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NATIONAL INVESTIGATION AGENCY
Govt. of India, Ministry of Home Affairs
Branch Office, Lucknow
A/47, Vishal Khand-4, Gomti Nagar,
Lucknow, UP, 226010
Tel.: 0522-2391958, Fax: 0522-2391298

No. Prov-318/HKS/NIA/LKW/2017-18 | 1246-57

Dated, the 06 June, 2017

TENDER NOTICE

1. The Deputy Inspector General, National Investigation Agency, having its office in Lucknow invites sealed Tenders from Housekeeping Service Providers to provide housekeeping services for the new office building situated at Sector-7/26, Gomti Nagar Extension, Lucknow. The building is having Admin block of 06 floors including basement, covering maintenance area of 46150 Sq.ft. and Community Centre of 02 floors, covering maintenance area of 6431 Sq. ft. Toilets/bathrooms are attached with the Officer's room & lounge besides common toilets/bathrooms. Road area is around 26977 Sq.ft and Green area is around 61051 Sq.ft. **The services of 12 housekeeping staff are required on a monthly basis for one year period from 12.07.2017 to 11.07.2018 which can be extended further on mutual consent and approval by the competent authority.**
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 is required in the format at **Annexure 'C' (Technical Bid) and 'D' (Financial Bid)** along with the relevant details / supporting documents and **Tender fee of Rs. 500/- (Rupees five hundred) only** in the form of demand draft payable to Sr. Accounts Officer, ZPAO, SSB, Lucknow. The **Earnest money of Rs. 41,000/- (Rupees forty one thousand) only** by way of a demand draft drawn in favour of Sr. Accounts Officer, ZPAO, SSB, Lucknow is also required to be enclosed with the technical bid. **The bid security (Earnest Money) is normally to remain valid for a period of forty five days beyond the final bid validity period.** The tender should be dropped in tender box available at the reception in the office of DIG, NIA, A/47, Vishal Khand-4, Gomti Nagar, Lucknow on or before 1500 hrs. on **27.06.2017** 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 hours on **27.06.2017**. The earnest money would be returned to unsuccessful bidder/ tenderer. The tender will be opened on the same day i.e. **on 27.06.2017 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 SERVICES**"

4. 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 completed in all respects should be attached. Prices wherever quoted should be written both in figures and words. The Annexures shall be signed and stamped by the bidder or its authorized signatory as mentioned above. Incomplete tender forms will be rejected out rightly.

OFFICE OF DIG (ADM)

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5. The technical bids will be opened on the date indicated at Para-3 above **at 1600 hrs on 27th June, 2017**. Financial bid of the eligible bidders will be opened on a later date. The date, time and venue for opening of financial bids will be informed to the successful bidders later.

6. 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 tender fee and earnest money will be summarily rejected.

7. The contractors must quote their rate only on per person per month basis as per revised minimum Wages under the Minimum Wages Act. The amount quoted shall not vary during the entire period of contract.

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. Agency service charge 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.

9. NIA will deduct Income Tax at source under section 194-C of the Income tax Act, 1961 from the bills of the contractor.

10. 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.

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

- i) If the tenderer withdraws or amends its tender or increase its rates after opening of the tender but before the validity of the quotation expires.
- ii) On refusal to enter into contract after award of contract.

12. No interest is payable on the Performance Security Deposit.

13. 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.

14. The tender details are also available on www.nia.gov.in and Central Public Procurement Portal (CPPP) at www.eprocure.gov.in.

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

16. **Registration of the bidders under the "Shops & Establishment Act" (Registration under ROC) are mandatory requirement without which the tenders will not be accepted.**

17. VALIDITY OF THE TENDER

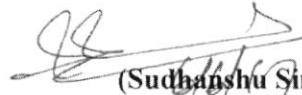
The validity of the tender will be for the period from **12.07.2017 to 11.07.2018** which can be extended on mutual consent with both the parties and approval by the competent authority. However, the contract may be terminated for reasons of non-satisfactory service provided by the service provider or for want of funds or other administrative reasons. In such cases, the contractor will be given advance notice in writing.



18. PENALTIES

- i) The Service provider should provide sufficient persons/ workers for the job assigned in Annexure "A" arrange for substitute within 24 hrs. 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 its 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 any Tender without assigning any reasons whatsoever including the right to postpone the date of opening of the Tender.



