



West Bengal  
Industrial Development  
Corporation

**SUPPLY OF MANPOWER FOR PROVIDING OF OPERATION &  
MAINTENANCE SERVICES**

**AT**

**Manikanchan SEZ - The Gem & Jewellery Park**

**PROMOTED BY**

**WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LTD.**

**“PROTITI”**

**23, Abanindranath Tagore Sarani,**

**Kolkata – 700017**

**Second Call Tender Reference No. WBIDC/IP/MK/O&M/2014**

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**TENDER DOCUMENT**

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**NOVEMBER-2014**

**WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED**

**Supply of Manpower for providing Operation & Maintenance  
Services at**

**Manikanchan SEZ - The Gem & Jewellery Park**

**Second Call Tender Reference No. WBIDC/IP/MK/O&M/2014  
E-Tender ID No.2014\_WBIDC\_29504\_1**

**List of Important Dates of Bids**

1. Name of work : **Operation & Maintenances Services (O&M) at Manikanchan SEZ, Plot CN1, Sector V, Salt Lake, Kolkata 700 091.**
2. Duration of Contact : **2 (two) years from the date of effect of Work Order.**
3. Date of issue of Notice Inviting Bid : **28/11/2014**
4. The total Tender Document can be downloaded from the e-procurement portal [www.wbtenders.gov.in](http://www.wbtenders.gov.in) / [www.wbidc.com](http://www.wbidc.com) from 28/11/2014.
5. Time and Date of Pre-Bid Meeting : **09/12/2014 at 15.00 hours.**
6. Venue of Pre-Bid Meeting : **OFFICE OF WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED (WBIDCL), 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017.**
7. Bid uploading start Date : **13/12/2014 at 17-00 hours**
8. Last Date for Submission of Bid(s) : **22/12/2014 at 17-00 hours.**  
(As per server clock).
9. Time and Date for opening Technical Bid/Bids : **23/12/2014 at 12-00 hours**  
(as per server clock).  
Place: WBIDCL Office at 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017.
10. Time, Date and Place of opening Financial Bids : Will be intimated later to the technically qualified bidder(s)
11. Last date of Bid validity : **180 (one eighty) Days** from the last date of bid submission.

## Press Notice

### Secon Call E-Tender Reference No. : WBIDC/IP/MK/O&M/2014 E-Tender ID No.2014\_WBIDC\_29504\_1

The Managing Director, West Bengal Industrial Development Corporation Limited (WBIDCL) invites proposal through e-tenders from renowned and eligible Contractors for undertaking the following work :

1.	Place : Manikanchan SEZ, Plot CN1, Sector V, Salt Lake, Kolkata – 700 091
2.	Name of the work: Supply of Manpower for providing Operation & Maintenances (O&M) Services at Manikanchan SEZ, Plot CN1, Sector V, Salt Lake, Kolkata 700 091.
3.	Earnest Money: Rs. 25,000/- (Rs. Twenty Five thousand only) through RTGS/NEFT.
4.	Duration of Contact: 2 (two) years from the date of effect of Work Order.
5.	The total Tender Document can be downloaded from the e-procurement portal <a href="http://www.wbtenders.gov.in/www.wbidc.com">www.wbtenders.gov.in/www.wbidc.com</a> from 28/11/2014.
6.	Time, Date and Place of Pre-Bid Meeting: On 09/12/2014 at 15.00 hrs at WBIDCL Office at 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017.
7.	Last date and time for submission of Online Tender: 23/12/2014 at 17-00 hours. (As per server clock).

## **NOTICE INVITING e-TENDER**

The Managing Director, West Bengal Industrial Development Corporation Limited (WBIDCL) invites proposal through e-tenders from renowned and eligible Contractors for undertaking the following work :

