

The West Bengal Industrial Development Corporation Limited  
(A Govt. of West Bengal Undertaking)  
“PROTITI”, 23, ABANINDRANATH THAKUR SARANI  
KOLKATA 700 017.

Tender Notification No.: Per/159/05/VIIC/2518

Dated:14.02.2014

**NOTICE INVITING TENDER**

Sealed tenders in prescribed format are invited by the West Bengal Industrial Development Corporation Ltd. from resourceful, well experienced and financially sound facility service providing Agencies/Companies in three steps bid system, Step-I : Earnest Money, Step-II : Qualifying Requirement and Step-III: Price Bid, for providing House-keeping services, gardening and other facility related services under the supervision of the Agency by deploying various categories of personnel at the Office of West Bengal Industrial Development Corporation Limited, “PROTITI”, 23, Abanindranath Thakur Sarani, Kolkata 700 017. The requirements of nos. of personnel and other specifications are given below :

**1. Description of requirements :-**

Deployment/Requirement details	No. of personnel
House-keeping, Gardening & other allied services	09
Facility Manager for supervision	01

The number of required house-keeping and other personnel of different categories as mentioned above may increase/decrease subsequently, if required to the extent of  $\pm 25\%$ .

2. **Eligibility Criteria:** a) The Agency/Company must have experience in House-keeping job and Gardening services in a single contract engaging at least 10(ten) personnel in any Corporate Sector or at any industry at least in one year during last 3(three) years under Government Organizations/Undertakings/ any industry of repute/Corporate Houses, to be supported by the Performance Certificate of end user. (b) Current IT Registration/Clearance Certificate, PT Registration and enrolment. (c) PF Establishment Code (d) Audited balance sheet and Profit & Loss account for the last three years (Last financial year being 2010-2011) (e) ESI Registration (f) Minimum last 5(five) years' experience in deployment of House-keeping Personnel independently.
3. **Sale of Tender Document:** Tender document will be issued on the basis of written application addressed to Executive Director-II at the above address from 17.02.2014 to 21.02.2014 on all working days, between 11.00 a.m to 3.00 p.m except Saturdays & holidays. Issuance of tender documents will not be construed to mean that such intending bidders are automatically considered qualified. Request for tender paper by post will not be entertained.
4. **Cost of Tender Document: Rs.500/-** (Rupees five hundred) (non-refundable) to be paid in the form of by A/c. payee cheques drawn in favour of WBIDCL.
5. **Earnest Money: Rs.15,000/-** (Rupees fifteen thousand) in the form of Demand Draft/Pay Order , to be deposited in a separate sealed envelope
6. **Contract period:** Contract will be for 18 (eighteen) months but initially order will be placed for 01(one) year, which may be extended for a further period of 06 (six) months, as per the discretion of the Corporation, at the same ordered terms & conditions depending upon satisfactory performance and conduct.
7. **Pre-Bid discussion:** On 22<sup>nd</sup>February at 11.00 a.m in presence of attending intending tenderer. The clarification(s) / decision(s) against point /query as would be

given by WBIDC at such discussion shall form the integral part of this NIT & shall be binding on all the tenderers. The agencies purchasing Tender Documents but not attending the Pre Bid discussions shall also have to comply with the decision of Pre Bid discussions.

8. **Submission of Tenders:** Upto 3.00 p.m. of 25.02.2014 to be submitted in three parts i.e 1) Earnest Money 2) Qualifying Requirement 3) Price-Bid in a separate sealed envelope, indicating specific part on the envelope.
  9. **Opening of Tender:** Step-I i.e. Earnest money and Step-II i.e. Qualifying Requirement will be opened on **26.02.14 at 3.00 pm** in presence of attending bidders, Price-Bid(Step-III) of the qualified bidders in Step-I & Step-II will be opened on **26.02.14 at 4.00pm**.
  10. **PREROGATIVES OF WBIDC:** WBIDC reserves the right to accept or reject any or all tender (s) and to relax any of the aforementioned conditions without assigning any reason. The Corporation does not bind itself to accept the rate quoted by the lowest bidder and reserves the right to accept or reject any or all the tenders or to split the whole work for entrusting the same to more than one agency/company.
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**TERMS & CONDITIONS**

