



भारत सरकार/ GOVERNMENT OF INDIA
वित्त मंत्रालय/ MINISTRY OF FINANCE
राजस्व विभाग/ DEPARTMENT OF REVENUE
राष्ट्रीय सीमा शुल्क, अप्रत्यक्ष कर एवं नार्कोटिक्स अकादमी /
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS,
आंचलिक परिसर/ ZONAL CAMPUS,
३ एवं ४ तल, एम. टी. प्लाजा /3rd & 4th FLOOR, MT PLAZA,
कलूर-कडवन्त्रा मार्ग, कोचीन / KALOOR- KADAVANTHRA ROAD, COCHIN-682 017
ईमेल/e-mail id: nacen.cochin@gov.in

प.स./C.No. I/22/01/2019-20CHN(Part-I)

दिनांक/Date: 20.12.2019

NOTICE INVITING TENDER No: 02/2019-20/CHN

The Office of the Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, 3rd & 4th Floor, M. T. Plaza, Kaloor-Kadavanthra Road, Cochin-17 invites e-bids from reputed parties, engaged in the business of providing Manpower Supply Service, to provide the service for a period of one year from **01.02.2020 to 31.01.2021** on terms and condition appended as per the below mentioned schedule.

TIME SCHEDULE FOR TENDER

SL No.	Particulars	Date
1	Tender e-publish date	20/12/2019
2	Bid submission last date	10/01/2020, 5.00 PM
3	Tender opening date (Technical)	13/01/2020, 11.00 AM

2. Tender documents may be downloaded from Central Public Procurement Portal (CPPP) site <http://eprocure.gov.in/eprocure/app> as per the time schedule as above. Aspiring Bidders who have not enrolled/registered for e-procurement should enroll/register before participating through the Portal <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders shall submit their quotation online on <http://eprocure.gov.in/eprocure/app> as per the tender document available on the Portal. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said Portal.

3. The bids shall be submitted online, in two parts viz. Technical Bid and Financial Bid, along with all the tender documents and the Tender Acceptance Letter duly signed on all the pages. The format of Technical Bid and Annexure to Financial Bid document is annexed as Annexure-II & III. All the pages of the bid must be sequentially numbered and signed. Over writing, if any, has to be duly initialled by the bidder or his authorised signatory irrespective of nature of content of the documents before uploading. In case of non-uploading of copies of documents specified, bids be

summarily rejected. The offers submitted through any means other than uploading on the CPPP Portal <https://eprocure.gov.in/eprocure/app> would not be considered. No correspondence will be entertained in this matter.

4. Interested service providers are advised to visit CPPP Portal <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/ addendum/ amendment.

5. In the event of any of the above-mentioned date being subsequently declared as a holiday/closed day for this office, the tenders will be opened on the next working day at the scheduled time without any further notice

6. Interested service providers may also download the tender from the official websites www.cbec.gov.in, www.nacin.gov.in & www.cenexcisekochi.gov.in. The bids, complete in all respects should be submitted exclusively through the Government e-procurement portal <https://eprocure.gov.in/eprocure/app> on or before **5.00 PM on 10.01.2020**. Offers received beyond the specified date and time shall not be entertained.

Enclosures:

- (i) Annexure - I (General Instructions & Terms and conditions)
- (ii) Annexure - II (Technical Bid Format)
- (iii) Annexure - III (Annexure to Financial bid Format)
- (iv) Annexure - IV (Tender Acceptance Letter)
- (v) Annexure - V (Special Instructions for e-submission of bids)



(BIJU THOMAS)
JOINT DIRECTOR

ANNEXURE-I

INVITATION OF ONLINE BIDS FOR MANPOWER SUPPLY SERVICE

e-bids are invited from reputed agencies for outsourcing of '02 Semi-Skilled workers and 02 Unskilled workers' on contract basis for one year (01.02.2019 to 31.01.2020) in the O/o The Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, 3rd & 4th Floor, M. T. Plaza, Kaloor-Kadvanthra Road, Cochin-17.