1.	<b>Name of work</b>	<b>Supply of Manpower for providing Operation &amp; Maintenances (O&amp;M) Services at Manikanchan SEZ, Plot CN1, Sector V, Salt Lake, Kolkata 700 091.</b>
2.	<b>Location of work</b>	<b>Manikanchan SEZ, Block CN1, Sector V, Salt Lake, Kolkata – 700 091.</b>
3.	<b>Duration of Contact</b>	<b>2 (two) years from the date of effect of Work Order..</b>
5.	<b>Qualification criteria</b>	<p>The bidder must be a reputed and reliable company having the following credentials:</p> <p>a) The bidder should have sufficient experience of providing O&amp;M services. Reference List with documentary proof is to be attached on work of similar nature within the past 3 years and details of current work in hand. The turnover of the S. P. for the last 3 (three) years shall also be required to be submitted.</p> <p>b) For the purpose of the tender, similar works will mean, providing services of same nature of work and well Experienced of the proposed work.</p> <p>c. Bidder should not be black listed with any Govt. /state Govt./Statutory bodies/Organizations</p>
	<b>Earnest Money</b>	<p><b>Rs. 25,000/- (Rupees Twenty Five thousand)</b> only through RTGS/NEFT the details of which is as follows :</p> <p>Account Name : WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED</p> <p>Account Number : 011010200021340</p> <p>Bank's Name : Axis Bank Limited.</p> <p>Branch Name : Golpark, Kolkata-19.</p> <p>IFS Code : UTIB0000011</p> <p><b>The scanned copy of the RTGS/NEFT details must be uploaded at the time of submission of bid through e-tender.</b></p>
7.	<b>Availability of Tender Documents</b>	Tender documents will be available on & from. <b>28/11/2014</b> from the e-procurement portal <a href="http://www.wbtenders.gov.in/www.wbidc.com">www.wbtenders.gov.in/www.wbidc.com</a> .

8.	<b>Site Visit</b>	<b>Bidders are advised to visit the site before submission of bid.</b>
9.	<b>Pre-Bid Meeting:</b>	<b>09/12/2014 at 15.00 hrs</b> at WBIDCL Office at 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017
10.	<b>Bid uploading start date</b>	<b>13/12/2014 at 17.00 hours</b>
11.	<b>Last Date of Submission of bid(s)</b>	Bidding documents, signed by authorized person of the bidder, must be submitted online on or before <b>22/12/2014 at 17.00 (as per server clock).</b>
12.	<b>Procedure for submission of tender</b>	Bidders are requested to submit their tenders through e-procurement portal <a href="http://www.wbtenders.gov.in">www.wbtenders.gov.in</a> . If required, the bidders may be requested to submit the hard/original copy of the technical bid at the time of verification of the documents.
13.	<b>Date, time and venue of opening of Technical Bid</b>	<b>23/12/2014 at 12-00 hours (as per server clock).</b> Place: WBIDCL Office at 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017. If the office happens to be closed on the date of opening of the bids as specified, the bids will be opened on the next working day at the same time and venue.
14.	<b>Date and Time of Opening of Financial Bid</b>	Date and time of opening of Financial Bids will be intimated later to the technically qualified bidder(s).
15.	<b>Validity of the bid</b>	<b>180 (one eighty)</b> days from the date of submission of tender. If any bidder/tenderer withdraws his bid/ tender before the said period or makes any modifications in the terms and conditions of the bid, the said earnest money shall stand forfeited
16.	<b>Taxation</b>	Taxes, if any will be mentioned clearly at the price bid. TDS will be deducted at the sources.

**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.**

**TENDER DOCUMENT**

**FOR**

**Operation & Maintenance Services**

**IN**

**Manikanchan SEZ - The Gem & Jewellery Park**

**PROMOTED BY**

**WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION**

**LTD.**

**“PROTITI”**

**23 Abanindranath Tagore Sarani**

**Kolkata-700017.**

TENDER FOR ITEM/PACKAGE : Hiring of Operation & Maintenance Agency.  
TENDER NO : **WBIDC/IP/MK/O&M/2014 (Second Call)**  
TENDER ISSUE DATE : 28/11/2014  
TENDER DUE DATE : 22/12/2014 before 05:00PM

## Table of Content

Sl no	Contents
1.	ANNEXURE A : Background/Definition of Work & Bidding Process.
2.	ANNEXURE B : General Terms and Conditions.
3.	ANNEXURE C : Scope of work & Price schedule.
4.	ANNEXURE D : Proforma of Performance Bank Guarantee.

## **ANNEXURE A**

### **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 have subleased out the modules to the unit holders. The common facilities are being 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 Operation and Maintenance (O&M) Services of the common assets within the park. This tender is invited from the capable S.P to provide the Operation & Maintenance services of the park i.e. Manikanchan SEZ – The Gem & Jewellery Park (henceforth MK SEZ), Plot CN-1, Sector – V, Salt Lake City, Kolkata – 700 091 in an effective manner on a competitive bid basis.