- 1.0) **Preamble:** The West Bengal Industrial Development Corporation Limited has invited sealed tenders vide Tender Notification No. per/159/05/VII C/2518 dated 14.02.14 for man month rate for 18 months, for providing house-keeping , gardening and other allied services for deployment of different categories of personnel for 8 hours duty at “PROTITI”, 23, Abanindranath Thakur Sarani, Kolkata 700 017.
- 2.0) **Scope of Work:**
- 2.1) The Agency/Company hereinafter referred as the “Agency” shall deploy personnel for carrying out House-keeping, Gardening and allied services at WBIDC by deploying the following categories of personnel as enumerated in the Work Particulars mentioned under Clause 8.
- 3.0) **Requirement of Manpower:** Requirement of manpower at WBIDC is given below:

Deployment/Requirement details	No. of personnel
House-keeping , Gardening and allied services	09
Facility Manager for supervision	01

However, the number of required personnel of different categories as mentioned above against requirement for the WBIDC may increase/decrease subsequently, if required to the extent of  $\pm 25\%$ .

4.0) **Eligibility Criteria of the Agency (Bidder)**

- i) The Agency must have experience in House-keeping services by deployment of House-keeping personnel of minimum 10 nos., in a single contract, at least for one year during last 3(three) years under any Government Organizations/Undertakings/Corporate House/Hospitality Industry (to be supported by the Performance Certificate of end user).

ii) The Agency/Company must have minimum last 05 (five) years' experience in providing Housekeeping services and Gardening independently.

iii) The Agency must have P F establishment code.

iv) The Agency must have ESI Registration.

v) The Agency must have valid IT registration, PT registration and Service Tax Registration/Clearance Certificate.

Sound Financial condition supported by Audited Balance Sheet for the last 3(three) years showing Profit & Loss to be produced with the Tender Documents.

#### 5.0. **Deployment:**

5.1) The Agency has to deploy the aforesaid personnel on daily basis in shifts at the WBIDC as per requirement of the Authority from Basement to roof.

5.2) The allotment of duties of the personnel shall be fixed by the authority of the Corporation. However, it will be the right of the authority to alter the position of duty area from time to time as per requirement.

5.3) The Corporation reserves the right to reduce or increase the number of any category of personnel, at any point of time and the same will be done at the sole discretion of the management.

#### 6.0) **Obligation of the Corporation:**

6.1) **Payment:** The Agency shall submit monthly bill in triplicate along with proof of PF etc. as per rate contract duly signed and certified by authorized representative of the agency for each month by 1<sup>st</sup> of the following month in respect of the previous month and

accordingly the authority will settle the bill by 15<sup>th</sup> of the following month provided the bill is found to be in order.

6.2) Income Tax or any other statutory recoveries, as applicable will be deducted from the monthly bill of the Agency.

6.3) The Agency should ensure that the existing minimum wages fixed by the Government is paid to the personnel.

When there is any revision of minimum wages on or after the date of publication of this NIT that will be reimbursed separately. But, at the time of reimbursing the same, the liability of PF/ESI (Employers Share) on additional increased amount and increased wages will be reimbursed only. But no Service charge/Profit will be allowed on this increase.

6.4) The contractor/agency should not sublet the work to any other agencies in any cases.

7.0) Revision of Rates: The rate of services as quoted in the price bid, shall remain firm during the entire contract period and the extended period of contract, except in case of revision of minimum wages if any.

#### 8.0 **A. Scope of Work for House-keeping**

- **Weekdays in the morning from 7 a.m to 10.00 a.m**

- a) Sweeping and mopping of floors, corridors, rooms, staircase, lifts and open areas.

- b) Sweeping of Pathway, parking and drive-way, basement and the entire compound.
  - c) Cleaning and wiping of Glass-panels (internal portions), fire exits, electrical fittings & fixtures.
  - d) Cleaning, dusting/Wiping of the desk/tables/cabinets/chairs(accessible portions).
  - e) Cleaning of light dust of walls to be removed with soft brush. The upholstered walls may require spot cleaning and shampooing.
  - f) Cleaning of ladies/gents and guest toilets.
  - g) Checking of replenishment of toiletries in urinal and cisterns.
  - h) Daily removal of garbage.
  - i) Cleaning of pantry room.
- **Weekdays during the office hours ( 10.00 am to 7.00pm)**
- a) Cleaning of ladies/gents and guest toilets three times every day and as and when required.
  - b) Cleaning of corridors and passages every three hours and as and when required.
  - c) Cleaning of staircase every three hours and as and when required.
  - d) Providing drinking water etc. to the officials and other such duty as may be assigned from time to time.
- **Saturdays(one shift) and other periodicity of cleaning ( 7.00am to 3.00pm)**
- a) Machine washing and cleaning of all the floors of the office premises.
  - b) Cleaning of staircase, banisters, windows, door frame and bar-grills (accessible areas).
  - c) Washing/cleaning of toilets.