(Sudhanshu Singh)
Addl. Superintendent of Police
National Investigation Agency
Lucknow (UP)

Copy to:-

1. Notice Board
2. M/S. Raju & Traders, Lavkush Nagar, Indira Nagar, Lucknow
3. M/S. Pathway Corporate Services, Kapoorthala, Lucknow.
4. M/S. Hind Security Guard Services, 22, Jauhari Mohallah, Chowk, Lucknow.
5. M/S. Common Security Services Pvt. Ltd., A/127, Deva Palace, Viram Khand, Gomti Nagar, Lucknow.
6. M/S. Federal Security Pvt. Ltd., Ground Floor, Dayal Chamber, Lucknow.
7. M/S. Super Suraksha Guard Services, Vinaykhand-II, Gomti Nagar, Lucknow.
8. M/S. Spider Secure, 5-E-1/59, Vrindavan Phase-I, Lucknow.
9. M/S Evergreen Hospitality Services, 4/370, Virat Khand, Gomti Nagar, Lucknow.
10. M/S Intensive Services, 32, Ram Krishna Puram, Kalyanpur, Lucknow
11. NIA Web site at www.nia.gov.in.
12. Central Public Procurement Portal (CPPP) at www.eprocure.gov.in.

Annexure- AScope of work

National Investigation Agency, Sector 7/26, Gomti Nagar Extension, Lucknow.

The work of housekeeping will involve:

1. Sweeping and cleaning of all Chambers/Cabins, office premises, Community Centre & toilets etc. twice every day and whenever required by the Officer in-charge.
2. Dusting / 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 Officer In-Charge.
4. Cleaning / vacuum cleaning of sofa sets, curtains / blinds with vacuum Cleaner once every day.
5. Sweeping / cleaning of open & road area and maintenance / upkeep of plants and green area on daily basis.
6. Shifting of furniture & other stores and their re-arrangements whenever required during office hours.
7. Intensive cleaning using modern equipment and multi cleaning machine at least once a week.
8. 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.
9. Any other special cleaning work assigned to the work force by the Officer/official in-charge.
10. Any other miscellaneous work like attending to the office needs as assigned by the officer/official in charge.
11. The house keeping service includes interalia, dusting and cleaning of the office premises/furniture etc.

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, Eid, 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 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 must be someone to attend to those duties independently/ concurrently.
2. One of the persons could be nominated as the Incharge 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 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.



(Sudhanshu Singh)
Addl. Superintendent of Police
National Investigation Agency
Lucknow (UP)

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 as per conditions 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 the start of office hours.
3. The 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 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 to 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 clean 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 take 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.



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ANNEXURE-'C'

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. 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 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. _____ /-(Rupees _____) is herewith forwarded

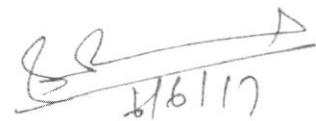
in D.D. No. _____ dated _____ drawn on _____ as earnest money. If I/We fail to

commence the work specified in the above memorandum, I / We agree that President of India through the National Investigation Agency, **Lucknow** 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, **Sector-7/26, Gomti Nagar Extension, Lucknow** shall enclose the following documents along with the completely filled-up and signed tender Form (A).

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 Fund Commissioner.
- c) ESI Corporation.

2. Income Tax Clearance Certificate for the last three years.

3. Copy of order of Government of Uttar Pradesh regarding minimum rates of wages in scheduled employment under the Minimum Wages Act, 1948.

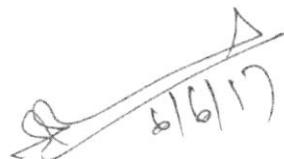
4. Experience in the field (number of existing as well as earlier clients and the satisfactory service). The experience shall be supported by copies of the contract and letter of satisfaction from each client.

C E R T I F I C A T E

This is to certify that I have enclosed copies of the following documents in support of my Tender.
(*Page numbers may be indicated where copies are available*)

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	Income Tax Clearance for the last 03 years.	
5	Copy of order of Government of UP regarding minimum rates of wages in scheduled employment under the Minimum Wages Act 1948.	
6	List of clients for showing experience in the field	
7	Service tax registration under Asstt. Commissioner, Service Tax	

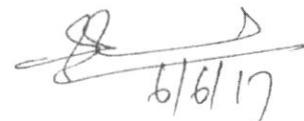
Signature of Authorized Representative
Name of the Authorized Representative
Address of the Agency:
Seal of the Agency:



Annexure 'D'Financial BidCosting of Housekeeping Services at NIA, A/47, Vishal Khand-4, Gomti Nagar, Lucknow

Details of Wages/Salary	Rate per person	Total
Basic salary/wages		
EPFO @ _____ %		
ESIC @ _____ %		
Total		
Agency service charge _____ %		
Total		
Service Tax @		
Grand Total		

Signature of Authorized Representative
 Name of the Authorized Representative
 Address of the Agency:
 Seal of the Agency:



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