### **2.0 Definition of Work**

- ◆ The O&M Service Provider shall provide appropriately equipped and well trained, certified and / or licensed Personnel for Housekeeping and related jobs (as specified later in Annex C) at the industrial park in accordance with the work order. For the total no. of O & M Service Personnel including Housekeeping to be deployed by the Service Provider, Contractor shall intimate its location wise requirement separately. This deputation may increase or decrease based on site requirement with one week advance advice.
- ◆ The O&M Service 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 Site In-charge of the park shall be responsible person with proper experience for at least two years. The maximum and minimum age limit is 60 years and 25 years respectively.



◆ The Service Provider shall ensure that Housekeeping and allied staffs can properly carry out the primary duty of O&M 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.

### **3.0 Bidding Process**

◆ Qualification for Requirement

The bidder should have sufficient experience of providing O&M services. Reference List with documentary proof is to be attached on work of similar nature within the past 3 years and details of current work in hand. The turnover of the S. P. for the last 3 (three) years shall also be required to be submitted.

◆ Location of Providing Services

**Manikanchan SEZ –The Gem & Jewellery Park  
Plot CN-1, Sector – V, Salt Lake City, Kolkata – 700 091,  
West Bengal, India.**

➤ **Contact Person : N Debnath, Dy. Manager (IP);  
Ph. 2255 3741 (O)**

◆ Procedure for Submission of Bids :

The bidder must submit the bid through wbtender portal [www.wbtender.gov.in](http://www.wbtender.gov.in) alongwith scanned copy of documentary proof as mentioned above.

**The Scanned copy Earnest Money Deposit (EMD) as mentioned in Annexure-B should be submitted with the bid. The bid stands cancelled in its entirety if the EMD is not provided.**

Techno Commercial Bid

Techno Commercial bid should contain complete Technical and Commercial and Turn Over of the company for past 3 (Three) years and details of current work in hand as mentioned above.

4.0 Filling Requirements in Bidding Process:

- ◆ Bidders must review this Tender Document carefully and ensure that they can provide all the necessary services, infrastructure and personnel to fully support the operations and achieve the given objectives of services requested. The Bidder is expected to have at least three years' experience in handling O&M services preferably in industrial establishments/parks or in similar areas and must comply with safety and cleanliness standards as practiced in this trade as applicable to an industrial area.
- ◆ Bidders must acquaint themselves with the area of operation before submission of the bid and shall ensure that they are well acquainted with the job sites, environment including topography, logistics and climate, social environment of locality, prevailing rate of minimum wage, and the trend of increase in minimum wages, etc. WBIDC will in no case be responsible or liable for costs associated with the preparation and submission of bids regardless of the outcome.
- ◆ Offer of the tenderer must be complete in all respects and shall be submitted together with requisite information and appendices within the due date.
- ◆ The bidder shall sign the proposal, stating the name of the entity to whom the Work / Service Order is to be awarded. Before awarding the work order to the L-1 bidder, he may be requested to submit the hard copy of the Tender Document duly signed on each page of the document by an authorized officer from the Bidder's organization along with company's seal on each page of the document.

- ◆ **Bidders shall indicate their full address and telegraphic / phone / fax / e-mail address in the bid document.**
- ◆ Telegraphic / email / Tele fax offers, whether received directly by WBIDC or otherwise shall not be considered.

By tendering an offer to provide the services, Bidder accepts the terms of this Invitation to Tender in its totality. Agreed terms shall be included in the Binding Work Order. Bidders shall submit the bid based on the terms and conditions laid down in the tender document without any exception / deviation. Price quoted shall be firm and inclusive of all taxes, duties, & levies - if any applicable and should be kept valid for a period of six months from the date of opening of tender.

#### 6.0 Evaluation and Comparison of Bids:

##### Techno-commercial Evaluation:

- ◆ After opening the bids, the bid document submitted by each bidder will be examined. Any bid which does not meet the technical and commercial requirements set forth in the tender document will be rejected. To assist in the technical evaluation of bids WBIDC may, at its discretion, ask a bidder for clarifications.

##### Price Evaluation:

- Offers must be quoted by considering prevailing minimum wages notification of Department of Labour, Government of West Bengal, ESI, PF, bonus, taxes, if any and all other financial facility to be provided.

**GENERAL TERMS AND CONDITIONS:**

**1. Communication**

All communications, correspondence & documentation requested in this tender document shall be sent to the below address:

**Managing Director**  
**West Bengal Industrial Development Corporation Ltd,**  
**“PROTITI”, 23, Abanindranath Thakur Sarani,,**  
**Kolkata – 700 017**  
**Tel:(+91-33) 22553700-705**  
**Fax: +91-33-2255-3737**  
**Website: [www.wbidc.com](http://www.wbidc.com)**

**2. Definitions**

- ◆ The Company shall mean West Bengal Industrial Development Corporation Ltd. (WBIDC Ltd.)
- ◆ The Service Provider shall mean the party in whose favour the Work Order will be issued.