(I) Eligibility Criteria

1. The bidder should possess a valid PAN number and GST registration number.
2. The service provider should have its establishment/ registered office in Kerala.
3. Bidder should have minimum one-year experience and preferably work executed in Central Govt./State Govt./PSU/Nationalised Banks in similar work.
4. 'No near relative' of the bidder firm/company should be working/employed in any of the office under the Office of the Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, Cochin.
5. Earnest Money Deposit: Rs. 25,000/- in the form of Account Payee Demand Draft/Bank Guarantee from scheduled/Nationalised bank, in favour of the Additional Director General, NACIN, Cochin payable at Cochin. Scanned copy of Demand Draft/Bank Guarantee shall accompany the qualifying bid. The original Demand Draft/Bank Guarantee should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the Demand Draft/Bank Guarantee physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws after selection at the final stage or the details furnished are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit.

Eligibility Criteria for Semi Skilled Workers:

Requirement	02 Semi-Skilled Workers
Qualifications	Minimum 12 th Class or its equivalent
Skills	Proficiency in spoken English, Proficiency in operating EPABX systems, Computer proficiency, Knowledge of MS Office, MS Excel & Internet and knowledge of typing with a speed of min. 30 words per minute, familiarity with Office Automation systems and handling of Networking equipment.

Age	Not below 21 years.
Experience	At least 2 years

Eligibility Criteria for Un-Skilled Workers:

Requirement	02 Un-Skilled Workers
Qualifications	Should be able to read and write in Hindi, English and Malayalam
Age	Not below 21 years and preferably below 35 years.

(II) Scope of work

a) For semi-skilled workers:

- i Typing work- this includes preparation of course materials and other correspondences in Word, Excel and PDF format. In addition to this photocopying of documents and faxing to various destinations etc. have to be done.
- ii Up keeping of records and submitting the same to the proper officer.
- iii Multitasking work like carrying files/documents from NACIN Hqrs. to various other offices, preparation of training halls (this includes setting up of Audio-Visual equipments at training halls).
- iv Up-keeping the electronic gadgets like Audio-Visual equipment / Fax/ Photocopier/ Wifi etc. They should know operations of photocopier, LCD projectors, Fax and other office and training equipment in the lecture / class rooms and office.
- v Helping the NACIN staff with outstation training programmes. This may include travelling out of Cochin.
- vi Any other work assigned by officers of NACIN.

b) For un-skilled workers:

- i. To attend to all officers and to carry out the work allotted by them.
- ii. Taking of photo copies and carrying of files, from one officer to another.
- iii. To attend to any outdoor work with regard to office administration including delivery of tapals, collection of certificates and photos from printing press and studio respectively.
- iv. To attend the work in Record room viz, dusting and re-arranging of old records.
- v. To assist in the Shifting of furniture, almirahs, Training equipment etc.
- vi. Fetching refreshments from Hotel for officers and trainings/ official meetings.
- vii. Miscellaneous services such as serving of drinking water/ refreshment etc.to the officers and faculty during Trainings/Workshops / conferences.
- viii. Any other work assigned by officers of NACIN.

(III) MODE OF SUBMISSION OF TENDER:

1. The bids, complete in all respects should be submitted exclusively through the Government e-procurement portal <https://eprocure.gov.in/eprocure/app> on or before 5.00 PM on 10.01.2020. Offers received beyond the specified date and time shall not be entertained. Tender is invited in two parts i.e. (1) Qualifying/Technical Bid (2) Financial Bid. Both the form should be filled in completely and shall be submitted online only at CPPP website <https://eprocure.gov.in/eprocure/app>. After opening the technical bids, the service provider will be short listed on the basis of their technical competency Financial bids of the technically qualified bidders will be opened and the bid with lowest quotations will normally be approved. Incomplete bid documents shall be summarily rejected.
2. In the technical bid, the bidder will provide basic details, details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws etc. In addition, they shall also specify the educational qualifications and work experience of each of the personnel that the bidder proposes to deploy.
3. The bidders shall quote their rates (financial bid) for the service to be provided as "**Rate per person per month**" (**in both words and figures**). The said rate should include deductions towards PF, ESI, bonus etc. and the same would not be payable over and above the rate thus quoted. The Service Provider would be liable for ensuring compliance with the relevant rules and regulations as notified by the Government in this regard from time to time. The price quoted should be inclusive of PF, ESI and all applicable taxes/levies except GST. The Rate per person per month has to be quoted in the Price Bid document i.e., BOQ Sheet. **Any deviation from compliance with model bid may lead to disqualification of the bid.** The quoted rates shall remain firm throughout the tenure of the contract.