- d) Cleaning of lights and AC vents (normal cleaning)
- e) Watering/washing drains/drive ways and parking space with spraying of bleaching powders.
- f) Polishing of brass letters on the 'Inaugural slab' and steel letters indicating the name of the building just behind the receptionist twice a week
- g) Dust and cobwebs on ceiling to be cleared with wall broom & vacuum cleaner.
- Outer surface of the windows to be cleaned after every 3 months.
- All the nine housekeeping and gardening staff shall report at 7.00 am in the morning. Five among them shall remain present in the office till 3.00pm. At 2.00 pm rest of the four staff will report and remain present till 7.00 pm for occasional (in case tea or coffee spills) and hourly cleaning and doing other support service. Supervisor will look after the work during cleaning period.
- The Agency has to provide Housekeeping Services and other services from Basement to roof as mentioned and has to provide raw materials for the purpose of cleaning as per requirement and direction of the authorities and the cost of which will be reimbursed at actual, against submission of bill, without any profit/service charges.
- **Clearing materials to be supplied by the Agency/Company**
  - a) Phenyl
  - b) Odonil Sticks (urinals)
  - c) R6 chemicals for toilet/floor stains/stairways
  - d) Brooms/Buckets/cleaning cloths
  - e) R5 room fresheners
  - f) FEM hand wash and
  - g) others as per requirement and as per direction of the authorities
- **Supervisor's Responsibility:** Monitoring all activities of house-keeping personnel, gardening personnel and maintaining stock register of consumables (house-keeping



materials) preparation of weekly roaster and other activities as and when ordered by the management of the Corporation and remain present at WBIDCL during the office hour.

- WBIDC reserves the right to make any addition or alteration in the scope of work as noted above

**B. Scope of work for Gardening:**

- The Garden at roof, indoor, outdoor beautification of office premises area and other services as mentioned below has to be done by the gardener. For providing these services, the agency has to offer lump sum rate, which includes the rent of tools and tackles, cost of seeds/medicines, cost of plant including profit/service charge but excluding cost of Gardener, since it will be paid separately. Supply of seasonal flower plants and other plants including replacing the plants tubs at regular intervals at no extra cost to the Corporation has to be ensured.
- Maintenance of garden at roof by uprooting weeds and foreign plant, grass cutting and supply of variety of plants tubs.
- Maintenance of indoor and outdoor plants including supply of seasonal flower plants, ornament plants, medicine, manures and replacing the plant tubs. Potted indoor plant to be supplied and maintained in the Chambers of the Corporation.
- Proper watering of all the gardening areas throughout the year would come under the perview of this contract.
- Thorough weeding, forking, cleaning of garden area and applying of manure, if required.
- Requisite quantity of manure, medicine and necessary tools & tackles, good quality PVC pipes for watering, etc. shall have to be supplied by the contractor at its own cost.
- WBIDC reserves the right to make any addition or alteration in the scope of work as noted above

9.1) The personnel to be deployed by the Agency shall not have any right to claim any employment at any time for any reason whatsoever and the Corporation shall have no responsibility or liability, in this regard. The personnel engaged shall always be on the Rolls of Agency concerned. The tenderer should provide suitable uniforms for his personnel at his cost and shall ensure that staffs employed by him are properly cleaned and neatly dressed and shall be disciplined and polite to the Corporation employees.

9.2) Compliance of all Acts & Government Rules and Regulations regarding employment and working condition including various statutory facilities shall be responsibility of the Agency. The Agency will also be responsible for any fines for non-compliance of any such Acts & Rules and Regulations.

9.3) The personnel deployed by the Agency found associating himself with any activities against the interest of the Corporation and/or not complying fully with the standing orders/Rules & Regulations of the Corporation shall be liable to be removed either on the order of the agency or on such directive made by the Competent authority of WBIDCL.

9.4) The Agency is required to obtain a Labour License from the competent authority of the Labour Department, Government of West Bengal. The Agency shall be responsible for fulfilling the required strength as per order and maintain the same at all points of time.

