

**NATIONAL INSURANCE ACADEMY  
BALEWADI, PUNE 411 045.**



**\* e-TENDER\***

**FOR**

**CONSERVANCY SERVICES AT NIA INSTITUTIONAL  
BUILDINGS / COMMON / OPEN AREAS ETC.**

**2023-2025**

**Through Online Mode Only  
NIA E-Procurement Website is – <https://www.tenderwizard.com/NIA>**

**CONSERVANCY SERVICES ON CONTRACTUAL BASIS AT NIA  
INSTITUTIONAL BUILDINGS / COMMON / OPEN AREAS ETC AT THE  
N.I.A. CAMPUS - 2023 - 2025**

**CONTENTS**

Sr. No.	Particulars	Page Nos.
1.	Tender Notice.	3
<b>PART I – TECHNICAL BID</b>		
2.	Eligibility criteria.	4 - 6
3.	E -Tendering Programme System.	7 – 11
4.	Information and documents to be submitted / uploaded online as per Technical Bid.	12 - 14
5.	Terms and Conditions.	15 - 26
6.	Affidavit - Annexure A1	27
7.	Constitution of Firm - Annexure A2	28
8.	Particulars of enrolment with NIA and other organization Annexure B	29
9.	List of Conservancy contract/Service contracts completed during last three years from the date of publication of e-tender notice. - Annexure C	30
10.	Work in hand / ongoing Conservancy contracts / Service contracts Annexure D	31
11.	Particulars of permanent Administrative and Technical staff Annexure E	32
12.	Annual Turnover for last three years. Annexure F	33
13.	Declaration Annexure G	34
14.	Specimen format of Agreement for conservancy services at NIA.	35
15.	Specimen format of Indemnity Bond.	36 – 37
<b>PART II – PRICE BID</b>		
16.	Financial / Price Bid.	38 - 40

**NATIONAL INSURANCE ACADEMY, 25, BALEWADI,  
BANER ROAD, N.I.A. POST OFFICE  
PUNE 411 045,**

**TENDER NOTICE**

**No. NIA/ CONS-SER.INST.BLDG /02/2023 dated 03/03/2023**

National Insurance Academy, Pune, an autonomous Institution established by the Life Insurance Corporation of India, General Insurance Corporation of India and the four Public Sector Insurance Companies New India Assurance Co Ltd., National Insurance Co Ltd., Oriental Insurance Co Ltd. and United India Insurance Co Ltd. having its office at 25, Balewadi, Baner Road, NIA P.O., Pune 411045 invites e-tender through advertised tender enquiry for the **“Conservancy Services at NIA Institutional Buildings / Common / Open areas etc.”** as per the details given in the **“Terms and Conditions for service contract of Conservancy Services”** of the Tender Document from reputed Individuals / Firms / Companies / Corporation / Association / Society having sound technical and financial capacity who fulfills the eligibility criteria and submits documentary evidence as per Technical Bid to Tender Document and preferably operating their business in and around Pune City.

The NIA reserves its right to reject one or all tenders without assigning any reasons and also to extend the date of tender, if required.

**DIRECTOR  
NIA, PUNE**

## TECHNICAL BID

### ELIGIBILITY CRITERIA

#### SCANNED COPIES OF REQUIRED DOCUMENTS TO BE UPLOADED ONLINE

- 1) The Agency should have the minimum experience of **five years as on 31/12/2022** in the similar type of services, out of which two years' experience should be for any Public Sector Undertaking (PSU), Govt. Organization, educational institutions like college, university, institute and any similar educational body. The tenders of those tenderers who lacks this experience are liable to be rejected.
- 2) The tenderer must have a minimum cumulative turnover of Rs. 6.00 crore for the last three financial years i.e. 2019-20, 2020-21 and 2021-22.
- 3) The tenderer should not have been debarred/blacklisted. Undertaking should be enclosed.
- 4) The Tenderer shall pay Tender cost of **Rs.500.00 + GST** and EMD of **Rs.2,00,000.00** through online e-Payment mode on NIA e-Procurement Website. The e-Payment Gateway is available on NIA e-Procurement Site. Tender without Tender cost and EMD will be summarily rejected. No exemption will be granted.
- 5) Only those Tenderers who fulfill the eligibility criteria and Technical Bid requirement shall participate in the e-tendering process. The Tender Document consists of Technical Bid and Commercial Bid. The Tenderer shall go through the Technical Bid before submitting the Tender.
- 6) The Tenderer/s shall keep his / their offer valid for a period of at least 3 months (90 days) from the date of opening of the tender. If any Tenderer withdraws or amends impairs or derogates from the tender conditions in any respect within the period of validity of his offer, the EMD is liable to be forfeited.
- 7) The Tenderer shall clearly specify whether the tender is submitted on his own behalf or on behalf of partnership / company or society etc. In case the tender is submitted on behalf of a partnership firm / company / corporation / society, then he should submit the certified true copy of the **Registered Partnership Deed, Certificate of Incorporation, Power of Attorney and Registration Certificate, whichever is applicable** etc. along with the tender document. If these documents are not submitted or if any such documents are found to be not in order or invalid, the tender of such Tenderer shall be treated as invalid and or liable for rejection
- 8) The Tenderer whether an Individual / Sole Proprietor, a Partnership Firm or a Limited / Private Limited Company or Corporation or Society, if they want to act through their agent / authorized representative or individual / Partner, should submit along with the tender, a **Power of Attorney** duly stamped and authenticated by a Notary Public or by the Magistrate in favour of the specific person whether he / they be individual / partner and in case of the Company / Society, **a resolution of the company** / society duly authorizing such representative to submit the tender, sign agreements and to receive money and manage

the contract etc. The tender document shall be signed by such authorized representative of the Tenderer duly indicating their full name and status below the signature along with official stamp of the Proprietorship / Partnership firm / company / society etc. Those tenders which do not accompany such Power of Attorney, Resolution etc. shall become invalid and or liable for rejection.

- 9) The ACADEMY may at any time after opening of the tender, depute a team of its' officials to the site / work place / office of the Tenderer to get the credentials of the information furnished by the Tenderer verified by collecting the spot information as to the status, workmanship & quality of the services rendered by them. If any information furnished by the Tenderer is found to be incorrect, the tender of such Tenderer shall be liable for rejection.
- 10) The successful Tenderer whose tender is accepted shall, within seven days from issuing / receiving the Letter of Acceptance, be required to deposit an amount of **Rs.5,00,000.00 (Rupees Five Lakh Only)** by Demand Draft in the Name of National Insurance Academy, payable at Pune and to attend in person or through a duly authorized representative at the Office of ACADEMY and execute the Contract Agreement with the ACADEMY as per the General Conditions / Special conditions enumerated in the tender documents, on a **Non-Judicial Stamp Paper of Rs.500/-**. If he / she / they decline/s or fail/s to remit the Security Deposit or to execute the contract agreement within the stipulated time, the entire amount of EMD of **Rs.2,00,000.00/- (Rs. Two Lakh only)** shall stand forfeited, without prejudice to ACADEMY's right to rescind the contract and other rights and remedies warranted by the law.
- 11) In the event of refusal to carry out work by the successful Agency on any grounds during the contract tenure, it's EMD / security deposit shall be forfeited.
- 12) The **Security Deposit of Rs.5,00,000/- (Rupees Five Lakh Only)** shall be refunded to the Tenderer within 60 days of completion of the contract termination subject to satisfactory performance of the Tenderer's obligations under the contract and subject to such deductions as may be necessary for making up Academy's claims against the Tenderer.
- 13) The Tenderer should note that non-compliance of the following instructions shall render the tender liable for rejection.
  - a. Online submission of the Technical Bid along with supporting documents, receipts of EMD and Tender cost is uploaded.
  - b. The Tenderer should ensure that the tender is received before the due date and time specified in the Key Dates of online tender.
  - c. The Tenderer should fill in all the relevant information in the prescribed templates/forms and put his Digital signature on the relevant places as required in the e-tendering System.
  - d. The schedule of Quantities should be filled in as per the format given in the online e-Tender.
  - e. The Tenderer should note that he is to quote RATES only in the BOQ on online portal.