(IV) STATUTORY FORMALITIES

1. The Contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by Office of the Chief Labour Commissioner (Central) and any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly.
2. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary Insurance cover for any persons deployed by him even for short duration. The department shall not entertain any claim arising out of mishap, if any, that may take place while discharging the duties by the labour provided for outsourcing by the contractor. In the event of any liability/claim falling on this office, the same shall be reimbursed / indemnified by the Service provider.
3. In case the officers of NACIN, Cochin is made a party to any litigation by the employees of the Service provider for any reason, whatsoever, the Service provider shall bear / indemnify any cost incurred by this office. The Service provider shall

- indemnify NACIN, Cochin against any claim including payment to statutory authorities for which the Service provider shall be wholly and severally liable.
4. ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules.
 5. PAN / GST Registration number should be indicated and copies furnished for records.
 6. All existing statutory regulations both State & Central Governments and local bodies etc. shall be adhered to and complied with by the outsourcing contractor and all records maintained thereof should be available for scrutiny by this office. The Contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.

V. PAYMENT

1. The service provider should submit the bill on or before 5th day of every month. At the time of submission of bill for payment, the contractor should submit the proof for the previous payment made towards statutory liabilities like EPF, ESI etc. in respect of all the engaged personnel.
2. Payment to the Service Provider will be made through NEFT/RTGS mode of payment on presentation of the bill. TDS/TCS will be deducted at source as per the provisions of Income Tax Act/GST Act wherever applicable.
3. The service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them under law. The Service provider should ensure that salaries are paid on 1st day of every month. The Contractor should ensure that there is no scope for any grievance from the personnel on account of delayed payment of wages.
4. Average day's payment of the contract will not be paid for the non-performance of duty on any working day. Besides, over and above the same, a penalty of Rs.250/- will be levied per day.

VI. GENERAL TERMS & CONDITION

1. The manpower employed by the agency shall be required to work normally as per this office's working days, i.e. from Monday to Friday from 0900 hrs to 1800 hrs. The manpower may also be called upon to perform duties on Saturday, Sunday and other gazette holidays, if required and that too without any extra wages.
2. The personnel deployed should be trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and photo identity cards by the Contractor. Photo, full address and telephone number of all personnel should be provided for record.
3. The personnel should be punctual and should complete the work assigned to them promptly and meticulously.

- 4. The Service Provider / Contractor shall not change the personnel frequently without prior concurrence of the dept, which would hamper smooth functioning of the day to day work. However, in case of any deviant behavior or lack of devotion to the duty is noticed on the part of the personnel, the Service Provider / Contractor shall immediately change the personnel from duty.
- 5. The Contractor/Service Provider should be available on mobile phone every day of the week.
- 6. The employees engaged by the Service Provider will be in the roll of the Service Provider only and not of the NACIN, Cochin.
- 7. The Contractor shall indemnify and shall keep the department indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the personnel shall be charged to the contractor and recovered from its dues/bills.
- 8. The employee deployed should not be a person against whom criminal case is pending in court of law. The contractor should get verified the character and antecedents of each personnel through Police / District authorities before their deployment in this department and a certificate to this effect should be submitted to the department in the form of an affidavit.
- 9. The Contractor has the option to terminate the contract by giving two months' notice in writing so that this office can make alternate arrangements. Termination of contract by the Contractor for any reason whatsoever without the prescribed two months' notice will entail forfeiture of any amount payable to the Contractor whatsoever.
- 10. The Contract will be in force for a period for 1 year i.e. from 01.02.2020 to 31.01.2021. The Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, Cochin reserves the right to terminate the contract any time, if in case, the services are found to be deficient / unsatisfactory, without any advance notice to the service provider. This office also reserves the right to extend the duration of the contract, for a further period of up to 6 months subject to satisfactory performance and on mutually agreed terms and conditions.
- 11. Earnest Money Deposit of Rs.25,000/- (Rupees Twenty-Five Thousand only) per application in form of Demand Draft / Banker's cheque of Scheduled Bank in favour of "The Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics, Zonal Campus, Cochin" shall accompany the qualifying bid. Qualifying bids without EMD will be rejected. EMD will be returned to all the unsuccessful bidders.
- 12. The service provider should have at least a minimum of 01 (one) year experience in the field of manpower supply.
- 13. No other person except Service provider's authorized representative shall be allowed to enter the Office premises. Within the office premises, the Service provider's personnel shall not do any private work other than their normal duties.
- 14. Service Provider/Contractor shall in no case lease/transfer/sublet/appoint any other contractor for these services.
- 15. The service providers are required to submit the complete rates/ quotations only after satisfying each and every condition laid down in the terms and conditions.