9.5) Agency shall be liable for all payments to their employees for performance of duty and WBIDCL, in no events will be liable or responsible for any payment other than the payment stipulated in the contract.

9.6) Proper Identity Card and Identical Uniform should be provided to all Personnel on duty by the Agency at no extra cost to the Corporation.

9.7) The Agency shall submit to the authority a list of personnel engaged by it along with their details (Name, Designation, Permanent Address, Qualification, and Date of Birth) at the beginning of the contract.

The Agency shall not change any personnel without prior permission of the concerned authority of the Corporation.

9.8) The Agency shall maintain regular Attendance Register of the personnel deployed at the Corporation which is to be provided to the Competent Authority as and when required.

9.9) The Agency shall deploy personnel on the basis of 8 hours duty and their weekly off & National Holidays shall be allowed to them.

9.10) The Agency shall at his own cost, observe, perform and comply with the provisions of the following acts as and when applicable, during the execution of the contract period. Non-compliance of the provisions/stipulations of this Acts will render the Agency liable to payment of necessary compensation/penalty as deemed fit by the Corporation. The Corporation at its discretion may also terminate the contract in the event of non-compliance of the Acts as and when applicable.

a) The Contract Labour (Regulations and Abolitions) Act 1970

b) The Payment of Wages Act 1936

c) The Employees Provident Fund & Miscellaneous Provision Act, 1952

d) The Payment of Bonus Act 1965

e) the Employees State Insurance Act 1948

f) The West Bengal Shops and Establishment Act, 1963.

It will be the sole responsibility of the Agency to ensure all sorts of payment to his workers and submission of returns in time as required by various Statutory/Authorities concerned.

9.11) The replacement of personnel in case of sickness/leave/strike or otherwise shall be the responsibility of the Agency and for this no extra cost shall be paid by the Corporation.

9.12) In case of any loss due to negligence, carelessness, default or any omission or conduct on account of employees of the Agency, the same shall be made good by the Agency.

9.13) The Supervisor will command the entire activities of the overall contingent with responsibility to discipline and turn out and will supervise the task assigned by the Competent Authority of the Corporation from time to time.

10.0) Information of Bidders: This is three steps bid system i.e Step-I: Earnest Money, Step-II: Qualifying Bid and Step-III: Price Bid.

10.1) Earnest Money (Step-I) : The Earnest money of Rs.15,000/- (Rupees fifteen thousand) only in the form of Demand Draft/Pay order drawn on any Nationalized Bank/Scheduled Bank in favour of the “The West Bengal Industrial Development Corporation Limited”, is to be deposited along with tender paper (Earnest Money: Step-I), in a separate sealed envelope. Any tender without E.M shall be summarily rejected. Earnest Money of unsuccessful Tenderer will be refunded on finalization of contract. No interest will be payable by the Corporation on the above Earnest Money.

10.2) Qualifying Requirement (Step-II): All the documents under NIT and as per Clause 4.0 of Tender documents to be submitted (Attested copies) & details as per format is to be procured.

10.3) Price-Bid (Step-III): The Agency has to offer rate in this step as per format is to be procured.

10.4) Pre-Bid discussion: A Pre-Bid discussion will be held on 22.02.14 at 11.00 am at the office of WBIDC at above address, to provide any additional information and to furnish additional qualifications, if any needed on the Scope of Work and tender documents. The clarification(s)/decision against point/query as would be given by WBIDC at such discussion shall form the integral part of this NIT & shall be binding on all the tenderers. The Agencies purchased Tender Documents but not attended the Pre-Bid discussion shall also comply to the decision of Pre-Bid discussions. The outcome of the Pre-Bid discussion would be displayed in the Notice Board of WBIDC at the above address only.