- f. No liability whatsoever will be admitted nor claim allowed in respect of errors in the submitted tender due to missing / duplicate uploaded documents.
- g. The Proforma of Articles of Agreement should not be filled in by the tenderer. While the contract shall be deemed to have come into existence on issue of letter of acceptance to the successful tenderer, formal agreement shall be signed thereafter with the successful tenderer on non-judicial stamp paper of requisite value as per the Proforma of Articles of Articles of Agreement.
- h. The Earnest Money accompanying the tender will be accepted only through online e-Payment mode which is e-Payment Facility and available on NIA e-Procurement Website and not in favour of any other Authority or location. Any tender, which is not accompanied by Earnest Money Deposit, shall be summarily rejected. No interest will be paid for the period during which the earnest money lies in deposit with the NIA.
- i. The tender shall be accompanied by a certified true copy of Power of Attorney in favour of the signatory to the tender documents. If the tender is submitted on behalf of a firm, it must be signed either by all partners or a person holding a valid power of attorney from all partners constituting the firm. The person signing the tender on behalf of another partner(s) or on behalf of a firm on Company shall attach with the Tender a proper Power of Attorney duly executed in his favour by such other person(s) or by all the partners in accordance with the Constitution of the Company / Articles of Association, stating that he has the authority to sign on behalf of such other person(s) of the firm or the Company as the case may be, in all matters pertaining to the contract including the Arbitration Clause.
  - ii. The tenderers can submit the scan copy of the same on the online portal.
- i. Tenderers are warned that Cash, or Encashable Cheque, or Bank or Insurance Guarantee, or Fixed Deposit receipt in lieu of the aforementioned form of Earnest Money remittance will not be accepted.
- j. Tenders containing errors are liable to be considered non-bonafide at the discretion of the Director, NIA.
- k. Tenderer should note that tender should remain valid for consideration for a minimum period of THREE MONTHS from the date fixed for submission of BID DOCUMENT.
- l. The National Insurance Academy reserves the right to accept any tender or to accept tenders in part; to reject any or all tenders without assigning reasons thereof.
- m. Canvassing in any form shall make the tender liable for rejection.

# TECHNICAL BID

## E -TENDERING PROGRAMME SYSTEM

The Tenderer has to submit the Tender as under:

### I. Technical Bid:

The Tenderer shall fill in the form and upload the supporting documents / attachments. The scanned copy of the Online paid transaction details / receipts of Tender cost and EMD shall be uploaded in Technical Bid.

Tender cost of Rs. 500.00 + GST (non-refundable) and EMD of **Rs.2,00,000.00** through online e-Payment mode on NIA e-Procurement Website. The e-Payment Facility is available on NIA e-Procurement Site. (No Physical Demand Draft will be accepted). The Tenderer should have to pay Tender cost and EMD through online e-Payment mode only.

### II. Commercial Bid:

The Commercial Bid consists of documents and schedule of quantities. The Tenderer shall download the documents, fill in their relevant information, sign and stamp the documents and upload in the portal. The item rate in words and figures shall be quoted in each item of work in the schedule provided. No other document/conditions shall be uploaded along with documents of commercial bids.

#### Note:

- a. Any Tenderer applying and fulfilling the eligibility criteria may not be considered for enlistment if unsatisfactory performance report(s) is / are received for the completed Conservancy contracts / Service contracts from their previous Employer.
- b. The Director, NIA reserves the right not to open commercial bid of the Tender or any / all bids at his sole discretion without assigning any reason whatsoever.
- c. If submitted documents filed by the Tenderer are found false / forged or fabricated during verification / evaluation process and / or after opening of commercial bid, not only Earnest Money Deposit will be forfeited in totality but also they will be debarred from NIA from participating of tendering for a period of 3 years and such information will also be shared with other organizations.

<b>Key Dates:</b>	
Publication of NIT	03.03.2023
Date of uploading of tender document on online e-tendering portal: <a href="https://www.tenderwizard.com/NIA">https://www.tenderwizard.com/NIA</a>	03.03.2023
Period of Downloading of tender document	From 10.00 Hrs on 03.03.2023 up to 15.00 Hrs on 23.03.2023
Pre-bid Meeting	On 16.03.2023 @ 15.00 Hrs.
Date of corrigendum, amendments if any.	Up to 17.30 Hrs. on 18.03.2023

Last Date, Time for online submission of Tender forms and documents.	Up to 17.00 Hrs. on 23.03.2023
Tender cost	Rs.500.00 + GST
EMD	Rs.2,00,000.00
Date & Time of Opening of Technical Bid Online	24.03.2023 - 11.00 A.M.
Date & Time of Opening of Commercial Bid Online	Shall be intimated at a later date to the Tenderers, who qualify in the Technical Evaluation.

**III. Information & instructions to the bidders:  
FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (ETS).**

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/NIA> adopted by National Insurance Academy, Pune as given in the subsequent pages will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

Tenderers are required to enrol for Vendor Registration on the NIA e-Procurement Tender wizard Portal (**URL: <https://www.tenderwizard.com/NIA>** ) by clicking on the link “**Registration**” on the home page of e- Portal, which is chargeable. (**Rs.1000/- + GST 18%, Non-Refundable**) to be paid online through e-payment gateway). & Tender Processing Fees are applicable (**Non- Refundable**).

**Note: The e-Payment Gateway is available on e-Procurement Portal for making the Online Vendor Registration Payment.**

**Note: Information about e-Procurement Portal.**

More useful information for submitting online bids on the NIA e-Procurement Tender wizard Portal may be obtained at: <https://www.tenderwizard.com/NIA>.

Tenderers are requested to refer to the Vendor’s manual by downloading the Vendor’s Manual by visiting on home page of <https://www.tenderwizard.com/NIA> and following KEY INSTRUCTIONS for TENDERERS by clicking on “**Latest Circulars/Formats/Help Manuals/FAQs**”. **The complete Step by Step Vendors Help Manual For e-Procurement / e-Tendering Process, Vendors Registration Process, System Settings Requirements & JAVA Settings Manuals, e-Payment Guidelines & Digital Signature Certificate Process** are available on e-Auction Website regarding the e-Auction.

Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Dept. Officials. Online support will be provided through “Team viewer” or “Ammy Admin” Remote software only.

For Downloading this software, the downloading software links are available on home page of e-Auction Website.

**• Registration of the Vendors / Bidders:** All the bidders intending to participate in the tenders floated online using Electronic Tendering System (ETS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/NIA>. After successful Registration on above mentioned portal, bidders will get a User ID and Password to access the website.



- **Viewing of Online Tenders:** The vendors/bidders can view tenders floated on online Electronic Tendering System (ETS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/NIA>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download the tender they need to login on to the above portal and can download the tender documents of an e-Tender.

- **Key Dates:** The vendors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as “**Key Dates**” for all the tenders floated using the online electronic tendering system on above mentioned portal (Website) <http://www.tenderwizard.com/NIA>

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular tender. The date and time will be binding on all the bidders. The bidders are required to complete the stages within the stipulated time as per the schedule (Key Dates) to continue their participation in the tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined. The bidder should ensure that the status of a particular stage should be shown as “Completed” before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is “Pending” till the expiry date and time of that stage and he will not be able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any amendment in schedule due to any reason stated by the Department.

- **Obtaining a Digital Certificate and its Usage:** On e-Tendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text.

**Note:** Digital Signature Certificates: Class II or Class III Signing + Encryption Digital Signature Certificate is required for e-Tendering. (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

- The contractors may obtain Class II/III digital certificate from any Certifying Authority or Sub certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic submission.

**E-Tendering System (ETS):**

E-Tender helpdesk  
#24, Sudha Complex,  
03rd Stage, 04th Block,  
Basaveshwaranagara,  
Bangalore - 560079

dscprocessingunit@yahoo.com  
Help Desk Contact Details:  
Tel: 080-40482000/121/133/140  
Mobile: 9686115304/9686115323  
E-mail: lokesh.hr@antaressystes.com  
raghuprashanth@antaressystems.com

- The Bid (Online Offer) for a particular e-Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.

- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for NIA Office Pune, as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an “Authorization Certificate” for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.

- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/NIA>.

**NOTE:-**

NIA AND TENDERWIZARD will not entertain any reasons/claims of Tenderer on account of Net Connection Failure/Power Connection Failure and any issues during the submission of tender online. Tenderer shall be solely responsible for all those facts and failure of Net Connectivity, Electricity Current Connectivity etc.

For Registration and for further details on e-tendering, please visit website above mentioned portal (website) or below mentioned address:-

E-Procurement Helpdesk Officials details.  
Office Address: E-Tender helpdesk, # 24, Sudha Complex, 03rd Stage,  
04th block, Basaveshwaranagara, Bangalore-560079

**Help Desk Contact Details: -**

- 1) **Mr. Sanjay K. Chandak, (Pune & Mumbai Maharashtra ) (E-mail : sanjay.kc@antaessystems.com) Or sanjay.kc@etenderwizard.com Ph: 9665721619.**
- 2) **Mr. Lokesh, (E-mail: lokesh.hr@antaessystems.com) Ph: 09686115304 & 080-40482140**
- 3) **Mr. Raghu Prashant, (E-mail:raghuprashanth@antaessystems.com) Ph: 09686115323**
- 4) **Mr. Vinay B P (E mail: vinaybp@antaessystems.com)**

**IV SUBMISSION OF TECHNICAL BID**

The Enrolment Form along with the Annexure A1, A2 and B to H shall be completely filled in all respect along with these instructions for filling and uploading of Enrolment Form.

- Tenderers to note that all particulars required as per the form and Annexures shall be filled in completely in relevant strictly as per the format.
- The forms not submitted strictly as per the above instructions within stipulated period are liable to be rejected.
- The Technical Bids as per eligibility criteria shall be evaluated. Please note that no enquiries or correspondence regarding the selection of tenders shall be entertained.
- The Tenderers are advised to follow the instructions given below:
  1. Technical Bid Form shall be filled online in the e-tendering portal in capital letters or and typed.
  2. Full address of the site of work, owner or authority under whom the works have been carried out should be given (Please refer Annexure D & E).
  3. The Tenderer should ensure to submit the satisfactory Completion Certificate giving the value of work, year of completion and it should also tally with the value of final bill in Annexure D.
  4. The annual turnover should be based on latest Income Tax Clearance Certificate duly cleared by Income Tax Department or audited balance sheet, copy of which should be enclosed.
  5. Copy of Agreement in case of works carried out for private agencies should be enclosed.
  6. All the documents uploaded are to be self-attested by the authorized signatory.
  7. Please note that the submission of TECHNICAL BID DOCUMENTS does not confer any right to claim for selection for further tendering process.

\*\*\*\*\*

## TECHNICAL BID

**Following information and documents are mandatory and need to be submitted / uploaded online.**

**Bid without documents in support of the eligibility criteria and below given requirement shall be summarily rejected**

Sr. No.	Required Information (QUERY)	ANSWER
1	Name and registered address of the Individual/firm/company.	
2	Cost of Tender Document Deposited. Upload online payment receipt of Rs.500.00 + GST	
3	Earnest Money Deposit - Upload online payment receipt of <b>Rs.2,00,000.00</b>	
4	<p>Legal Status In case the tenderer is an Individual proprietor, Partnership Firm, Limited Company, Corporation, Co. Op. Society, then the certified true copy of the Registered Partnership Deed, Power of Attorney in favour of partner authorizing for signing tender document, Board or Committee resolution authorizing the person for signing the tender document, Certificate of Incorporation, or a copy of the Memorandum and articles of association of the Company or / and Registration Certificate and any certificate issued by any statutory authority in case of Proprietor.) Whichever is applicable is to be uploaded.</p> <p>Upload Affidavit in case of Sole Proprietor as per <b>Annexure A1</b></p> <p>Fill in and upload enclosed <b>Annexure A2</b></p>	
5	Name, designation, and telephone nos. of the contact person / persons. Mobile Nos. Fax No. E-mail id	
6	Month and Year of commencement of service business in present name. (Experience of Five years as on 31/12/2022)	

7	Particulars of Sister Concern / Firm, if any.	
8	Statutory details <b>(Photocopies of following documents / Certificates to be Uploaded)</b>	
	<ul style="list-style-type: none"> <li>Registration number of the firm. (As per Shop and Establishment act.)</li> </ul>	
	<ul style="list-style-type: none"> <li>Registration number under the Contract Labour Act. Central (LIN) (Any One certificate of latest three previous years, if available)</li> </ul>	
	<ul style="list-style-type: none"> <li>Registration number under Labour Welfare Act. (MLWF)</li> </ul>	
	<ul style="list-style-type: none"> <li>Workman's Compensation Insurance Policy- Latest.</li> </ul>	
	<ul style="list-style-type: none"> <li>PAN No.</li> </ul>	
	<ul style="list-style-type: none"> <li>Goods and Service Tax No</li> </ul>	
	<ul style="list-style-type: none"> <li>Registration with EPF and Details</li> </ul>	
	<ul style="list-style-type: none"> <li>Registration with ESIC and Details</li> </ul>	
	<ul style="list-style-type: none"> <li>Any other Quality Certificate</li> </ul>	
	<ul style="list-style-type: none"> <li>RPFC - Registration number (Provident Fund)</li> </ul>	
	<ul style="list-style-type: none"> <li>ESIC – Registration number) Employee's State Insurance.</li> </ul>	
	<ul style="list-style-type: none"> <li>Any other License, if yes License No. Copy to be uploaded.</li> </ul>	
	<ul style="list-style-type: none"> <li>Existing manpower with Documentary Evidence to be uploaded.</li> </ul>	
9	Fill in and enclose <b>Annexure B</b> giving details of enrolment with NIA in the past and with other organizations.	
10	Fill in and upload <b>Annexure – C</b> giving full particulars about Conservancy contracts/ Service contracts completed during last three years. Note: List of only those works which are carried out by firm participating in this Tender is to be given. Work Completion / Experience Certificates must be uploaded with address and contact numbers of issuing authority.	
11	Fill in and upload a List giving full particulars about ongoing / current Conservancy contracts /Service contracts as per <b>Annexure D</b> with documentary evidence.	

<b>12</b>	Fill in and upload Full information regarding permanent administrative and technical staff employed as per <b>Annexure E</b> .		
<b>13</b>	Annual Turn Over for last three years. (Upload self-attested statements of last three consecutive years duly certified by Chartered Accountant with Registration Number, as <b>Annexure F</b> . (The tenderer should have a cumulative turnover of Rs. 6.00 Crores (Rupees Six Crores Only) during the last three years.	<b>F.Y.</b>	<b>Annual Turn Over</b>
		<b>2019-2020</b>	
		<b>2020-2021</b>	
		<b>2021-2022</b>	
<b>14</b>	Declaration as per <b>Annexure G</b>		
<b>15</b>	Name and complete postal address of bankers.		
	Name of Bank		
	Branch		
	Account No		
	Account Type		
	IFSC Code		

**TERMS AND CONDITIONS FOR SERVICE CONTRACT OF CONSERVANCY SERVICES AT NIA CAMPUS S.NO. 25, BALEWADI, BANER ROAD, PUNE 411045.**

**A. GENERAL CONDITIONS**

01. The contracting party whether it be a Proprietor / Individual, Partnership firm, Company/corporation, society, they shall be, for the purpose of this contract, be known as “the Agency” and the National Insurance Academy shall be known as “Academy”.
02. The contract will be for a period of two years. However, the Contract may be extended for a further period of up to one-year subject to satisfactory performance of the Agency during the original term of the contract without any levy of penalty on account of any breach or unsatisfactory performance. The Director of the Academy will alone have absolute discretion in this regard and the Agency shall have no vested right to seek extension of the contract.
03. The Academy, however, reserves the right to terminate the said contract at any time on the ground of ineffective services rendered by the Agency. The Academy shall be the sole judge to determine these facts. The contract could be terminated by the Agency by giving three months’ notice.
04. During Technical evaluation, NIA may request the shortlisted bidders to make a presentation on their proposal to an Evaluation Committee to be constituted for the purpose at NIA, Pune. It is, however, clarified that, subject to other provisions of this document, every bidder will have to comply the minimum technical specifications laid down in the tender document for being qualified technically. In order to assist in the examination, evaluation and comparison of Bids, NIA may at its discretion ask the bidder for a clarification regarding its bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted.
05. **During Commercial evaluation, the commercial Bids of only technically qualified bidders shall only be opened for further processing. The successful bidder is selected based on the total lowest price including taxes and freight charges and any other expenses. In case of more than one tenderer is found as L1 then one committee will be appointed by Director and its recommendation will be submitted to Director, whose decision will be final and binding on all tenderers in this regard**

**B. STATUTORY COMPLIANCE BY THE AGENCY:**

06. The Agency should obtain the requisite license for running the establishment from the authorities such as Municipality, Local Authority, State/Central Government Departments, Labour Laws Department, etc. at its own cost. The Academy shall not be responsible in any way for any breach of these rules and regulations by the Agency.
07. The Agency shall comply with all the statutory requirements in respect of engaging the personnel, their service conditions, rules and regulation and all liabilities under the various labour laws and others like PF, ESIC, Bonus, Workmen’s Compensation, Gratuity, Minimum Wages Act, Payment of Wages Act etc., the Academy shall in no way be

responsible or liable in case of any dispute, prosecution or awards made by court of law or other authorities.

08. The Agency shall obtain separate code for deposit of PF dues, if applicable, with the concerned PF authority directly.
09. The Agency shall obtain necessary/valid Labour license from the Licensing authority under The Contract Labour (R&A) Act 1970, and the rules framed there under, from time to time and produce the same to Academy before commencement of the services under the contract and also take step for getting the agreement registered under the act. The Agency shall also indemnify the ACADEMY from and against any claims under the aforesaid Act and the Rules and shall continue to have a valid license until completion of the contract period or any extended period. Any failure to fulfill this requirement shall attract the penal provisions of the contract arising out of the resultant non-performance of the work.
10. The Agency shall keep the Academy indemnified against all the losses, damages or liability arising out of or imposed in pursuance of any violation by the Agency of the labour laws & the rules there under or of any prosecution or award made by court of law or other authorities specifically under the Industrial Disputes Act-1947.
11. The Academy shall be indemnified from all the liabilities, whatsoever created under the workmen compensation Act/ESI Act in respect of any injury suffered by the workers employed by the Agency or resulting in death/fatal accident etc.
12. The Agency has to strictly follow the provisions of Payment of Wages Act 1936 and the rules made there under and further the Agency shall strictly adhere to the provisions of The Minimum wages Act-1948 and the rules made there under from time to time revising the wages payable to the workmen.
13. All labor and/or personnel employed by the Agency shall be engaged by him/them as his/their own employees in all respect implied or expressed. The responsibilities whatsoever, incidental or direct, arising out of or for compliance with or enforcement of the provisions of various labor laws of the country shall be that of the Agency and the Academy shall, in no way, be responsible or liable for their wages, salaries, bonus, gratuity or any other allowances, leave salary, wages for holidays or any compensation, notice pay etc. The Agency shall specifically ensure compliance with the provisions of following labor laws/acts and their enactment /amendments.
  - a) The Payment of Wages Act 1936
  - b) The Payment of Minimum Wages Act 1948
  - c) The Factories Act, 1948
  - d) The Workmen's Compensation Act, 1923
  - e) The Employee's State Provident Fund Act, 1952
  - f) The Contract Labour (Regulation & Abolition) Act, 1970
  - g) The Payment of Bonus Act, 1965
  - h) The Payment of Gratuity Act, 1976
  - i) The Equal Remuneration Act, 1976
  - j) The Employee State Insurance Act, 1948
  - k) The Industrial Disputes Act, 1947The Agency shall pay to the labour employed by him / them, wages as per provision of the aforesaid Acts and the Rules, whenever applicable.



14. The Agency shall fully indemnify the Academy against all the payments, claims and liabilities whatsoever, incidental or direct, arising out of or for compliance with or enforcement of the provision of any of the labour laws to the extent they are applicable to the establishment /work at NIA premises.
15. In every case in which, by virtue of the provision of the aforesaid Acts or the Rules, the Academy is obliged to pay any amount of wages to the personnel employed by the Agency in execution of the work or to incur any expenditure in providing welfare ,Health &safety amenities required to be provided under the aforesaid Act and Rules or to incur any expenditure on account of contingent liability of the Academy due to the Agency's failure to fulfill his statutory obligation under the aforesaid act or the rules, the Academy shall be at liberty to withhold from the bills of the Agency the amount of the wages as paid or the amount of expenditure so incurred , and without prejudice to the rights of the Academy under section 20(2) and section 21(4) of the aforesaid act, the Academy shall be at liberty to recover such amount or part thereof by deducting it from Security Deposit and /or from any sum payable by the Academy to the Agency. The decision of the Academy regarding the amount actually recoverable from the Agency as stated above shall be final and binding on the Agency.
16. The Agency shall not employ any person below the age of 21 years. The Agency shall indemnify the Academy from and against all claims and penalties which may be suffered by the Academy by reason of any default on the part of Agency to observe and /or in the performance of the provisions of Employment of Children Act XXVI of 1938 OR any re-enactment of modification of the same.
17. The Agency shall at all time indemnify the Academy against all claims which may be made under the Workmen's Compensation Act 1923 or any statutory modifications thereof or otherwise for or in respect of any damages or compensation payable in consequence to any accident, injury sustained by any labour / servant or person in his employment and engaged in the performance of contract .If any such accident occur which may involve any such liability under the act , the Academy shall be at liberty to withhold such amount from the bills of the Agency and also deposit the same with Commissioner under W.C. Act, 1923 as amended from time to time.
18. The Agency shall be responsible for the compliance with the provisions of the hours of the employment regulation in respect of the staff employed by him in the manner decide upon by the appropriate authority.

**C. DUTIES AND RESPONSIBILITIES OF THE AGENCY:**

19. Cleanliness is the essence of this contract. The Agency shall be responsible for maintaining the entire premises i.e. inside/outside rooms/ halls/ verandas/ porticos/ terrace/ roads/ open area and all other Academy buildings in the campus neat, clean & tidy at all times. If the Agency fails to ensure cleanliness at all times and it at any time, the premises are found untidy, a penalty extending to Rs.500 to Rs.1000/- shall be imposed on the Agency. It shall be the sole discretion of the Academy as to the standard of cleanliness to be maintained and the number of times that cleaning of the premises should take place and the decision taken by the Academy in this regard shall be final and binding.

- 20.** The Agency shall be responsible for taking good care of all equipments used for its activities. It should bring to the notice of the Academy the repair and maintenance works that are required to be undertaken from time to time. In case any damage is caused to the equipments due to the gross negligence of any of the employees of the Agency, Agency undertakes to indemnify to the academy for such damages. The amount of damages quantified at the discretion of the Academy shall be final & binding on the Agency. The Academy shall be at liberty to deduct such amount of damages from any dues payable to the Agency.
- 21.** The Agency shall ensure that the employees engaged in cleaning the premises shall, while cleaning the premises, take all reasonable care in handling the internal as well as external items such as furniture, fixtures equipments including all electrical installations and the Agency shall be solely responsible for the safety and security of all such furniture, fixtures and equipments and installations. If it is found that any such items of furniture, fixtures, equipments and installations are damaged and or missing due to the negligence of the employees of the Agency, the Agency shall take the responsibility of making good the same failing which, the Academy reserves its' right to impose penalty to the extent of damage assessed and the amount of such penalty shall be recovered from the monthly payments of the Agency.
- 22.** The Agency shall ensure that the staff engaged by him/them shall at all-time take reasonable care in the usage of water and electricity and should keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and resulting into a lot of wastage due to carelessness of the staff of the Agency, the Academy reserves the right to levy charges/penalty on the Agency which may be in the range of Rs.500/- to Rs.1000/- for every such lapse.
- 23.** The Agency shall ensure, and it shall be the responsibility of the Agency to see that buildings, rooms etc. in the campus are kept opened and closed properly as per the timings prescribed by the academy. It shall also be the responsibility of the Agency to ensure that switches of all electrical appliances such as lights, fans, etc. are put on and off properly when the buildings, rooms in the premises are opened and closed properly. If at any time, it is found that the staff of the Agency entrusted for doing this job is negligent leaving the electrical switches of fans, lights etc. on and the doors were closed resulting into wastage of energy, the Agency shall be imposed with a penalty in the range of Rs.500 to Rs.1000/- as may be assessed in this regard.
- 24.** The Agency will be provided with duplicate keys of all rooms, buildings, etc. as required for its effective performance of services. The Agency shall take all reasonable care to keep the duplicate keys in its safe custody without letting the duplicate keys pass on to the hands of any third party. The Agency shall, on completion of the contract or upon termination thereof, account for and hand over all such duplicate keys to the officer in charge of the Academy/authorized official.
- 25.** It will be the responsibility of the Agency to store the materials purchased & provided to them to be used/utilized in the services in a neat, tidy and hygienic manner in the space provided by the Academy. The Agency shall ensure that the materials provided to them are kept in safe custody and they shall keep a proper record of its receipts, stock, and disposals

etc., **including laundry of linen**, which shall be subject to inspection & verification by the authorized representative of the Academy.

26. On completion of the contract period or upon premature termination of the contract for whatsoever reasons, the Agency shall promptly return to the Academy all material and equipments supplied by the Academy to it and shall discontinue use of and hand over peaceful possession of the Academy's premises together with fixtures and articles in good condition, to the satisfaction of the Academy.
27. The quality of work at all stages should be as per the standards laid down and explained to the Agency by the Academy. It is made clear that there cannot be any compromise in the quality of work and it shall be the responsibility of the Agency to ensure that the standards laid down from time to time are strictly maintained.
28. The Agency shall ensure that it fully complies with all the provisions of Labour Laws and Rules and regulations laid down there under from time to time which are applicable to the present contract and more particularly notified under "STATUTORY COMPLIANCE" which include obtaining requisite/ valid license from the appropriate authorities of Central/State Govt. or local body and to keep the same in force till completion of the contract. In case of any default or failure to comply with such requirement, this contract shall automatically stand terminated. In the event of such a termination, the Agency shall not be entitled to make a claim for any compensation or damages against the Academy and the Academy shall not be liable to pay any such compensation or damages to the Agency.
29. The status of the staff / labour / workmen employed by the Agency shall always be that of the employees of the Agency itself for all purposes under the labour & service laws and the Academy shall, in no way, be responsible or liable for their wages, salaries, bonus, gratuity or any other allowances, leave salary, wages for holidays or any compensation, notice pay etc. and the employees of the Agency shall have no right to claim any benefit from the establishment of the Academy.
30. The Agency shall regularly make payment to the Provident Fund, Family Pension, Employees State Insurance Contribution, Deposit Linked Insurance Scheme and all other statutory dues that may become due or payable by the Agency for the labour employed by it at NIA and maintain all such records as may be statutorily required and present the same to the officers of the Academy every month. The Agency will be required to give declaration as under every month:
  - a) Rates payable are as per agreement.
  - b) All contract employees till last month have been paid all dues including P.F.ESI & wages bonus etc. and gratuity as applicable to left employees have been paid.
  - c) The attendance registers as stated in the enclosed bills have been checked and verified.
  - d) The provision of labour laws have been complied with by the contractor.
  - e) All other conditions of the agreement have been complied.
31. The Agency shall, at all times, keep the Academy effectually indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or reason of anything done or omitted to be done by the Agency.
32. The Agency shall not transfer or assign to or share benefit of this agreement with anyone else without the consent in writing of the Academy.

**D. DEPLOYMENT OF STAFF BY THE AGENCY:**

33. The Agency shall deploy sufficient number of employees/workmen and supervisory personnel to ensure rendering satisfactory services round the clock in three shift basis including shift-wise relievers, as may be required by the Academy. The Academy reserves its' right to reduce or increase the number of the workmen from time to time depending upon the requirement on actual basis. The Agency shall not have right to claim compensation or damages from the Academy on account of reduction of employees at any time.
34. The Agency shall deploy such of their personnel who are courteous, trained, well-mannered and disciplined. The personnel deployed by the Agency should observe at all times during the contract period, strict discipline and should see that the decency and decorum are maintained during the course of their working. They shall abide by the disciplinary procedures; rules, regulation, guidelines, Standing Orders laid down by the Academy and shall strictly follow the instructions given by the representative or officer in charge of the Academy from time to time.
35. The Agency shall take suitable measures in the event of any of his personnel failing to observe discipline and decency in the campus as may be brought to the knowledge of the Agency and shall make immediate replacement of such of the personnel who are habitually indulging in commissions & omissions of acts which would render the services of the Agency ineffective. In case of failure to do on the part of the Agency, the Academy would be at liberty to restrict the entry of such personnel inside the campus and in such an event, necessary deduction shall be effected from the monthly bills of the Agency.
36. All personnel deployed by the Agency shall be preferably below 55 years and shall be medically fit at the time of employment. Thereafter they should undergo a medical fitness test every six months by the Medical Officer named by Academy.
37. The Agency shall ensure that their employees deployed in the contract work should be supplied with proper uniforms with logo of the company inscribed on it, name plate, shoes and identity cards by the Agency at its own cost. Also, the Agency shall ensure that their personnel wear the Uniforms duly ironed & shoes in a clean condition and carry at all times, their identity cards. If any personnel of the Agency is found improperly dressed and not carrying the identity cards will be asked to leave the premises and the Agency shall provide immediate replacement in lieu of them, or otherwise, appropriate penalty will be imposed and also the proportionate payment shall be deducted from the monthly bills of the Agency.
38. One full time **qualified** Supervisor who will take full responsibility for rendering the necessary services shall be present during the working hours and shifts.
39. The Agency shall ensure that no personnel deployed in the contract work leaves or abandons his duty unauthorisedly or neglect his duty or sleeps while on duty or indulge in drinking liquors. The Agency shall also ensure that after the shift duty hours is over; no personnel should leave the premises without properly handing over the charge to the personnel resuming duty in the next shift.

40. On Every Saturday afternoon, there shall be a training session to all Supervisors and other personnel deployed by the Agency. The Agency shall ensure that all the Supervisors and the room boys attend this session on a regular basis in order that effective co-ordination is maintained with the Academy.
41. The Agency shall ensure that at all times; the staff/personnel engaged by them shall extend co-operation and assistance with the staff/personnel of other agencies engaged at NIA Campus particularly at the hostels.
42. The Academy shall accept no claim in the event of any of the Agency's employees sustaining any injury, damage or loss to either person or property either inside or outside the Academy premises. The Agency should provide insurance cover as per the Workmen's Compensation Act for all its workers.
43. None of the employees of the Agency shall have any right to various facilities offered by the Academy to its staff and participants. It is made clear that by reason of deployment in the contract work during the period of contract, the personnel/workmen of the Agency shall not have any legitimate right to claim absorption in the establishment of the Academy.
44. In case the workers engaged by the Agency have any grievances, they will take it up with the Agency without creating any disturbance on the campus. Under no circumstances, agitational means are to be resorted to by the workers of the Agency. On expiry of the contract the Agency undertakes to leave the premises in peace with all the workers without creating any disturbances. The Agency will be solely responsible if the workers engaged by it misbehave or create problems.
45. The Agency shall, at all times, indemnify the Academy against all claims for compensation under the provisions of any law for the time being in force/brought into force by or in respect of any workmen employed by the Agency in carrying out the contract and against all costs and expenditures incurred by the Academy in connection therewith. The Academy shall be entitled to deduct any amount due from the Agency for all the money paid or payable by way of compensation as aforesaid and costs or expenses in connection with any claim thereto.
46. If in the course of execution of this contract by the Agency any minor or major damage is caused by the Agency or his workmen to the persons or property of the Academy after joint investigation by the "Academy and the "Agency" any claims arising there from shall be recovered/settled and dealt with directly by the Agency and the Agency shall render all assistance and cooperation to the Academy if any enquiry is held thereon.

**E. SUPPLY OF MATERIALS REQUIRED FOR AGENCY'S SERVICES:**

47. All the cleaning material such as brooms, detergents, dusters, soap, etc. will be supplied by the Academy. Material such as flower vases, water jars and glasses for use in office rooms, towels, napkins, liquid soap containers, buckets and mugs for use in toilets etc. will be supplied by the Academy. All the material required for general cleaning and maintenance of the equipment's will be made available by the Academy.

## **F. SCOPE OF CONTRACT**

48. The present scope of contract will cover:
- 1) Administration and Teaching blocks
  - 2) Library
  - 3) Computer Centres
  - 4) Jubilee Park, Convention Centre, Insurance Labs
  - 5) Community Facilities Block (Bank, Post Office, Dispensary, etc.)
  - 6) Director's Residence
  - 7) Dispensary, Guest Houses, Transit Camps, Crèche
  - 8) Common areas, Corridors in all buildings including residential complex. Terraces of all buildings.
  - 9) All roads, pathways, peripheral and GIC pathway, spray pond, storm water drains, basketball and tennis court, etc.
  - 10) All links and corridors, open areas, garages and parking areas, Main Gate and Colony Gate, Substation I and II, bird cages etc. (excluding hostel block)
  - 11) Gymkhana which also includes Swimming Pool, Jacuzzi, Sauna, gymnasium, Snooker room etc.

### **DUTIES AND RESPONSIBILITIES (I)**

01. Cleaning of rooms and all other internal areas (every day / as many times as required and as specified by the Academy )
02. Cleaning of external areas such as passages, foyers, staircases, terraces of all the building within the scope of the contract (every day/ as many times as required and as specified by the Academy)
03. Cleaning the toilet blocks in all the buildings and Public Toilets in open areas and at Main Gate etc. are within the scope of the contract (every day/ as many times as required and as specified by the Academy)
04. Opening and closing of office rooms, lecture halls and buildings before and after office hours (everyday).
05. Cleaning and maintaining the furniture, equipments and fixtures that are in use in these buildings.
06. Occasional packing and unpacking of material, loading and unloading of articles, etc.
07. Shifting of furniture and its arrangements.
08. Carrying out minor maintenance / cleaning of tube light fittings and fans.
09. Cleaning of shelves, books and periodicals in the library everyday ensuring that no dust etc. is ever noticed.
10. To maintain and thoroughly clean water coolers and glasses and to arrange for water jars /glasses in each room everyday with water.
11. Preparing lecture halls for use, placement and management of equipment such as OHP, LCD Projector, TV, VCR, etc.
12. Cleaning of common areas.
13. Collection and disposal of garbage from each institutional activity/household every day and its disposal.
14. Cleaning of internal roads, pathways, spray pond, tennis court and all open areas in the entire campus area (every day / as many times as required and as specified by the Academy)

- 15 The Agency will inspect everyday as a part of its maintenance water supply points, plumbing installation, toilets, etc. and bring to the notice of the Academy any problem so that they could be immediately set right.
- 16 Maintenance and monitoring of parking areas as also cleaning of institutional vehicles, insurance labs etc.
- 17 Rolling, watering and marking, etc. of the tennis courts, badminton courts as directed. Sale of Swimming costumes, goggles etc. & maintaining its record, depositing with NIA.

**II. SUPPLY OF MANPOWER COMPRISING OF SECRETARIAL ASSISTANTS / RECEPTIONIST CUM TELEPHONE OPERATOR**

-----

1. The Agency should be eligible to supply manpower comprising of Secretarial Assistants / Receptionist Cum Telephone Operator in, Departments / Autonomous Institutions / Universities / Public Sector Undertakings of the Government of India or any other Training Institution.
2. The Agency shall be responsible for the recruitment, retaining and retrenchment, salaries and other employments benefits of the employee of their establishment and for settlement of dispute arising out of the terms and conditions of services of the personnel. Agency's employees/staff shall have no status or claim or right qua NIA.
3. The Agency shall comply with proper and legal orders and directions of the local or public authority or Municipality and abide by their rules and regulations and pay all fees and charges, which he may be liable. The Agency has to ensure that the services are not disturbed either due to absenteeism or due to willful act/omission of his staff. Maximum care and precautions shall be taken to avoid any system break down. In case workforce deployed by the Agency resorts to any kind of industrial action, the Agency shall arrange to deploy alternate work force of sufficient strength and competence to maintain the normal operations.
4. The Agency shall comply with all applicable laws, Ordinance, Rules & Regulations including the provisions of Contract Labour (Regulation & Abolition) Act 1970, EPF Act, 1952, ESI Act, 1948, Payment of Wages Act, 193u and Workmen Compensation Act, 1923 and all other applicable labour laws in respect of this contract and shall bear at his own cost all charges and levies and deposits in connection therewith.
5. The Agency shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, Employee Provident Fund & Misc. Provision Act, 1952 and ESI Act, 1948, as amended from time to time and rules framed there under and other labour law affecting contract labour that may be brought into force from time to time and shall continue to have valid PF Account No. and ESI Registration No. till actual completion of the contract. The Agency by 10<sup>th</sup> of every month shall provide a monthly statement along with challans showing recoveries of contribution and proof of remittance of provident funds contribution to RPFC and ESI contributions to ESI Corporation etc. in respect of Staff engaged for deployment to the office of NIA Pune. NIA reserves the right to withhold amount from the running account payments, if PF/ESI contributions are not paid by the Agency and proof to that effect have not been produced regularly on due dates.
6. The Agency shall take at his own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the aforementioned services to be rendered to NIA and against all claims, damages or compensations payable under Workmen's Compensation Act, 1923 or any modification thereof. The insurance policy shall be kept alive till the officer-in-charge of NIA

- permits and agrees to it. The Agency shall comply with all relevant labour laws as applicable or as may be mentioned during the contract period and shall indemnify NIA against all acts/omissions, fault, breaches and/or any claim or demand, loss, injury and expenses to which NIA may be party or involved as a result of Agency's failure to comply and of the obligation under the relevant act / law which the Agency is bound to follow.
7. The Minimum wages rate shall be reimbursed only for the actual amount paid, if increased / revised during contract period, in accordance with the Government notification so as to enable the Agency to meet the statutory obligation. Necessary proofs of such actual payment made as a result of Govt. Notification of the previous month shall be submitted by the Agency to officer-in-charge of NIA in the following month, failing which the bill will be kept pending. The Authority shall reimburse only the amount up to a max. of minimum wages so revised. Further the Secretarial Assistants / Receptionist Cum Telephone Operator are treated in the category of Graduates and above under broader category of "**Clerical and Nontechnical Supervisory staff in all Schedule employment**".

### **Eligibility Criteria for Secretarial Assistants, Office Attendants and Receptionist cum Tele Operator**

#### **1. Secretarial Assistants**

- Graduate in any discipline from recognized university
- Good knowledge of Hindi and English
- Proficiency in stenography
- Knowledge in Computer applications such as MS Word/Access/Power Point/Internet/e-mail.

#### **2. Receptionist-cum-Tele operator**

- Graduate in any discipline from recognized University.
- Good knowledge of Hindi & English
- Knowledge of Computer
- Good Communication Skills
- Shall be able to attend to Senior Officers, Distribution of Dak and relevant work.
- Attending and replying all telephone calls and to connect calls as required by officials.

### **G. RATES / QUOTATIONS**

49. Quotation should be submitted on the letterhead of the Agency indicating the lump sum monthly charges. The Tenderer Agency shall visit the NIA premises and properly assess the scope of work and the number of the staff required. It shall be presumed the Tenderer/Agency had inspected the premises and made proper assessment and requirements. Once the rate is quoted and accepted, then subsequently, the Agency shall not raise any dispute that the rate quoted was less without considering the actual requirements.
50. While submitting quotation, the Agency should explicitly state the number of qualified supervisors/workmen (preferably Ex-Service Men) to be deployed, the emoluments and other facilities, payable to its workers at all levels (pay, special pay, medical facilities, P.F.,



Gratuity, Bonus, Leave etc.) and method of making such payments and making such facilities available.

51. The amounts specified herein above are inclusive of all costs, expenses, wages and other expenses including ex-gratia payment to workmen or payment of their legal dues that may be incurred by the Agency and the Agency shall not be entitled to make any other demands monetary or otherwise from the Academy during the term of this contract.
52. **It is expressly agreed that in the event there is a revision of minimum wages or special allowance then the amount payable in clause herein above shall be suitably modified.**

#### **H. PAYMENTS**

53. The Agency shall submit bills once a month, along-with all supporting documents such as ESI/ PF Challans and proofs of disbursement of salary to the staff deployed as per the provisions of Minimum Wages Act and other allowances by 5<sup>th</sup> every month.
54. The Agency has to enclose certified copy of Income Tax, PAN Card No. Income tax as applicable from time to time will be deducted while making every payment. VAT, Excise, Service Tax or any other tax will be the responsibility of the Agency. Bill should be tax invoice. Agency has to comply with KYC (Know your Customer Document).
55. The Agency shall be made Payment of their Bill on or before 15th of the month, after making all necessary deductions of dues & penalties as contemplated under the contract. The Certificate of the Officer In-charge of the Academy as to the bill amount payable to the Agency after all deductions shall be final and binding on the Agency. **Payment of monthly GST amount will be made only after the GST entry appears in GSTIN portal.**
56. Apart from submission of certified copies of PF/ ESIC challans along with the monthly bills, the Agency shall submit self-attested copy of muster roll along with the copy of Salary Register showing the receipt of payment of salary by the concerned employees duly certifying on the bottom of it by the Agency that the payments are made as per the provisions of Minimum Payment of Wages Act and it being a condition precedent for releasing the payment, the payment against the monthly bills of the Agency shall be released to the Agency only upon complying with this condition. The Agency shall have no claim by way of interest or compensation for the reason of late releasing of the payment to them on this account.

#### **I. TERMINATION OF AGREEMENT**

57. During the currency of this agreement, the Academy shall have the right to terminate this agreement if it is not satisfied with the performance of the Agency by giving it 90 days' notice in writing. For this purpose, the Academy shall be the sole judge to decide whether the performance of the Agency is satisfactory or not and such decision of the Academy shall be final conclusive and binding on the Agency and the Agency shall not be entitled to any compensation in the regard.

**58.** In the event of the contract being terminated or upon its expiry, the Agency shall relocate his employees to any other site which he may have. In the event the contractor terminates the services of the employees on account of non-renewal of this contract or on account of termination of this contract for any reason whatsoever, then it shall be the responsibility of the contractor to terminate the services of his employees in a legal manner by paying them notice salary and retrenchment compensation along with other legal dues. Any liability on account of non-payment of the aforementioned dues would rest exclusively upon the shoulders of the contractor and the academy shall not be liable for consequences arising therefrom. **The contractor's employees shall not have any claim of continuation of service with the Academy and have no rights for permanent employment with the Academy.**

**J. MISCELLANEOUS.**

**59** Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to /sought from the Director, NIA, whose decision in the matters shall be final and binding on the Agency. Any other matter relevant to but not covered in the contract shall also be decided by making reference to the Director, NIA whose decision shall be final and binding on the Agency.

**60.** If the Dispute is not resolved through the reference made to the Director, NIA, a reference of the same shall be made to a Sole Arbitrator to be appointed by the Director NIA Pune for adjudication of the same in accordance with the provisions of Arbitration & Conciliation Act-1996 and any statutory modification there under from time to time. There shall be no objection if the Sole Arbitrator to be appointed is a Competent Officer of NIA in the discretion of the Director NIA Pune.

**Signature of the Tenderer**

**Full Name and Address:**

**Designation**

**Date:**

**Place:**

**ANNEXURE – A1**

**Note: Scanned copy of below Affidavit should be uploaded online.**

**A F F I D A V I T**

(On Non-Judicial Stamp paper of Rs.100 /- in case the individual who is the sole proprietor of the firm)

I

..... s/o  
..... age ..... years, occupation business r/o  
..... do hereby state on oath as under:

That I am residing in ..... locality of  
District..... since last ..... years.

That I am the sole proprietor of a proprietary concern name and style as  
“.....” having its office at.....  
..... District ..... dealing in business of conservancy  
contracts and ancillary works attached, therefore.

Hence this affidavit.

Deponent

**Note: This Affidavit should be notarized.**

ANNEXURE - A2

**CONSTITUTION OF FIRM – SOLE  
PROPRIETORSHIP/PARTNERSHIP/LTD.CO. /OTHER**

S.N	Name of sole partner or Director / other High Officials	Age	Share	Technical Experience			Whether power of attorney Holder
				Year to Year	As Employee	As contractor	
1	2	3	4	5	6	7	8

**SIGNATURE OF TENDERER**

## ANNEXURE – B

### PARTICULARS OF ENROLMENT WITH NIA AND OTHER ORGANIZATION

#### 1. Enrolment with NIA

Name of works for Which enrolled by NIA, in the past	1
	2
	3
	4
Sr. Nos. for which tenders were submitted:	
Sr. Nos. for which work-order was received:	

#### 2. Enrolment with other Organisation.

Sr. No.	Name & Address of Authority with whom you are enrolled	Year to year	Limit (Rs.in Lakh)	Class or Category	Is copy of letter enclosed?
1	2	3	4	5	6

**SIGNATURE OF TENDERER**

**ANNEXURE – C**

**LIST OF CONSERVANCY CONTRACTS COMPLETED DURING LAST THREE YEARS FROM THE DATE OF PUBLICATION OF E-TENDER NOTICE**

<b>S.N.</b>	<b>Name of the organization with complete postal address mentioning Private Sector/ Govt. Body / PSU / Training Institute.</b>	<b>Name and designation of the contact person with Tel. / Mobile No (s)</b>	<b>Period for which the contract was awarded</b>	<b>No. of persons deployed by your firm / company / co-operative society.</b>	<b>Nature of Work.</b>
1					
2					
3					
4					
5					

**SIGNATURE OF TENDERER**

**ANNEXURE –D**

**WORK IN HAND / ONGOING CONSERVANCY CONTRACTS / SERVICE CONTRACTS**

<b>S.N.</b>	<b>Name of the organization with complete postal address mentioning Private Sector/ Govt. Body / PSU / Training Institute.</b>	<b>Name and designation of the contact person with Tel. / Mobile No (s)</b>	<b>Period for which the contract was awarded</b>	<b>No. of persons deployed by your firm / company / co-operative society.</b>	<b>Nature of Work.</b>
1					
2					
3					
4					
5					

**SIGNATURE OF TENDERER**





**ANNEXURE-F**

**ANNUAL TURNOVER FOR LAST THREE YEARS.**

<b>S. No.</b>	<b>Financial Year</b>	<b>Total Contract amount received</b>	<b>IT certificate enclosed Yes/ No</b>	<b>Audited balance sheet copy enclosed. Yes/ No</b>	<b>Remarks</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>
1	<b>2019-20</b>				
2	<b>2020-21</b>				
3	<b>2021-22</b>				

**SIGNATURE OF TENDERER**

## ANNEXURE-G

### DECLARATION

With respect to the tender published by NIA, I / We hereby submit my / our tender in a required format.

I / We have adhered to the requirements prescribed by NIA Pune. I / We have carefully gone through the guidelines / terms and conditions and I / We accept the same without any alternations / modifications.

I/We agree to notify the NIA of any changes in the foregoing particulars as and when they occur and to verify and confirm. I/We understand and agree that the Director, National Insurance Academy has the right as he may decide, not to open Financial Bid tender in any particular case and also to suspend, remove or blacklist my/our name from NIA's list of contractors in the event of my/our furnishing false particulars in the Technical Bid form or submitting non-bonafide tenders or for technical or other delinquency in regard to which the decision of Director, NIA shall be final and conclusive.

I/We certify that the particulars furnished in the Technical bid forms are correct and that should it be found that I/We have given a false certificate or that if I/We fail to notify the fact of my/our subsequent amalgamation with another contractor or firm, the National Insurance Academy may disqualify my/our name from the opening Financial bid.

PLACE:

DATE:

SIGNATURE OF TENDERER

(To be executed by the Contracting Agency on a Non-Judicial Stamp Paper of ₹.500/00, as per the draft.)

**AGREEMENT FOR CONSERVANCY SERVICES FOR INSTITUTIONAL BUILDINGS AT NIA**

Agreement made at Pune on ----- between National Insurance Academy, Baner Road, Balewadi, NIA P.O., Pune – 411 045 hereinafter called ‘Academy’ represented by the Chief Administrator, Authorized Representative, on the one part and M/s. ----- address -----, hereinafter called the ‘Agency’ (Which expression shall be deemed to include his / their representative heirs, assigns, executors. etc.) represented by its \_\_\_\_\_ **Shri.** ----- address ----- on the other part.

Whereas the Agency has agreed to perform all the jobs/services set forth in the tender document and its’ annexures, which shall be treated as an integral part of this agreement, upon the terms and conditions governing the contract annexed.

In consideration of the payment to be made by the Academy, the Agency shall duly perform the work set forth in the tender documents and its annexure and shall execute the same with great promptness, care and diligence in a prudent manner to the satisfaction of the Academy and will carry out the performance in accordance with the terms and conditions of contract with effect from ----- to ----- and will observe, fulfill and honour all the conditions herein mentioned (which shall be deemed and taken to be part of this contract as if the same had been fully set forth herein) and the Academy hereby agrees that if the Agency observes and honours the said terms and conditions of the contract, the Academy will pay or cause to be paid to the Agency for the performance, on the completion thereof, the amount due in respect thereof at the rates accepted. **Any rise in the payment after Completion of Contract it is entire responsibility of the agency not the academy**

IN WITNESS WHEREOF BOTH THE PARTIES HAVE SET THEIR HAND TO THIS AGREEMENT AT PUNE ON THE DAY, MONTH AND YEAR WRITTEN FIRST ABOVE. WE HAVE CAREFULLY READ EACH AND EVERY WORD OF THIS AGREEMENT AND HEREBY AGREE TO EXECUTE THE CONTRACT ACCORDINGLY.

**Chief Administrator**

**M/s.** \_\_\_\_\_.

WITNESS:

WITNESS:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_

**INDEMNITY BOND**

**(On ₹.500/- Stamp Paper)**

**FOR CONSERVANCY SERVICES FOR INSTITUTIONAL BUILDINGS AT NIA**

This deed of indemnity executed at Pune at this ----- day of the month on -----  
----- the year 2023. Between National Insurance Academy registered under the Public Trust  
Act having its office at the chief place of business at Baner Road, Balewadi, Pune 411 045. (herein  
after called as the "First Party") represented by Mr. -----  
-----

**AND**

M/s. -----, having its office and place of business at -----  
----- (herein after called as the "Second  
Party") represented by Mr.-----.

WHEREAS THE FIRST PARTY AND THE SECOND.PARTY have signed an agreement on ---  
----- 2023 for providing ----- services at NIA  
to the First party by the Second Party

AND WHEREAS the First Party wanted the second party to execute an indemnity bond in order  
to indemnify the First party against all claims for compensation under the provision of any law for  
the time being in force brought into force by or in respect of any workmen employed by the Second  
Party while carrying out the contract and against all costs and expenditure incurred out the contract  
and against all costs and expenditure incurred by the First Party in the said connection.

NOW THIS DEED OF INDEMNITY WITNESSED THAT, the Second Party hereby agrees and  
undertakes to indemnify and keep indemnified the First Party / against all the claims for  
compensation under the provision of any law for the time being in force brought into force by or  
in respect of any of the workman employed by the Second Party in connection with execution of  
the contract and against all costs and expenses incurred by the First Party in connection therewith.  
The First Party Shall intimate in writing immediately any such damage, loss or costs incurred by  
it to the Second Party stating the quantum thereof along with the detailed particulars or as to how  
and in what circumstances the said costs, damage of loss was incurred. The First Party shall further  
be entitled to deduct any loss due from the Second Party from all the money paid or payable by  
way of

Compensation as aforesaid and costs or expenses in connection therewith.

This indemnity bond shall be in force from \_\_\_\_\_ to  
\_\_\_\_\_

IN WITNESS THEREOF THE PARTIES HAVE SIGNED THE INDEMNITY BOND ON THIS  
----- DAY OF \_\_\_\_\_MONTH OF \_\_\_\_\_ YEAR.

**For NIA, Pune**  
FIRST PARTY

**For** \_\_\_\_\_  
SECOND PARTY

WITNESS: -

WITNESS: -

1. \_\_\_\_\_ 1. \_\_\_\_\_

2. \_\_\_\_\_ 2. \_\_\_\_\_

\*\*\*\*\*





NATIONAL INSURANCE ACADEMY  
25, BALEWADI, BANER ROAD,  
NIA P.O., PUNE 411 045

Name of Work :E-TENDER FOR CONSERVANCY SERVICES AT NIA INSTITUTIONAL BUILDINGS / COMMON / OPEN AREAS ETC  
20123-2025.

Tender No :-NIA/ CONS-SER.INST.BLDG /02/2023 dated 03/03/2023

PART – II  
FINANCIAL / PRICE BID  
MINIMUM RATES OF WAGES APPLICABLE TO THE SCHEDULED EMPLOYMENT UNDER “EMPLOYMENT OF SWEEPING AND  
CLEANING” – ZONE A

NAME OF THE BIDDER (Mandatory):				
S.N.	PARTICULARS	AMOUNT In Rs.	PERCENT- AGE %	STATUTORY REQUIREMENT AS PER CENTRAL / STATE GOVT. %
<b>I SUPERVISOR</b>				
1	Basic Pay	13598.00		Rs.523/- per day x 26 days
2	Special Allowance (VDA *)	4888.00		Rs. 188/- per day x 26 days
3	Additional Allowance	1000.00		
4	Total	19486.00		
5	House Rent Allowance (Basic + VDA* + Additional Allowance }	974.30	5%	
6	Provident Fund - (12% EE + 1% Admin charges)	1950.00		Ceiling cap amount of Rs. 15000/- fix X 13%
7	Leave with Wages on 5.85% {Basic +VDA *}	1081.43	5.85%	
8	Pay on National Holidays on 1.11% {Basic +VDA *}	205.19	1.11%	
	<b>Sub - Total – I</b>	<b>23696.93</b>		
S.N.	PARTICULARS	AMOUNT In Rs.	AGE %	PER CENTRAL / STATE GOVT. %
<b>II HOUSEKEEPING BOYS</b>				
1	Basic Pay	13598.00		Rs.523/- per day x 26 days
2	Special Allowance (VDA*)	4888.00		Rs. 188/- per day x 26 days
3	House Rent Allowance (Basic + VDA *)	924.30	5%	
4	Employee's State Insurance - Employer's Contribution {Basic + VDA+AA+ HRA +Leave with Wages+ Pay on Holiday }	672.65	3.25%	
5	Provident Fund - (12% EE + 1% Admin charges)	1950.00		Ceiling cap amount of Rs. 15000/- fix X 13%
6	Leave with Wages on {Basic +VDA *}	1081.43	5.85%	
7	Pay on National Holidays on {Basic +VDA *}	205.19	1.11%	
	<b>Sub - Total – I</b>	<b>23319.58</b>		
<b>"CLERICAL AND NONTECHNICAL SUPERVISORY STAFF IN ALL SCHEDULE EMPLOYMENT".</b>				
S. N.	DESCRIPTION	RATE (PER MONTH)	RATE (PER MONTH)	RATE (PER MONTH)
		Basic	16562.00	Rs.637/- per day x 26 days
		Special Allowance (VDA*)	5954.00	Rs. 229/- per day x 26 days
		Provident Fund (12% EE + 1% Admin charges)	1950.00	Ceiling cap amount of Rs. 15000/- fix X 13%
		House Rent Allowance (Basic + VDA *)	1125.80	5%
		Total	<b>25591.80</b>	
1	SECRETARIAL ASSISTANT / RECEPTIONIST CUM TELE OPERATOR			

Instructions To Bidders : The above BOQ sheet allow only enter the "Rate In Figures" in above "Coloured Blue Cells" only .The  
"This is Electronic Spread Sheet Signature Is Not Required"



NATIONAL INSURANCE ACADEMY  
25, BALEWADI, BANER ROAD,  
NIA P.O., PUNE 411 045

Name of Work :-E-TENDER FOR CONSERVANCY SERVICES AT NIA INSTITUTIONAL BUILDINGS / COMMON / OPEN AREAS ETC 20123-2025.

Tender No :-NIA/ CONS-SER.INST.BLDG /02/2023 dated 03/03/2023

COMMERCIAL / PRICE BID  
MINIMUM RATES OF WAGES APPLICABLE TO THE SCHEDULED EMPLOYMENT UNDER "EMPLOYMENT OF SWEEPING AND CLEANING"  
- ZONE A

NAME OF THE BIDDER (Mandatory):					
S.N.	Description	Number of Personnel to be deployed	Rate per month per personnel (Rs.)	Amount per month (Rs.)	Amount per annum (Rs.)
	(A)	(B)	(C)	(D = B x C)	(E = D x 12)
I	SUPERVISOR	1	23696.93	23696.93	284363.16
II	HOUSEKEEPING BOYS (Un-Skilled Labour)	21	23319.58	489711.18	5876534.16
III	SECRETARIAL ASSISTANT / RECEPTIONIST CUM	1	25591.80	25591.8	307101.6
IV	Total of I + II+ III	23		538999.91	6467998.92
V	Monthly Service Charge i.e. Agency's overhead + profit i.e. % of Sl. No. III. (Note: The service charge below 3% of the above amount will lead to disqualification of the bidder.)			0.00	0.00
VI	Total of IV + V			538999.91	6467998.92
VII	GST 18%		18.00%	97019.9838	1164239.806
VIII	Gross Total			636019.89	7632238.73

Note : 1)The amount towards Leave with Wages and National Holidays will be reimbursed on monthly basis subject to submission of documentary evidence.

2)The bonus @ 8.33% on basic salary with a cap as per Govt. Notification will be reimbursed at the end of the year / contract period.

3)ESIC payment will be applicable for those employees whose wages (Basic + D.A.+ A.A + HRA + LWV + NH) are up to Rs.21000.00 per month.

4)In excess of the wages beyond Rs.21000.00 the contractor has to obtain Employees Compensation Policy with medical extension benefit. Premium of EC policy would be reimbursed on production of proper premium receipt and copy of the policy. The premium of such policy with the monthly cap of 3.25% of (Basic + DA + HRA) per year would only be reimbursed.

5)Under such circumstance, the monthly ESIC contribution payable to the contractor will be withdrawn by the Academy.

6)WDA rates will be changed as per revision of Central Labour Minimum Wages.

Instructions To Bidders : The above BOQ sheet allow only enter the "Rate In Figures" in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" . The Bidders should have to mentioned the Name Of The Bidder in above Blue Cell only.

"This is Electronic Spread Sheet Signature Is Not Required"