16. In case any employee of the contractor is found responsible for any theft, loss or damage to the office furniture, fitting, fixture and property of the office or the officers, the contractor shall be held liable to compensate for the act.
17. This office reserves the right to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
18. The successful bidder will enter into a work agreement with the ADG, NACIN, Cochin within one month of accepting the contract.
19. All disputes will be subject to local jurisdiction only.

Important

The bidder should ensure that the following documents are part of the following:

(i) Technical/ Qualifying Bid:

- a. Annexure -II (duly filled in) along with necessary enclosures.
- b. Self-attested copy of PAN Card
- c. Self-attested copy of ESI Registration Certificate
- d. Self-attested copy of EPF Registration Certificate
- e. Self-attested copy of GST Registration Certificate.
- f. EMD for Rs 25,000/-
- g. Tender Acceptance Letter
- h. Work Experience Certificates from the clients

(ii) Financial Bid:

- a) BOQ file
- b) Annexure to financial bid as prescribed in Annexure-III

For any clarification in the matter, the bidders may contact the Shairaj M. Assistant Director, NACIN, Cochin. Contact No. 09447560889.



(BIJU THOMAS)
JOINT DIRECTOR

ANNEXURE -II
TECHNICAL BID (QUALIFYING BID DOCUMENT)

1. Name of the Party :
2. Address (with telephone No and Fax No) :
3. Name & Address of the proprietor / partners/ Director (with mobile Numbers) :
4. Contact person (s) (with mobile numbers) :
5. Address of the local office :
6. Name and contact details of authorized person of the local office :
7. No.of years of experience in providing Service of Unskilled and semi-Skilled personnel
(enclose Work experience Certificates) :
8. Permanent Account Number (PAN) :
9. Details of ESI Registration :
10. Details of EPF Registration :
11. Details of GST Registration :
12. Details of EMD (scanned copy should be enclosed):
13. Specify the educational qualifications and Work experience of the persons to be deployed.

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.

(Signature of Authorised Signatory with date)

ANNEXURE -III
ANNEXURE TO FINANCIAL BID DOCUMENT

1. Name of Party :
2. Address (with tele. No & Fax No.) :
3. Name & Address of the Proprietor /Partners :
/Director (with mobile Number)

	Break up of monthly rate of per person quoted (Avg.25 days in a month)	Semi-skilled Worker	Un-skilled person
1(a)	Basic Pay		
(b)	Variable DA		
(c)	Gross Daily Wages		
	Add: Statutory Contributions		
2(a)	EPF		
(b)	Pension Fund		
(c)	ESI		
3	Contractor's Service Charges (Rs.)(Per month)		
4	Monthly Rate per person (Avg.25 days in a month)		
6	Grand Total		

Grand Total in figures:

Note:- All the charges statutory or otherwise borne should be given separately.

DECLARATION

I offer to provide the housekeeping services at the rates as indicated in the price/Financial bid in BOQ sheet. The rate is inclusive of PF ESI and all applicable taxes/levies except GST.

(Signature of Authorized signatory with date and seal)

Annexure - IV (TENDER ACCEPTANCE LETTER)

To

The Additional Director General
Zonal Training Institute
National Academy of Customs, Indirect Taxes & Narcotics
Catholic Centre, Broadway, Cochin

Sir,

Subject: Acceptance of Terms & Conditions of tender for "Outsourcing of Semi-skilled workers".

Tender Reference No: _____

1. I / We have downloaded / obtained the tender document(s) for the above-mentioned tender from the web site(s) namely _____ as per your advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc., which form part of the tender document) and signed on all the pages of the terms & conditions. I / we shall abide by the terms / conditions / clauses contained therein.
3. The corrigendum(s), issued from time to time by your department too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that we have not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by me/ us/ our firm is true & correct and, in the event, that the information is found to be incorrect/untrue or found violated, then your department shall without giving any notice or reason thereof, shall summarily reject the Bid, without prejudice to any other rights or remedy.

Yours sincerely

Name & Signature with stamp (if any) of
Legal owner/Power of Attorney holder

ANNEXURE-V

**Special Instructions to the Contractors/Bidders for e-submission of the bids online through the e-Procurement Portal (also available on CPPP
<https://eprocure.gov.in/eprocure/app> under the web link 'Help for Contractors')**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at <http://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to

the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the EMD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.

6) The server time (which is displayed on the bidder's dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.