11.0) Mode of Submission of Tender:

11.1) The tender shall be submitted within the due date and time as specified in the following manner:

a) Earnest Money (Step-I): EMD to be sealed in one envelop & superscribing “EMD towards job of deployment of different category of House-keeping personnel at “WBIDC”. NIT No. Per/159/05/VIIC/2518 dated 14.02.2014 on the top of the envelope.

b) Qualifying requirement Bid (Step-II) : All documents as specified in NIT and under clause 5.1 shall be sealed in one envelope & superscribing “Qualifying Requirement towards job deployment of different category of House-keeping personnel at ‘WBIDC”, NIT No. PER/159/05/VIIC/2518 dated 14.02.2014 on the top of the envelope.

c) Price Bid (Step-III): The price bid as per format, enclosed in this document, as per clause 12.2 of Tender Documents shall be sealed on one envelope & superscribing “Price Bid towards job of deployment of different category of House-keeping personnel at WBIDC”, NIT No. on the top of the envelop. Per/159/05/VIIC/2518 dated 14.02.2014.

d) All three envelopes under Step-I, Step-II & Step-III, mentioned under 12.2 (a, b, c) along with the copy of the tender documents with all amendments made in Pre bid discussion duly stamped & signed by the party/agency, to be placed in one Envelop, duly sealed & Subscribing on the top of envelop “Tender towards job of deployment of different category of House-keeping personnel at “WBIDC”, NIT No. Per/159/05/VIIC/2518, dated 14.02.2014 & date of Opening of Tender”.

**12.0) Date of Submission of Tender:**

12.1) The tender i.e EMD(Step-I), Qualifying Bid(Step-II) and Price Bid (Step-III) in the manner as mentioned above to be submitted on or before 25.02.14 upto 3.00 p.m, during all working days except Saturday/Holiday.

12.2) Each and every sheet of the tender document will have to be signed by the authorized signatory with office seal of the Agency/Company.

12.3) The rate to be quoted in figure and words in English only.

12.4) Tenders are to be dropped in the Tender Box kept at the office (Ground floor reception) at the above address.

**13.0) Opening of Tender:**

13.1) The tenders will be opened in presence of the available representative of the tenderers at the date and time for opening of tender as specified herein or in case of any extension has been given thereto, on the extended tender opening date and time notified through the website of WBIDCL at the above address to all the tenders, who have purchased the tender documents. Tenderers authorized representatives (maximum 2 persons) may attend the opening.

13.2) EMD (Step-I) & Qualifying Bid (Step-II) : The due date and time of opening of EMD (Step-I) & Qualifying Requirement Bid (Step-II) tender is 26.02.14 at 3.00pm. After opening the main cover the envelope containing EMD shall be opened, if EMD of requisite amount had been submitted, in proper way.

13.3) Price Bid (Step-III) : On scrutiny of the Qualifying Requirement and Terms & Conditions, the Price bid of bidders fulfilling the Step-I & II criteria will be opened on 26.02.14 at 4.00pm in the office of the WBIDC at the above address.

**14.0) Evaluation of Tender:**

14.1) The WBIDCL reserve the right to accept or reject any or all tenders or cancel/withdraw the invitation of tender, without assigning any reason for such decision. Such decision by the WBIDCL shall not be subject to question by any tenders and the WBIDCL shall bear no liability consequent upon such decision.

14.2) WBIDCL does not bind itself to accept the rate quoted by the lowest tenderer.

**15.0) Agreement:**

15.1) The Agency shall execute the agreement on Non-Judicial Stamp Paper of value Rs.100/- as per Proforma enclosed herewith within 30 (thirty) days from the date of issue of Work Order.

**16.0) Security Deposit:**

16.1) Security Deposit would be RS 20,000/ (Rupees twenty thousand only). However, no interest is to be paid against this security money in any form at the time of its release after successful completion of the contract period.

**17.0) Termination:**

17.1) In the event of breach of any of the covenants and stipulations contained in the agreement/terms and conditions of the tender documents as well as Work Order and failure of the Agency to remedy such breach within the stipulated time as will be directed by the Corporations, the contract will be terminated by giving one month notice and the security deposit will be forfeited any breach of the contract.

17.2) Any goods of the Corporation in custody or power of the Agency at the time of termination of contract or expiry of the contract by efflux of time or by notice or otherwise shall be restored/return by the Agency to the Corporation.

17.3) The WBIDCL at its discretion may terminate the orders with 1(one) month's notice without assigning any reason whatsoever.

**18.0) Extension:**

18.1) If the Agency agrees to continue the jobs entrusted to him even after expiry of the contract period (i.e. 18 months) as asked by the Corporation, same may be extended in the same terms and conditions, as mutually agreed.

**19.0) Transferring of Tender Documents:**

19.1) Tender document is not transferable and no bid would be accepted from any Company/Agency who has/have not purchased tender document.

**20.0) Legal Jurisdiction:**

20.1) Any legal dispute would be dealt under the Jurisdiction of Calcutta High Court only.

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