghar road, Mulund East -Mumbai
14. M/S Splendour facility Management services C11, zojwala shopping center sahajanand chowk kalyan west behind Ramdev hotel Mumbai - 421301
15. NIA Web site

Scope of work

1. National Investigation Agency, 7<sup>th</sup> Floor MTNL Telephone exchange Building , Cumballa Hill, Pedder Road, Mumbai -400026.

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 and cleaning of all furniture & 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 office-in-charge.
4. Cleaning / vacuum cleaning of sofa sets, curtains / blinds with vacuum cleaner once every day.
5. Shifting of furniture & other stores and their re-arrangements whenever required during office hours.
6. Intensive cleaning using modern equipment 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, or removal of dirt, stain from the walls, cleaning of ceiling fans etc. at least once every month.
8. Any other special cleaning work 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 housekeeping service includes interalia, dusting and cleaning of the office premises/furniture, etc.

TIMING FOR CLEANING

1. The NIA office will function 05 days a week (from Monday to Friday) except on National holidays i. e. 26<sup>th</sup> January, 15<sup>th</sup> august, 2<sup>nd</sup> October, Holi, Diwali, Christmas day and Sundays and any other holiday/ public holidays. 6<sup>th</sup> day i.e. Saturday will be observed as special maintenance day. Therefore the persons engaged for housekeeping 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 are 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 someone to attend to those duties independently/ concurrently.
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 a substitute within reasonable time. Otherwise, payment will be deducted at pro-rata basis.

#### OTHER SPECIFICATIONS

1. No additional payment like overtime allowance etc. will be paid to the workers.
2. However, sometimes special cleaning will be required due to exigencies like VVIPs visit / meetings / inspection etc. in such cases, the programme will be informed in advance by at least 01 days.
3. The workforce will be discharged by 1800 hours 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.

*Vikram Khalate, IPS*  
(Vikram Khalate, IPS)  
SP, NIA Mumbai

**Annexure -B**

**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 it 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 keeping of the National Investigation Agency premises in 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 the 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, equipment, 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 department 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 workforce 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 contractors 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 Co
4. EPFO Code
5. Service Tax Registration No.
6. Registration No. under the Registrar of Companies
7. PAN Number
8. Details of EMD ( Demand draft no. date & amount and name of the bank on which drawn)
9. No. of years of experience in providing Housekeeping services ( enclose proof such as performance reports from clients)

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my lour 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..../- (Rupees..... only) 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



### 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, 7<sup>th</sup> Floor MTNL Telephone exchange Building , Cumballa Hill, Pedder Road, Mumbai -400026 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.
  - a) Registered with Registrar of Companies.
  - b) Provident Funds Commissioner.
  - c) ESI corporation.
2. Income Tax Clearance Certificate.
3. Copy of order of Government of Maharashtra regarding minimum rates of wages in scheduled employment under the Minimum Wages Act .
4. Experience in the field ( number of existing as well as earlier clients and the satisfactory service)

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	Page no.
	Registration with Registrar of companies		
	Registration with Commissioner, Employees Provident Fund		
	Registration with ESI corporation		
	Income Tax Clearance		
	Copy of order of Government of Maharashtra regarding minimum rates of wages in scheduled employment under the Minimum Wages Act.		
	List of client for showing experience in the filed		
	Service tax registration		

Signature of Authorized Representative

Name of Authorized Representative

Address of the Agency:

Seal of the agency:



Financial Bid

Annexure "D"

1. Costing of Housekeeping Services at NIA 7th Floor MTNL Telephone exchange Building, Cumballa Hill, Pedder Road, Mumbai -400026.

<b>Details of wages/ salary</b>	<b>Rate per person per month</b>	<b>Total</b>
Basic salary/ wages		
EPFO @ _____ %		
ESIC @ _____ %		
<b>Total</b>		
Agency service charge _____ %		
<b>Total</b>		
Service tax @ _____ %		
<b>G/ Total</b>		

Signature of Authorized Representative

Name of Authorized Representative

Address of the agency:

Seal of the agency:

