



**TENDER DOCUMENTS**

**FOR**

**PROVIDING SECURITY & HOUSEKEEPING SERVICES**

**AT**

**BUDGE BUDGE INDUSTRIAL PARK, BUDGE BUDGE, SOUTH 24 PARGANAS**

**E-Tender Reference No. : WBIDC/IP/BBIP/SS/1**  
**Proposal Issue Date : 22/11/2024**  
**Last Submission Date : 13/12/2024**

**West Bengal Industrial Development Corporation Ltd.**  
**(A Government of West Bengal Undertaking)**  
**Protiti, 23, Abanindranath Tagore Sarani**  
**Kolkata – 700017, West Bengal**  
**Tel : +91-33-22553700**  
**Web: [www.wbidc.com](http://www.wbidc.com)**

### **Disclaimer**

1. The information contained in this Tender document provided to the Bidder(s), by or on behalf of WBIDC or any of its employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.
2. The purpose of this Tender document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for WBIDC, its employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this Tender document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Tender document and where necessary obtain independent advice from appropriate sources. WBIDC, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Tender document.
3. WBIDC may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender document or may reject the proposal.
4. Other details can be seen in the bidding document. WBIDC reserves to itself the right to reject any or all the tenders received without assigning any reason thereof.

## INDEX

<b>Section Number</b>	<b>Section Details</b>	<b>Page No.</b>
I	List of Important Date	4
II	Advertisement notice	7
III	Introduction	8
IV	Instruction to bidders	10
V	Terms & Conditions	15
VI	Mode of selection	19
VII	Eligibility	20

## APPENDIX

<b>Appendix A</b>	<b>Covering Letter</b>	<b>22</b>
<b>Appendix B</b>	<b>Declaration 1 by Bidder</b>	<b>23</b>
<b>Appendix C</b>	<b>Details of Bidder</b>	<b>24</b>
<b>Appendix D</b>	<b>Power of Attorney for Signing of Proposal</b>	<b>25</b>
<b>Appendix E</b>	<b>Declaration 2 by Bidder</b>	<b>26</b>
<b>Appendix F</b>	<b>Format for details of Team Member to be deputed</b>	<b>27</b>
<b>Appendix G</b>	<b>Draft Agreement</b>	<b>28</b>
<b>Schedule I</b>	<b>Scope of Work</b>	<b>36</b>

**SECTION: I**

**LIST OF IMPORTANT DATES OF BIDS**

1. Name of work : **Security & Housekeeping Service at Budge Budge Industrial Park, Budge Budge, South 24 Parganas.**
2. Contract period : **2 years**
3. Date of issue of Notice Inviting Bid : **22 / 11 / 2024 at Time: 11:00 hours**  
(as per server clock)
4. Bid submission start date (On line) : **25 / 11 / 2024 at Time: 11:00 hours**  
(as per server clock)
5. Bid Submission closing (On line) : **13 / 12 / 2024 at Time: 17:00 hours**  
(as per server clock)
6. Time and Date for opening Technical Bid/Bids : **16/12/2024 at Time: 11:00 hours**  
(as per server clock)
7. Date of uploading list for technically Qualified Bidder (online) : Will be notified later.
8. Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any. : Will be notified later.
9. Date for opening of Financial Proposal (Online) : Will be notified later.
10. Bid validity : **180 (One Hundred and Eighty) Days** from the last date of bid submission
11. Earnest Money : **Rs. 1,40,000/- (Rupees One Lakh Forty Thousand only)**  
only through online mode during submission of bid.

The scanned copy of Challan Should be uploaded at the time of submission of bid through e-tender.

12. Site Visit : A site visit by the bidder is necessary to understand the scope of work.
13. Taxation : WBIDC shall withheld Tax Deductible at Source (TDS) from the payment in pursuance of provisions of Income Tax Act, 1961 as currently in force and as amended from time to time. GST will be provided as per applicable rate. Rates to mention in the quotation shall be exclusive of the statutory taxes as applicable.
14. Communication : The Managing Director, West Bengal Industrial Development Corporation Limited,  
23 Abanindranath Tagore Sarani, Kolkata  
700017
15. Contacts : 033-2255-3863

**NOTICE INVITING e-TENDER**  
**E-Tender Reference No. WBIDC/IP/BBIP/SS/1**

Sealed percentage rate e-tenders are invited on behalf of WBIDC by Managing Director, WBIDC, PROTITI, 23, Abanindranath Tagore Sarani, Kolkata – 700 017 for the following work:

1.	<b>Name of work</b>	Security & Housekeeping Service at Budge Budge Industrial Park, Budge Budge.
2.	<b>Location of work</b>	Budge Budge Industrial Park, Kalipur, Budge Budge District- South 24 Parganas.
3.	<b>Job Description</b>	Providing security & housekeeping services
4.	<b>Duration of Contract</b>	24 months from the date of issuance of Work Order
5.	<b>Qualification criteria</b>	The bidder must be a reputed and reliable Service Provider having the following credentials: a) The agencies submitting the quotation must have an experience of one similar work in this type of Facility Service in the last three (3) years. (Ongoing similar type of work will also be accepted). b) The turnover of the bidder exclusively for the operation and maintenance services should be at least 30 lakhs during each of the last 3 financial years. c) Bidder should not be black listed with any Govt. /semi Govt. /Statutory bodies/Organizations. d) The bidder must have an organizational set up consisting of qualified Maintenance Officers.
6.	<b>Earnest Money (EMD)</b>	<i>Rs. 1,40,000/- (Rupees One Lakh Forty Thousand only)</i>
8.	<b>Site Visit</b>	Bidders are advised to visit the site before submission of bid.
9.	<b>Submission of tender</b>	Bidding documents, digitally signed by authorized person of the bidder, must be uploaded online after 25/11/2024 from 11.00 AM and must be uploaded on or before 13/12/2024 at 05.00 PM.

NOTE: Other details can be seen in the bidding document. WBIDC reserves to itself the right to reject any or all the tenders received without assigning any reason thereof.

**SECTION: II**

**ADVERTISEMENT NOTICE**

**E-TENDER REFERENCE NO. : WBIDC/IP/BBIP/SS/1**

West Bengal Industrial Development Corporation Limited (WBIDC) invites proposals from renowned, resourceful, experienced and eligible Service Providers for undertaking the following work who would be capable of undertaking the following jobs in connection with Security Services:

**'Security & Housekeeping Service at Budge Budge Industrial Park, Budge Budge.'**

The total Tender Document can be downloaded from the e-procurement portal <http://wbtenders.gov.in> from **11.00 hrs of 22/11/2024**

The Service Providers having experience of executing similar jobs may submit their offers after visiting the work site and as per details provided in Tender Document within **17.00 hrs of 13/12/2024**. The bids are to be submitted only through online to <http://wbtenders.gov.in>.

**By Order**

**Managing Director  
WBIDC**

## SECTION: III

### INTRODUCTION

#### 1. **Background:**

West Bengal Industrial Development Corporation Limited (WBIDC) is the nodal agency of the State Government for the development of medium and large scale industries in the state of West Bengal. WBIDC also facilitates the timely development and maintenance of infrastructure for growth of industries in the state of West Bengal. WBIDC has developed “Budge Budge Industrial Park, Budge Budge..”

2. WBIDC has created numerous infrastructures at Budge Budge Industrial Park. Now, WBIDC wants to engage Security & Surveillance, Housekeeping Service Provider to maintain the park smoothly.
3. In this connection, WBIDC invites proposals from the resourceful, experienced and reputed Service Providers for providing the following services:

**‘Security & Housekeeping Service at Budge Budge Industrial Park, Budge Budge.’**

#### 4. **Amendment of Bidding Documents:**

- 4.1 At any time before the submission of proposals, WBIDC may, for any reason modify the documents by amendment
- 4.2 Before the deadline for submission of bids, WBIDC may modify the bidding documents by uploading the addenda in the website.
- 4.3 Any addendum thus uploaded shall be part of the Tender documents

#### 5. **Earnest Money Deposit (EMD)**

- a. Each Bidder have to submit an **Earnest Money Deposit for an amount of Rs. 1,40,000/- (Rupees One Lakh Forty Thousand only)** only through online mode during submission of bid. The scanned copy of the earnest money details must be uploaded at the time of submission of bid through e-tender.
- b. Proposal would need to be accompanied by copy of the online receipt (duly signed) and uploaded it in Statutory Cover as mentioned in the NIT Documents.
- c. EMD shall be returned to the unsuccessful Bidders automatically on issuance of LoA to the Successful Bidder. EMD of successful bidder will be converted to Security Deposit after issuance of Work order.
- d. EMD shall be forfeited in the following cases:



- a) If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect; or fails to submit performance security as mentioned in Tender document.
- b) If the successful Bidder fails to execute the Agreement within the stipulated time or any extension thereof provided by WBIDC.
- c) If any bidder / tenderer withdraws his bid/ tender before the said period or makes any modifications in the terms and conditions of the bid,

## **6. Pre Bid Meeting**

6.1. No pre bid meeting will be held.

## **7. Address of Communication**

### **7.1 Shri Gopinath Chattopadhyay, Advisor (Engineering)**

Phone-+91-33-22553851, E-mail: [gopinath.chattopadhyay@wbidc.com](mailto:gopinath.chattopadhyay@wbidc.com)

### **7.2 Shri. Imran Ali Manihar, EA (IP&P)**

Phone-+91-33-22553863, E-mail: [imran.manihar@wbidc.com](mailto:imran.manihar@wbidc.com)

## **8. For Site Visit**

### **Shri. Imran Ali Manihar, EA (IP&P)**

Phone-+91-33-22553863, E-mail: [imran.manihar@wbidc.com](mailto:imran.manihar@wbidc.com)

## SECTION: IV

### INSTRUCTION TO BIDDERS

1. WBIDC desires to have Security & Housekeeping Services Provider for Budge Budge Industrial Park, Budge Budge.
2. The Proposal would be evaluated on the basis of the evaluation criteria set out in this Tender document in order to identify the successful bidder ("**Successful Bidder**"). The Successful Bidder is required to enter into an Agreement with WBIDC and the draft of the same is set out in Appendix G.
3. The scope of services is set out in **Schedule I**.
4. The Proposals received from eligible Service Providers shall be evaluated on the basis of the criteria set out in this Tender document. Each Bidder shall submit a maximum of one (1) Proposal for the Assignment, in response to this Tender document. Any Bidder who submits more than one Proposal for the Assignment shall be disqualified.
5. At any time prior to the Proposed Due Date, WBIDC may, for any reason, whether at its own initiative or in response to clarifications requested by any Bidder, modify the Tender document by the issuance of Addendum.
6. The Proposal shall remain valid **for a period not less than 180 days** from the Proposal Due Date (Proposal Validity Period). WBIDC reserves the right to reject any Proposal, which does not meet this requirement.
7. **Submission of Document**
  - 7.1 The TENDER document is to be submitted through online in two folders at a time, one is Technical Proposal & the other is Financial Proposal before the prescribed date and time using the Digital Signature (DSC). The various scanned copies of the documents are to be uploaded after duly digitally signed. The documents will get encrypted.

#### 7.2 **Part I Submission: Technical Proposal :**

The Technical Proposal should contain scanned copies of the following in two cover folders:

##### a. **Statutory Cover containing the following digitally signed documents :**

1. Tender Document
2. EMD Documents
3. Appendix A
4. Appendix C

**b. Non Statutory cover containing the following digitally signed documents :**

<b>Sl. No.</b>	<b>Category Name</b>	<b>Sub category Description</b>	<b>Details</b>
1.	Certificate	Certificate	<ol style="list-style-type: none"> <li>1. GST Registration Certificate &amp; Acknowledgement</li> <li>2. Pan</li> <li>3. Last three years' IT return</li> <li>4. GST Return Latest</li> <li>5. Professional Tax clearance Certificate/ Sale Tax Clearance Certificate;</li> </ol>
2	Company	Company	<ol style="list-style-type: none"> <li>1. Proprietorship Firm (Trade License)</li> <li>2. Partnership Firm (Partnership Deed, Trade License)</li> <li>3. Ltd. Company (Incorporation Certificate/Moa, Trade License)</li> <li>4. Society (Society Registration Copy, Trade License)</li> <li>5. Power Of Attorney</li> <li>6. PF Registration Number &amp; Certificate</li> <li>7. ESI Registration Number &amp; Certificate</li> </ol>
3.	Credential	Credential	<p>The agencies submitting the quotation must have an experience of one similar work in this type of Facility Service/ S&amp;S Services in the last three (3) years. Ongoing similar type of work will also be accepted.</p> <p>The turnover of the bidder exclusively for the operation and maintenance services should be at least 30 lakhs during each of the last 3 financial years.</p>
4.	Financial Information	Balance Sheet	<p>P/L &amp; Balance Sheet 2021-2022</p> <p>P/L &amp; Balance Sheet 2022-2023</p> <p>P/L &amp; Balance Sheet 2023-2024</p>
5.	Man Power	Personnel Details	List Of Staffs along with Structures & Organization (AS PER Tender)
6.	Others		<p>The bidders or any of their constituent partner shall neither have abandoned any work nor any of their contract have been rescinded during last 5 years. A declaration in this respect through affidavit has to be furnished by the bidders.</p> <p>Pending litigation History (If any). Other than any documents stated earlier (If necessary).</p>

### 7.3 Part II Submission: Financial Proposal :

The Financial Proposal contains the following documents:

- (i) Priced bill of quantities (filled in BOQ).

Note:

- a) The Financial Proposal is inclusive of all out pocket expenses incurred by the bidder towards travel, documentation and communication.
- b) Financial Proposal should be as per Minimum Wage Order issued by Labour Commissioner, Govt. of West Bengal in every six months. Successful Bidder may request WBIDC for revision of minimum wages time to time as per revision by GoWB. However, Agency Charges will remain same for the entire contract period.
- c) The Financial Proposal shall not include GST, which shall be payable extra by WBIDC at then prevailing rates.
- d) In case of difference in amount quoted in figures and words, the lower value would be considered for evaluation.
- e) Bidders shall have to comply with the provisions of (a) the contract labour (Regulation Abolition) Act. 1970 (b) Apprentice Act. 1961 and (c) minimum wages Act. 1948 of the notification thereof or any other laws relating thereto and the rules made and order issued there under from time to time.
- f) **Submissions of Statutory and Non Statutory covers are compulsory for acceptance of the bid.**

7.4 If any Bidder fails to produce the original hard copies of the documents (especially Completion Certificates and audited balance sheets), or any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies or if there is any suppression, the Bidder will be suspended from participating in the tenders on e-Tender platform for a 3(Three) years. In addition, his user ID will be deactivated and Earnest Money Deposit will stand forfeited. Besides, the authority may take appropriate legal action against such defaulting Bidder. The Employer reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time the prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's action. WBIDC shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

### 7.5 Payment Terms:

Payment shall be made within 30-days from the date of receipt of invoice in triplicate, correct in all respect as per full satisfaction of the authority supported with documents.

(Note: WBIDC may ask for any clarification regarding submitted Invoices / supported documents at any time. Penalty shall be imposed on non-performance as specified in the penalty clause Conditional bid or bid with clause of price variation will be rejected.

## **8. Proposal Due Date**

8.1 Proposals should be uploaded before **17.00 hrs** on Proposal Due Date **as indicated in the Schedule of Bidding Process**.

8.2 WBIDC may, in exceptional circumstances, and at its sole discretion, extend the above Proposal Due Date by issuing an Addendum.

## **9. Opening of Proposals and Clarifications**

9.1 WBIDC would open the Part I Submission of the Proposals on Due Date as mentioned for the purpose of evaluation.

9.2 The Part II Submission of the shortlisted/technically qualified Bidders shall be opened after intimation of the date and time of such opening.

9.3 WBIDC reserves the right to reject any Proposal not submitted on time and which does not contain the information/documents as set out in this TENDER document.

9.4 To facilitate evaluation of Proposals, WBIDC may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal.

## **10. Evaluation**

10.1 The criteria for eligibility, qualification, evaluation and selection of Bidders are set out in Section V & VI.

10.2 As part of the evaluation, the Part I Submission shall be checked for responsiveness with the requirements of the TENDER and only those Proposals which are found to be responsive would be further evaluated in accordance with the criteria set out in this TENDER document.

10.3 The Part I Submission would be considered to be responsive if it meets the following conditions:

- a. It is received / deemed to be received by the Proposal Due Date including any extension thereof.
- b. It contains all the information and documents as requested in the TENDER.
- c. It contains information in formats specified in this TENDER.
- d. It mentions the validity period as set out in Clause 6 of ITB, Section IV.
- e. It provides information in reasonable detail. ("Reasonable Detail" means that, but for minor deviations, the information can be reviewed and evaluated by WBIDC without communication with the Bidder). WBIDC reserves the right to determine whether the information has been provided in reasonable detail.
- f. There are no inconsistencies between the Proposal and the supporting documents.

10.4 A Proposal that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. A material deviation or reservation is one:

- i.* which affects in any substantial way, the scope, quality, or performance of the Assignment, or
- ii.* which limits in any substantial way, inconsistent with the TENDER, WBIDC rights or the Bidder's obligations under the Agreement, or

*iii.* Which would affect unfairly the competitive position of other Bidders presenting substantially responsive proposals.

**10.5** The responsive Proposals shall be evaluated as per the criteria set out in **Section VI**.

**10.6** WBIDC will select the successful bidder as Least Cost Basis (LCB) method.

**10.7** In case there are two or more Bidders gives same value, WBIDC, May in such case call all such Bidders for negotiations and select the Preferred Bidder on the outcome of the negotiations. The selection in such cases shall be at the sole discretion of WBIDC.

**10.8** WBIDC reserves the right to reject any Proposal, if:

a. at any time, a material misrepresentation is made or discovered; or

b. The Bidder does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal.

**10.9** In the event of acceptance of the Proposal of the Preferred Bidder with or without negotiations, WBIDC shall declare the Preferred Bidder as the Successful Bidder. WBIDC will notify the Successful Bidder through a Letter of Acceptance (LoA) that its Proposal has been accepted.

**11.** The Successful Bidder(s) shall execute the Agreement within one week of the issue of LoA or within such further time as WBIDC may agree to in its sole discretion.

**SECTION V**  
**Terms and conditions**

**1. GENERAL :**

Unless otherwise stipulated all the works are to be done as per general conditions and general specifications as stated in earlier sections.

**2. SCOPE OF BID**

- 2.1. The Employer – “Managing Director, West Bengal Industrial Development Corporation Limited” invites sealed item rate e-tenders for providing Security & Housekeeping Services at Budge Budge Industrial Park, Budge Budge, West Bengal.
- 2.2. Throughout these documents, the terms “bid” and “tender” and their derivatives (bidder/ tenderer, bid/ tender, bidding/ tendering, etc.) are synonymous.
- 2.3. The term ENGINEER will mean the authorized representative(s) from the Client.

**3. SOURCE OF FUNDS**

The Employer has decided to undertake the works envisaged in the contract and has provided funds for the same.

**4. PAYMENT TERMS:**

- 4.1. Payment shall be made within 30 working days from the date of receipt of invoice in triplicate, correct in all respect as per full satisfaction of the authority supported with time / attendance sheet duly certified by agency on monthly basis.
- 4.2. Detailed Break up of Man-power salary disbursement, detailed break up for the items /Tools & Tackles provided for necessary services shall be indicated in the invoice along with supported documents like P.F. Challan, E.S.I. Challan, Bills, Cash Memo, attendance sheet etc. WBIDC may ask for any clarification regarding submitted Invoices / supported documents at any time. Penalty shall be imposed on non-performance as specified in the penalty clause.
- 4.3. Rates will remain firm for the whole contract period. However, in case there is any increases in minimum wages vide notification of Department of Labor, Govt. of West Bengal, then the Service Provider shall appeal to WBIDC for escalation of monthly rate to accommodate upward revision in minimum wages only with proper documents. However agency charges will remain same for the entire contract period.

**5. Duration of Contract :**

The Work Order will be in force for a period of 24 (Twenty four) months and may be renewed based on performance of contractor’s service and after mutually agreed terms and conditions for another 1 (one) year.

## **6. Indemnity:**

Successful Bidder shall undertake to keep WBIDC indemnified against any and all claims, costs, expenses, damages and liabilities of any nature whatsoever arising from or pertaining to the performance of this Work Order.

## **7. Termination :**

The Work Order/Contract may be terminated on occurrence of any one or the entire following contingency:-

(a) On the expiry of the Work Order/ Contract period without any prior notice.

Or

(b) If the Successful Bidder fails to commence the work within the stipulated period, the Work Order/ Contract will be terminated without any notice and the security deposited shall stand forfeited.

Or

(c) In case the services rendered by the Successful Bidder are found unsatisfactory and fails to fulfill statutory obligations as laid in the Work Order by giving 1 months' notice

Or

(d) Breach and violations of the terms and conditions of the Work Order Or

(e) On any undue demand by the Successful Bidder which is beyond the Work Order/ Contract.

## **8. JURISDICTION :**

Managing Director shall have jurisdiction for any dispute concerning the Work Order.

## **9. EXTRA CONDITION :**

WBIDC has the right to assign this Work Order to any other company at any stage of execution if works found unsatisfactory and the Successful Bidder shall not have any objection to this effect.

## **10. PENALTY :**

Any non-performance / indiscipline / violation of contractual obligation either through complaints or otherwise would be taken up by the Company and they would have the right to call for written explanation and impose financial penalty according to nature/extent of violation. If the occurrence of the same is repeated twice, then the Company shall have the right to terminate the contract & invoke and forfeit the Performance Security Deposit.

### **Amount of Penalty i. r. o following lapses are stated as under:**

a) Vacancy of any post for a period more than 1 month – Rs.10500/- p.m. per post or part thereof.

b) Non supply of uniform per person per month-Rs.100/- per person per month or part thereof

c) Non supply of mobile phone with SIM card- Rs.2000/- per set per month or part thereof.



## **11. FORCE MAJEURE**

If the execution of the contract/ order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of road, fire, flood or any such act of nature, then WBIDC may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the WBIDC, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

## **12. BREACH OF TERMS AND CONDITIONS:**

In case of breach of any of terms and conditions mentioned in the NIT, the Competent Authority will have the right to cancel the work order without assigning any reason therefore and nothing will be payable by this WBIDC in that event and the performance security deposit shall also stand forfeited.

## **13. OTHER TERMS AND CONDITIONS**

- i)* SP shall deal with and resolve each and every dispute which shall arise between the employees supplied by SP on its own account. In case the workers / employees take recourse to actions such as strikes and other disputes affecting the Law and order in the said company, the SP shall settle the same within two working days on its own account and responsibility. WBIDC shall not be responsible for any such acts caused as such.
- ii)* Any disputes arising between the WBIDC workers / employees and the SP workers / employees will be settled by the WBIDC Management and in this issue the decision of the WBIDC Management will be held to be final and binding.
- iii)* In case WBIDC is unsatisfied with the performance of any of the employees / workers supplied by the SP, the said employee / worker shall be terminated by SP with immediate effect in the next two working days and the dues / payments / arrears or any other reimbursements by whatever name be it called, shall be taken care of by SP on his own account with written intimation / information supplied to PO. In the case of any further delay in carrying out the said action on behalf of SP the said worker / employee shall be treated as outsider to WBIDC.
- iv)* The employees of SP providing the services shall always remain employees of SP for the purpose of all compensation and employee benefits to the extent as agreed, in this tender. It is expressly clarified that the employees of SP will not be considered the employees of WBIDC under any circumstances whatsoever and shall not be eligible to participate in any of the benefit or similar programs of WBIDC. SP shall also inform all its employees providing services pursuant to this Tender that they will not be considered representatives or employees of WBIDC for any purpose whatsoever, and that WBIDC shall not be liable to any of them as an employer for any claims or causes of action arising out of or relating to their assignment.
- v)* In case of any unexpected situations including any kind of accidents strictly in office hours / during official works inside the WBIDC Units / Budge Budge Industrial Park Units, leading to death or disablement ( both temporary and permanent) of the workers / employees of SP,

WBIDC will not be responsible and liable for any accidents etc. arising to death and / or disablement (both temporary and permanent) of the workers / employees of SP and the same will be settled taken care of by SP on its own account.

- vi) SP alone (and not WBIDC) shall be responsible or liable in any manner whatsoever for the payment of all or any, of their wages, emoluments or contributions for ESI & Provident Fund and SP hereby indemnify WBIDC for any loss or damage that may arise to WBIDC for the non-performance of the obligations with regard to all or any statutory compliance to be carried out by SP. For further payments of Bonuses, Gratuity if payable or any other contribution required under any law of land related to the deployed manpower or insurance premiums for workmen compensation, personal accident or employment injury or any, other payments, by whatever name called, statutory or otherwise in any manner whatsoever shall be the responsibility of SP. It is expressly agreed by the Parties hereto that in the event of any dispute between any employee / worker of SP, WBIDC shall not be involved in any manner whatsoever and that SP shall resolve the same without causing any disturbance to WBIDC's property, its business operations and services.
- vii) Shall be solely liable and responsible for payment of all salaries, wages, provident fund, ESI & or all other applicable statutory payments under laws of land. SP will also be responsible of payment of all benefits to all persons employed by them under this contract.
- viii) In the event SP chooses to sub-delegate any of the Services hereby agreed to be provided by it to WBIDC, SP shall, take the prior consent of WBIDC before delegating its responsibilities under this tender to another Establishments, individual or group of Persons.
- ix) SP shall obtain all Applicable Approvals as per the law of land at its own cost as required under various laws from time to time for rendering the Services to the Units
- x) SP shall avail and maintain an insurance coverage of its employees / workmen to provide adequate cover against death disablement and temporary disablement or any other illness or injury which may arise during the course of their employment. The SP shall pay all premiums in relation to such insurance policies i.e. Workmen's Compensation Policy, etc and shall also renew the insurance policies from time to time.
- xi) All tenders in which any of the prescribed conditions are not fulfilled will be rejected. No arbitration for the work will be admissible.
- xii) WBIDC reserves the right to accept or reject any or all tenders without assigning any reasons thereof and is not bound to award work to the lowest Bidder.

#### **14. Additional Condition**

Any of the additional terms and conditions agreed upon between the Employer and Contractor shall also form a part of this tender document.

**SECTION VI**  
**MODE OF SELECTION**

**1. Proposal Evaluation:**

- 1.1 The Technical Proposal will be opened before the Tender Committee and after appraisal the technically qualified Bidder will be screened.
- 1.2 The date of opening of Financial Proposal will be informed to the technically qualified Bidders only.
- 1.3 The Part I Submission of the Proposal would first be checked for responsiveness with the requirements of the TENDER **(Stage I Evaluation)**.
- 1.4 In case the Proposal is found to be responsive, the Technical Proposal would be evaluated **(Stage II Evaluation)**.
- 1.5 The Technical Proposal would be evaluated on the various aspects. As part of the evaluation of the Technical Proposal, WBIDC may also request the Bidder to submit clarifications.
- 1.6 **The Part II Submission shall be opened for evaluation of those bidders who will be technically qualified. The evaluation of the Part II Submission would be taken up only after the contents of the Technical Proposal are found to meet the requirements of this TENDER.** WBIDC reserves the right to reject the Proposal of a Bidder without opening the Part II Submission if, in its opinion, the contents of Part I Submission are not substantially responsive with the requirements of this TENDER.
- 1.7 Part II Submission shall be opened with due intimation to all the technically qualified Bidders who have met the requirements of Stage I and Stage II evaluation.

**2. Selection**

- 2.1 Selection will be done on the basis of least cost basis (LCB) method.
- 2.2 In the event of acceptance of the Proposal of the Preferred Bidder with or without negotiations, WBIDC shall declare the Preferred Bidder as the Successful Bidder. WBIDC will notify the Successful Bidder through a Letter of Acceptance (LoA) that its Proposal has been accepted
- 2.3 Please note selection through E Tender is purely provisional and doesn't give any guarantee for LoA.
- 2.4 The Successful Bidder(s) shall execute the Agreement within one week of the issue of LoA or within such further time as WBIDC may agree to in its sole discretion.

**3. Confidentiality :**

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

4. **Any data insufficiency in Technical Proposal & Financial Proposal will lead to rejection of TENDER:** WBIDC reserves the right to accept or reject any of the TENDERS without assigning any reason thereof and without thereby incurring any liability to the affected parties. WBIDC takes no responsibility for delay, loss or non-receipt of offer or any letter sent by post either way.
5. Selection will be made based on particulars and documents furnished by the applicant as required and satisfactory verification carried out by WBIDC. If any information furnished by the applicant is found incorrect at a later stage they shall be liable to be debarred from tendering & taking up the work. WBIDC reserves the right to verify the particulars furnished by the applicant independently.
6. All related correspondence as exchanged by the Bidders along with the TENDER should contain no Interlineations or overwriting, except as necessary to correct errors made by Bidders themselves or to evidence provision. The persons who signed the Proposal must initial any such corrections, interlineations or overwriting.
7. Any effort by a Bidder to influence WBIDC in examination, evaluation, ranking of proposals or recommendation for award of contract will result in rejection of the Bidder's Proposal.

**SECTION VII**  
**ELIGIBILITY**

**A. Basic Eligibility:**

- The bidders must have at least 3 (three) years' experience in similar nature of works.  
N.B.:- Details communicational address of client must be indicated in the credential certificate of similar nature of work.

- B.** The agency who have been delisted or debarred by any government department shall not be eligible in any way.
- C.** Valid up to date clearance of Income Tax return / Professional Tax Clearance Certificate / P.T. (Deposit Challan) / Pan Card / Voter ID Card for self-identification to be accompanied with the Technical Bid Documents, Income Tax Acknowledgement Receipt for latest assessment year to be submitted. [Non statutory Documents]
- D.** The prospective bidders or any of their constituent partner shall neither have abandoned any work nor any of their contract have been rescinded during the last 5 (five) years. Such abandonment or rescission will be considered as disqualification towards eligibility. (A declaration in this respect through affidavit has to be furnished by the prospective bidders without which the Technical Bid shall be treated nonresponsive.)
- E.** In case of Proprietorship, Partnership Firms and The Company Tax Audit Report in 3CD Form are to be furnished along with the balance sheet and profit and loss account, and all the schedules forming the part of Balance Sheet and Profit & Loss Account in favour of applicant. No other name along with applicant name, in such enclosure will be entertained. (Non-Statutory documents)
- F.** Registered Partnership Deed (for Partnership Firm only) along with Power of Attorney to be submitted along with application. (Non - Statutory documents).
- G.** Declaration regarding Structure and Organization duly signed by the applicant to be submitted along with application.
- H.** The Prospective bidder shall not have any pending litigation.

**I. General Eligibility:**

The Bidder(s) should have fulfilled the following criteria:

- (a) The agencies submitting the quotation must have an experience of one similar work in this type of Facility Service in the last three (3) years. (Ongoing similar type of work will also be accepted).
- (b) Organizations should have team consists of Security personnel as necessary to implement the jobs ;
- (c) Agencies should have necessary technical, financial and managerial capabilities.

# APPENDIX

**Appendix A**  
**Covering Letter**  
**(On the Letterhead of the Bidder)**

Date:  
To:

Ref: \_\_\_\_\_

Dear Sir,

Being duly authorized to represent and act on behalf of..... (hereinafter referred to as “the Bidder”), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of \_\_\_\_\_ (Name of Bidder) for the captioned Project with the details as per the requirements of the TENDER, for your evaluation. We confirm that our Proposal is valid for a period of 180 days from \_\_ \_\_\_\_\_ (insert Proposal Due Date).

We also hereby agree and undertake as under:

Employer can amend the scope & value of the contract bid under this project. Employer reserves the right to reject any application without assigning any reason;

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unqualified and unconditional in all respects and we agree to the terms of the proposed Agreement which also forms a part of the TENDER document provided to us.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We hereby certify and confirm that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours faithfully,  
For and on behalf of (Name of Bidder)  
Duly signed by the Authorized Signatory of the Bidder  
(NAME, TITLE AND ADDRESS OF THE AUTHORIZED SIGNATORY)

**Appendix B**  
**Declaration by the Bidder**  
**(On the Letterhead of the Bidder)**

**DECLARATION BY THE BIDDER**

I/We have inspected the site of work and have made myself/ourselves fully acquainted with local conditions in and around the site of work. I /We have carefully gone through the Notice Inviting Quotation and other tender documents mentioned therein.

My/Our Bid is offered taking due consideration of all factors regarding the local site conditions stated in this Detailed Notice Inviting Quotation to complete the proposed contract. I/We promise to abide by all the stipulations of the contract documents and carry out and complete the work to the satisfaction of the authority.

For and on behalf of (Name of Bidder)  
Duly signed by the Authorized Signatory of the Bidder (NAME,  
TITLE AND ADDRESS OF THE AUTHORIZED SIGNATORY)

**Appendix C**

**Details of Bidder  
(On the Letter Head of the Bidder)**

**1. Details of Organization:**

- (a) Name of the Organization
- (b) Address
- (c) Year of Establishment
- (d) Status of the firm (Whether Company/Firm/Proprietary)
- (e) Name of Directors/ Partners/Proprietor.
- (f) Whether registered with the Registrar of Companies/Registrar of Firms. If so, mention number and date.
- (g) Mention PAN No. of I.T and furnish copies of I.T return for last 3 years.
- (h) Furnish copies of audited Balance Sheet and Profit & Loss Account (Audited) for the last three years  
i.e., as per tender clause.
- (i) If you are empanelled with other Govt. /Semi Govt. / Statutory Agency, if so, furnish details.
- (j) Specify turnover in table format for last 3 years. In Rs (Lakh) (As per tender norms.)
- (k) Other relevant information

(A separate sheet may be attached if needed)



**Appendix D**

**POWER OF ATTORNEY  
(On Stamp paper of relevant value)**

Know all men by these presents, We..... (name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms..... (name and residential address) who is presently employed with us and holding the position of ..... as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for  
“ \_\_\_\_\_ ” including signing and submission of all documents and providing information/responses to WBIDC in all matters in connection with our Proposal for the said Assignment.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the Day of 20...  
For.....  
(Name and designation of the person(s)  
signing on behalf of the Bidder) Accepted  
..... (Signature)  
(Name, Title and Address of the Attorney)  
Date : .....

- Note:
1. To executed only if the Bidder is a Company or Partnership firm
  2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. Copy of such document should be submitted along with the power of Attorney.
  3. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

**Appendix E**

(To be furnished in Non-judicial Stamp paper of appropriate value duly notarized)

1. I, the under-signed do certify that all the statements made in the attached documents are true and correct. In case of any information submitted proved to be false or concealed, the application may be rejected and no objection/claim will be raised by the under-signed.
2. The under-signed also hereby certifies that neither our firm M/S \_ \_ \_ \_ \_ nor any of constituent partner had been debarred to participate in tender by any Govt. Department during the last 5 (five) years prior to the date of this TENDER.
3. The under-signed would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and/or as requested by WBIDC to verify this statement.
4. The under-signed understands that further qualifying information may be requested and agrees to furnish any such information at the request of WBIDC.
5. Certified that I have applied in the tender in the capacity of individual/ as a partner of a firm & I have not applied severally for the same job.

Dated this the Day of 20....

For.....

(Name and designation of the person(s) signing on behalf of the Bidder) Accepted

..... (Signature)

(Name, Title and Address of the Attorney)

Date : .....

**Appendix F**

**Format for Team members to be deputed**

Using the format below, provide information on each team member to be deputed for the service.

Firm's Name: \_\_\_\_\_

Sl. No.	Name, Contact Nos. & Email Address	Qualification and Name of the Institutes	Relevant Experience	Position in the Organization	Task Assigned

Note: To be submitted after selection of bidder and issuance work order.

**Appendix G**  
**Draft Agreement**

THIS AGREEMENT (“Agreement”) is made on the day of     , 2024 at Kolkata.

BETWEEN:

West Bengal Industrial Development Corporation Limited, (Govt. of West Bengal undertaking), (hereinafter referred to as “WBIDC”) which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators, successors and assigns) of One Part

AND

..... LIMITED [**the Firm (in case of Sole Bidder) or Lead Member of Joint Venture (in case of Joint Venture)**], a company incorporated under the provisions of the Companies Act, 1956 and having its registered office at (hereinafter referred to as the “Service Provider”) which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators, successors and permitted assigns) of the Other Part.

WBIDC and the Service Provider are collectively referred to as 'Parties' and individually as “Party”.

WHEREAS:

- A. WBIDC has undertaken development of industrial infrastructure at Industrial area at Budge Budge Industrial Park, Budge Budge in which all component of development such as buildings, roads, water supply, electrical, sewerage, utilities etc.
- B. WBIDC has invited proposal from the resourceful, experienced and good Service Providers for Security & housekeeping Service at Budge Budge Industrial Park, Budge Budge.
- C. In response thereto proposals were received from several persons including the Service Provider. After evaluating them, the Proposal submitted by the Service Provider has been accepted and Letter of Acceptance No..... dated .....was issued.
- D. The Service Provider covenants to undertake the Assignment as set forth in the Scope of Services in Schedule I (hereinafter referred to as “the Services”) and to perform, fulfill, comply with and observe all and singular provisions, conditions and requirements of this Agreement.
- E. In consideration thereof, WBIDC will pay to the Service Charges (hereinafter referred to as “the Fee”) and more particularly described in Clause 2 and will perform, fulfill, comply with and observe all singular provisions, conditions and requirements to the Agreement.
- F. TENDER Document vide no ..... dated ..... and Letter of Acceptance No..... dated.....will be part of this Agreement

NOW, THEREFORE, in view of the foregoing and in consideration of the mutual covenants and agreements hereinafter set forth, the Parties agree as follows:

## **1. RELATIONSHIP BETWEEN THE PARTIES**

Nothing contained herein shall be construed as establishing a relation of employer and employee or agent as between WBIDC and the Service Provider. The Service Provider, subject to this Agreement, has complete charge of personnel performing the Services and shall be fully responsible for the Services performed by it or on its behalf hereunder. The Agreement shall commence on the date it is executed by the Parties. All the provisions and terms and conditions of the TENDER documents shall be part of this agreement and shall be binding on both the parties.

## **2. Duration of Contract :**

The Work Order will be in force for a period of 24 (Twenty Four) months and may be renewed based on performance of contractor's service and after mutually agreed terms and conditions for another 1 (one) year.

## **3. PAYMENT TERMS:**

- 3.1 Payment shall be made within 30 working days from the date of receipt of invoice in duplicate, correct in all respect as per full satisfaction of the authority supported with time / attendance sheet duly certified by Agency representative on monthly basis.
- 3.2 Detailed Break up of Man-power salary disbursement, detailed break up for the items /Tools & Tackles provided shall be indicated in the invoice along with supported documents like P.F. Challan, E.S.I. Challan, Bills, Cash Memo, etc. WBIDC may ask for any clarification regarding submitted Invoices / supported documents at any time. Penalty shall be imposed on non-performance as specified in the penalty clause.
- 3.3 Rates will remain firm for the whole contract period. However, in case there is any increases in minimum wages vide notification of Department of Labor, Govt. of West Bengal, then the Service Provider shall appeal to WBIDC for escalation of monthly rate to accommodate upward revision in minimum wages only with proper documents. However agency charges will remain same for the entire contract period.

## **4. Fees :**

- 4.1 The fee payable by WBIDC to the Service Provider for the Services shall be amounting Rs. .... (Rupees in Word ) plus GST as applicable.

## **5. Security Deposit:**

- 5.1 8% of Bill value to be deducted from each R/A Bill . The same shall be refunded after 45 days of the completion of service tenure.

## **6. Indemnity:**

Successful Bidder shall undertake to keep WBIDC indemnified against any and all claims, costs, expenses, damages and liabilities of any nature whatsoever arising from or pertaining to the performance of this Work Order.

## **7. Termination :**

The Work Order/Contract may be terminated on occurrence of any one or the entire following contingency:-

(a) On the expiry of the Work Order/Contract period without any prior notice.

Or

(b) If the Successful Bidder fails to commence the work within the stipulated period, the Work Order/Contract will be terminated without any notice and the security deposited shall stand forfeited.

Or

(c) In case the services rendered by the Successful Bidder are found unsatisfactory and fails to fulfill statutory obligations as laid in the Work Order by giving 1 months' notice

Or

(d) Breach and violations of the terms and conditions of the Work Order Or

(e) On any undue demand by the Successful Bidder which is ultra vires Work Order/Contract. Or

## **8. JURISDICTION :**

Managing Director shall have jurisdiction for any dispute concerning the Work Order.

## **9. EXTRA CONDITION :**

WBIDC has the right to assign this Work Order to any other company at any stage of execution and the Successful Bidder shall not have any objection to this effect.

## **10. PENALTY :**

Any non-performance / indiscipline / violation of contractual obligation either through complaints or otherwise would be taken up by the Company and they would have the right to call for written explanation and impose financial penalty according to nature/extent of violation. If the occurrence of the same is repeated twice, then the Company shall have the right to terminate the contract & invoke and forfeit the Performance security deposit.

**Amount of Penalty i. r. o following lapses are stated as under:**

a) Vacancy of any post for a period more than 1 month – Rs.10500/- p.m. per post or part thereof.

b) Non supply of uniform per person per month-Rs.100/- per person per month or part thereof

c) Non supply of mobile phone with SIM card- Rs.2000/- per set per month or part thereof.

## **11. FORCE MAJEURE**

If the execution of the contract/ order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of road, fire, flood or any such act of nature, then WBIDC may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the WBIDC, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

## **12. BREACH OF TERMS AND CONDITIONS:**

In case of breach of any of terms and conditions mentioned in the NIT, the Competent Authority will have the right to cancel the work order without assigning any reason therefore and nothing will be payable by this WBIDC in that event and the performance security deposit shall also stand forfeited.

## **13. OTHER TERMS AND CONDITIONS**

- a) SP shall deal with and resolve each and every dispute which shall arise between the employees supplied by SP on its own account. In case the workers / employees take recourse to actions such as strikes and other disputes affecting the Law and order in the said company, the SP shall settle the same within two working days on its own account and responsibility. WBIDC shall not be responsible for any such acts caused as such.
- b) Any disputes arising between the WBIDC workers / employees and the SP workers / employees will be settled by the WBIDC Management and in this issue the decision of the WBIDC Management will be held to be final and binding.
- c) In case WBIDC is unsatisfied with the performance of any of the employees / workers supplied by the SP, the said employee / worker shall be terminated by SP with immediate effect in the next two working days and the dues / payments / arrears or any other reimbursements by whatever name be it called, shall be taken care of by SP on his own account with written intimation / information supplied to PO. In the case of any further delay in carrying out the said action on behalf of SP the said worker / employee shall be treated as outsider to WBIDC.
- d) The employees of SP providing the services shall always remain employees of SP for the purpose of all compensation and employee benefits to the extent as agreed, in this tender. It is expressly clarified that the employees of SP will not be considered the employees of WBIDC under any circumstances whatsoever and shall not be eligible to participate in any of the benefit or similar programs of WBIDC. SP shall also inform all its employees providing services pursuant to this Tender that they will not be considered representatives or employees of WBIDC for any purpose whatsoever, and that WBIDC shall not be liable to any of them as an employer for any claims or causes of action arising out of or relating to their assignment.
- e) In case of any unexpected situations including any kind of accidents strictly in office hours / during official works inside the WBIDC Units / Budge Budge Industrial Park, Budge Budge Units, leading to death or disablement ( both temporary and permanent) of the workers / employees of SP, WBIDC will not be responsible and liable for any accidents etc. arising to death and / or disablement (both temporary

and permanent) of the workers / employees of SP and the same will be settled taken care of by SP on its own account.

- f)* SP alone (and not WBIDC) shall be responsible or liable in any manner whatsoever for the payment of all or any, of their wages, emoluments or contributions for ESI & Provident Fund and SP hereby indemnify WBIDC for any loss or damage that may arise to WBIDC for the non-performance of the obligations with regard to all or any statutory compliance to be carried out by SP. For further payments of Bonuses, Gratuity if payable or any other contribution required under any law of land related to the deployed manpower or insurance premiums for workmen compensation, personal accident or employment injury or any, other payments, by whatever name called, statutory or otherwise in any manner whatsoever shall be the responsibility of SP. It is expressly agreed by the Parties hereto that in the event of any dispute between any employee / worker of SP, WBIDC shall not be involved in any manner whatsoever and that SP shall resolve the same without causing any disturbance to WBIDC's property, its business operations and services.
- g)* Shall be solely liable and responsible for payment of all salaries, wages, provident fund, ESI & or all other applicable statutory payments under laws of land. SP will also be responsible of payment of all benefits to all persons employed by them under this contract.
- h)* In the event SP chooses to sub-delegate any of the Services hereby agreed to be provided by it to WBIDC, SP shall, take the prior consent of WBIDC before delegating its responsibilities under this tender to another Establishments, individual or group of Persons.
- i)* SP shall obtain all Applicable Approvals as per the law of land at its own cost as required under various laws from time to time for rendering the Services to the Units.
- j)* SP shall avail and maintain an insurance coverage of its employees / workmen to provide adequate cover against death disablement and temporary disablement or any other illness or injury which may arise during the course of their employment. The SP shall pay all premiums in relation to such insurance policies i.e. Workmen's Compensation Policy, etc and shall also renew the insurance policies from time to time.
- k)* All tenders in which any of the prescribed conditions are not fulfilled will be rejected. No arbitration for the work will be admissible.
- l)* WBIDC reserves the right to accept or reject any or all tenders without assigning any reasons thereof and is not bound to award work to the lowest Bidder.

#### **14. Additional Condition**

Any of the additional terms and conditions agreed upon between the Employer and Contractor shall also form a part of this tender document.



## **15. RESPONSIBILITIES AND OBLIGATIONS OF THE SERVICE PROVIDER**

The Service Provider shall:

- a.* Provide manpower in accordance with **as per with TENDER Document;**
- b.* provide the Services in accordance with **as per with TENDER Document;**
- c.* exercise the degree of skill, care and diligence normally exercised by members of the profession performing services of a similar nature;
- d.* Be bound to comply with any written direction of WBIDC to vary the scope sequence or timing of the Services; and use all reasonable efforts to inform itself of WBIDC's requirements for the Deliverables for which purpose the Service Provider shall consult WBIDC throughout the performance of the Services.

## **16. CONFIDENTIALITY AND PUBLICITY**

The Service Provider shall treat the details of the output of the assignment and the Services as confidential and for the Service Provider's own information only and shall not publish or disclose the details of the output, deliverables / milestones submitted to WBIDC or the Services in any professional or technical journal or paper or elsewhere in any manner whatsoever without the previous consent in writing of WBIDC.

## **17. SERVICE PROVIDER'S REPRESENTATIVES**

The Service Provider shall deploy representative for the work as mentioned in Section VI of TENDER Document

*17.1* Unless otherwise agreed, WBIDC shall have the copyright on all the reports, documents, and maps etc., authored, prepared or generated during the course of the Services to be provided by the Service Provider.

*17.2* WBIDC may extend the service for other industrial areas also in the same terms and conditions, if required, subject to mutual consent of both the parties. However, fee would be in proportion of land size of the industrial area.

## **18. COMPLIANCE WITH LAWS**

The Service Provider shall take due care that all its documents comply with all relevant laws and statutory regulations and ordinances, guidelines in force which includes all laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India including judgments, decrees, injunctions, writs of or orders of any court of record, as may be in force and effect during the subsistence of this Agreement applicable to the Service Provider.

## **19. GOVERNING LAW AND JURISDICTION**

This Agreement shall be governed by the laws of India. The Courts at Kolkata shall have jurisdiction over all matters arising out of or relation to this Agreement.

## **20. NOTICES**

Unless otherwise stated, notices to be given under this Agreement including but not limited to a notice of waiver of any term, breach of any term of this Agreement and termination of this Agreement, shall be in writing and shall be given by hand delivery, recognized international courier, mail, telex or facsimile transmission and delivered or transmitted to the Parties at their respective addresses mentioned here in above.

## **21. TRANSFER OR ASSIGNMENT**

No Party may assign its interests in the Agreement without the prior written consent of the other Party. Unless specifically stated to the contrary, in any written consent to an assignment, no assignment shall release or discharge the assignor from any obligation under this Agreement.

## **22. VARIATIONS**

WBIDC may, by written notice to the Service Provider, direct the Service Provider to vary the scope, sequence or timing of the Services with suitable compensation for such variation to be agreed mutually and the Service Provider shall be bound to comply with that direction.

## **23. LIABILITY:**

The Service Provider shall be liable for all consequence of errors and omissions arising from errors solely attributable to Service Provider or on the part of their employees to the extent and with the limitation specified by WBIDC. The Service Provider shall also be liable and shall indemnify WBIDC from and against any/all claims, damages, and costs as may be raised on the Service Provider by any other third party in connection with the said work.

## **24. OWNERSHIP OF DOCUMENTS & COPY RIGHTS:**

The copyright of Interim Reports, Design Reports, Tender Documents, Costs Estimates, Bill of Quantities, Calculation sheets, drawings etc. and all other similar documents (both interim and final) provided by the Service Provider in connection with project/work shall remain vested in WBIDC All written material, originated and prepared for WBIDC under the assigned agreement shall belong to WBIDC. The Service Provider shall not publish, share, divulge, disclose, part with any of such papers or information without the written consent of employer or use for purpose other than those for this work, the articles, designs calculations and drawings

## **25. CHANGES OR ALTERATION:**

Changes or alterations, as desired by WBIDC due to site considerations or otherwise as required during the pendency of the contract, will be done by the Service Provider. Additional charges on this account, if any, will be mutually agreed upon by WBIDC.

**26. CORRECTNESS AND ACCURACY OF DATA:**

The Service Provider shall be fully responsible for the correctness and accuracy of the data. If any inadequacy is observed in the work performed by them, they shall at their own initiative and at no extra cost to WBIDC take all steps necessary to remedy/rectify the said defects or inadequacies. The Service Provider shall incorporate all the modifications or changes as desired by WBIDC.

**27. CODE OF PRACTICE:**

The report for all works shall confirm to local building bye laws and other state regulation as well as to relevant latest Indian Standard Specifications and/or Standard code of Practice. All reports, computations etc. shall be submitted in English language and in metric/SI units.

EXECUTED BY West Bengal Industrial Development Corporation by  
being signed by a duly authorized officer in the presence  
of:

Title: \_\_\_\_\_

Witness:1. \_\_\_\_\_

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

EXECUTED BY by .....being signed by a duly  
authorized officer in the presence of:

Title:..... Witness:1.

.....

2. ....

## 1.0 Schedule I

### Scope of Work

**1.0 Background:** *A number of sector specific Industrial parks developed by West Bengal Industrial Development Corporation (WBIDC) in and around Kolkata are gearing up expeditiously for its full scale operation. Common infrastructure facilities in all the parks have been created so that the units in the park can commence operation through the utilization of such common infrastructure facilities. WBIDC, the promoter of the parks will lease out the modules to the unit holders. The common facilities will be maintained by WBIDC through outsourcing the services. In this scenario it has become necessary to engage capable Service Providers (S.P.) to carry out the Security & housekeeping Services of the common assets within the park and also to provide Security and Housekeeping services within the Park. This tender is invited from the capable S.P to provide the Security & housekeeping services at Budge Budge Industrial Park, Budge Budge in an effective manner on a competitive bid basis.*

**2.0** E-Quotations are invited from reputed Agencies having sufficient experience in handling Security Services in large industrial establishments/industrial parks who would be capable of undertaking the following jobs in connection with operation and maintenance services at Budge Budge Industrial Park, Budge Budge:

- a. Providing Manpower for Security Services.
- b. Providing necessary Housekeeping along with equipment and materials.
- c. Providing necessary tools, tackles and equipment's for maintenance work.

### **3.0 Definition of Work**

- The Service Provider shall provide appropriately equipped Housekeeping and related jobs at the industrial park in accordance with the work order.
- The Security & Housekeeping Services Provider shall provide the list of personnel along with their curriculum vitae and passport size photographs with full address before deputing them at the park. Service provider is to ensure that the maximum and minimum age limit of the deputed manpower should be as per Govt. norms.
- The Service Provider shall ensure that Housekeeping and allied staffs can properly carry out the primary duty of housekeeping in the park and maintain its assets and inform Security personnel about all nuisances and unsavory activities and / or security breach. The Service Provider shall provide all manpower, supervision, material and equipment necessary to perform and complete the services in all aspects. The Service Provider shall comply with the Agency's Employee Safety Handbook, and Personal Protective Equipment, Confined Space Entry and Hazard Communication Programs or any other requirement as necessary for this purpose to serve as the Service Provider of O&M to industrial area.
- The Service Provider (S. P.) shall not be entitled to be paid or reimbursed by WBIDC for any services or any other Labour, Supervision, material and O&M works that is in excess of the Scope of Work. Any extra services furnished by the S. P shall be provided only when asked for and the remuneration in respect of the same shall be mutually agreeable to both the parties. Deployment of Manpower according to shift on daily basis.
- The Service Provider (S.P) shall arrange cleaning, dusting, mopping sweeping and other

services of the premises i.e. SDF Buildings, CFB Building, utility buildings, road etc. Even if a room/module is not being used, the dusting/cleaning/sweeping has to be done.

- The Service Provider (S.P) shall arrange maintenance of landscape/garden/greenery area including lawn, shrubbery area, Pond area, etc. S.P. shall provide materials like brooms, buckets, mops, torches, tackles & tools etc. to Housekeeping Personnel to perform their duties without any other extra cost to WBIDC. Consumables if any, will be reimbursed on actual cost basis after verification of the rate and on satisfactory work completion upon prior approval from WBIDC & production of original bills.
- The duties of security guards will be as follows:
  - 1) To keep vigil of the SDF & CFB buildings, parking areas, etc and safeguard the properties, assets machineries and other materials from theft, pilferage, destruction, sabotage, fire and subversive activities by anyone during the period of contract.
  - 2) Services for security to be provided during the period of contact on round the clock all days.
  - 3) Any untoward incident which is a threat to the security at the above-mentioned locations has to be intimated immediately to the security supervisor/WBIDC.
  - 4) The security personnel shall ensure that authorized persons/vehicles are permitted to enter/exit the area covered under the security. Checking of entry / exit of incoming / outgoing Vehicle, materials etc. duly maintaining log book/register of entry exit.
  - 5) The security guards will also attend to any other work as & when directed by the authorities by mutual arrangement/agreement.
  - 6) Preventing all sorts of anti-social elements from entering into the Park and / or occurrence of anti-social activities in the park, regulating entry of unwanted visitors to the Park.
  - 7) Prevention of pilferage & theft of Industrial Parks property and recovery of the same in close liaising with the local law enforcers (Police & State Local Administration).

N. B.: The description of services above is not intended to be exhaustive. Service Provider shall provide whatever is reasonably necessary, consistent with security to protect Industrial Parks employees, non-employees and its assets

**Deployment of Manpower :**

SHIFT	GATE NO-1	GATE NO-2	GATE NO-3	GATE NO-4	PATROLLING	SERVICES
A (6AM to 2PM)	01 Guard	01 Guard	01 Guard	01 Guard	01 Guard	Checking, monitoring , secure entry/exit, Inspection, Patrolling & Checking, monitoring of internal security system.
B (2PM to 10PM)	01 Guard	01 Guard	01 Guard	01 Guard	01 Guard	
C (10PM to 6AM)	01 Guard	01 Guard	01 Guard	01 Guard	01 Guard	

GENERAL SHIFT (10 AM to 6PM)	04 Housekeepers	Housekeeping/ cleaning services, Cleaning, dusting of floors, Sweeping, cleaning, mopping of common area in the buildings and maintainance of plants and garden, Road sweeping & cleaning etc.
GENERAL SHIFT (10 AM to 6PM)	01 Supervisor	One (1) person is needed for conduct protocols, emergency response, incident investigations, supervise all Security Guards, protect the property, site patrolling, answer & conduct office/client call/ report and maintain daily records, Department liaison, Promote safe work practice.

**Total Manpower= 20 ((Twenty) nos. out of which 19 nos. unskilled Security Guard & Housekeepers, 01 no. semi-skilled Security Supervisor .**

Note :-

1. Man power should be quoted based on above requirement and considering weekly off/ holidays/leave of the personnel as per standard norms. No. of Security heads should be considered of reliever's duty against all the leaves admissible to the security Guard as per norms (30 per year per person for above mentioned persons).
2. The workers will be categorized as Unskilled/semi-skilled/skilled as per Circular 22/Stat/14/RW/24/2023/LCS/JLC dt. 16/17/2024 (w.e.f 1st July, 2024 to 31st December, 2024) of the Office of Labour Commissioner, Statistics section, GoWB.
3. The deployment of manpower should periodically be interchanged. The manpower deployed of must have requisite qualification, experience & Statutory Certificates as required.
4. It is to be ensured that no child labour is deployed and statutory dues such as PF etc. should be paid to employees and all statutory requirements are fulfilled regarding conditions of service.
5. The deployment of manpower will be reviewed by WBIDC at any time without giving any notice.
6. Details of persons deployed to be provided to WBIDC.
7. Each claim made by the contractual service agency should accompany documents of payments of at least minimum wages in force at that time to each security personal and EPF and ESI at the existing rate for each of them. Documents should be furnished on the company letter head

- explicitly.
8. WBIDC reserves the right to increase or decrease the required quantity of security or housekeeping personnel or both or extension of service of contract period (if required) as specified in the schedule of requirements without any change in rate and other terms and conditions.

**FORMAT OF PRICE BID -**

<b>Grade</b>	<b>Unskilled (Security Guard &amp; Housekeeper)</b>	<b>Semi-Skilled (Security Supervisor)</b>
Basic Wages*	9,953.00	10,948.00
PF @ 13%	1,293.89	1,423.24
ESI @ 3.25%	323.47	355.81
Bonus @ 8.33%	829.08	911.97
Extra duty or Reliever Duty (52.143/12 months i.e. @4.345 day/month) (N.B. 1 year = 52.143 Week)	2,072.14	-
<b>Total Amount in Rs. :</b>	<b>14,471.58</b>	<b>13,639.02</b>

<b>Price Bid Schedule</b>			
<b>Manpower Category</b>	<b>*Total Monthly per person in Rs.</b>	<b>No. of Persons</b>	<b>Monthly Total in Rs.</b>
Unskilled	14,471.58	19	2,74,960.02
Semi-Skilled	13,639.02	1	13,639.02
***** Total Manpower : 20 Nos. *****			
<b>(A) Cost of Manpower</b>			2,88,599.04
<b>Say, in Rs.</b>			<b>2,88,600.00</b>
<b>(B) Add(+): Service Charges as.....%of A</b>		(+) =	
<b>(C) Sub-Total (A+B) in Rs. =</b>			
<b>(D) Add (+) GST</b>			
<b>(E) Grand-Total (C+D) in Rs. =</b>			

**\*\*The rate is based on the Minimum Wage under notification number: 22 /Stat/14/RW/24/2023/LCS/JLC, dated 16.07.2024 (w.e.f. 1<sup>st</sup> July, 2024 to 31<sup>st</sup> December, 2024). The amount indicates includes annual wages, PF, ESI and BONUS as per statutory norms taking into consideration of the existing applicable rates against PF, ESI and Bonus components. Basic Wages of Facility Manager is fixed during the contract Period.**

The bidder should provide total management fee or agency charges will all out pocket expenses and cost of the items to be provided by the agency for one month.