**3. Scope of Work**

- ◆ As described in Annexure C. Service Provider shall be responsible for and comply with all laws / acts applicable.

**4. Rates**

- ◆ Rates to be quoted:

The wages of the workers/supervisors engaged in the park in consonance with the prevailing Minimum Wage rate circulated by Government of West Bengal (order copy to be enclosed). Subsequently if there is any increase in minimum wages circulated vide notification of Department of Labour, Govt. of West Bengal, then the Service Provider may appeal to WBIDC for escalation of monthly rate of labour to accommodate upward revision in minimum wages only with proper documents and justification. WBIDC will only provide the difference of the previous wage rate and the present enhanced wage rate as apparent in the Government Orders under the head Skilled/Semi-skilled/Unskilled as applicable for the actual number of personnel physically deployed at

the site, verified on time to time basis by officials of WBIDC, after which WBIDC may consider the hike.

- ◆ At present, there are one Facility Manager (FM) & one Supervisor who are enjoying a sum of Rs.13,500/- and Rs. 8602/- respectively. The enhancement of will be considered as per the percentage of the rate for highly skilled Labour and skilled labour respectively declared by the Labour Commission, GoWB.
- ◆ Facility Manager will perform his duty in General Shift.
- ◆ A sum of Rs. 10,000/- (at least) per month towards cost of consumable for supplying House Keeping materials will be considered.
- ◆ Rate to be mentioned for labour cost are on per month basis for the entire workforce to be deployed to the Park for 24X7 duties factoring in 82 days' leave per personnel as per norm in a calendar year.
- ◆ All the above conditions will be considered by the bidder at the time of submission of Bid.

## **5. Taxes**

- ◆ Bidder to clearly specify prevailing rate of taxes and duties, if applicable on the service. WBIDC shall deduct Tax Deductible at Source (TDS) from the payment due to the Service Provider in pursuance of provisions of Income Tax Act, 1961 as currently in force and as amended from time to time.

## **6. Payment Terms**

- ◆ Payment shall be made within 21 days from the date of receipt of invoice in triplicate along with following supporting documents:
  - Time/Attendance sheet for the month duly certified by WBIDC's representative.
  - Proof of wages disbursement sheet to the personnel for respective month.
  - Proof of deposition of statutory dues e.g. PF, ESI etc to the appropriate authority.

## 7. Discipline

- ◆ S. P. shall maintain strict discipline and good order among their respective employees and shall abide by and confirm to all instructions by WBIDC governing O&M operations. Should WBIDC feel for just cause that the conduct of any of S.P. personnel is detrimental to WBIDC's interest, WBIDC shall ask the S.P. in writing to remove such person(s) from the site immediately.
- ◆ S. P shall furnish at its sole expense and under its exclusive responsibility competent O&M personnel. The entire work force engaged should be experienced and able to Communicate effectively.
- ◆ S. P shall be solely responsible throughout the tenure of this contract to provide all requirements of its personnel including medical attention, vacation, increment, bonus, leave salary etc.and time off allowance and any other benefits which may be due to such employees under law and otherwise. WBIDC shall have no responsibility or liability whatsoever in this regards. Wages disbursement by the S.P. to the workers should be by 7<sup>th</sup> of every month.
- ◆ S. P shall be solely responsible for strict compliance for meeting all statutory requirements of labor and related laws connected with employment and proper record of its personnel. All O&M personnel deployed at sites shall be properly insured.
- ◆ House-Keeping personnel posted shall wear proper uniform (No Cargo dress as used by Army Commando) and shall have badge for identification. S.P. shall provide these items as well as other materials like brooms, buckets, mops, torches, tackles & tools etc to Housekeeping Personnel and other related workers to perform their duties.
- ◆ WBIDC at its own discretion reserves the right to instruct the S. P. to remove any of S.P.'s HK or other related personnel from the site of WBIDC, whose performance and conduct is not satisfactory, and it will be mandatory for the S. P. to execute this instruction.
- ◆ Any loss of material, equipment for the common infrastructure facility shall be to the account of the S. P and the cost of lost items / materials shall be recovered from S. P's monthly bill.
- ◆ Duration of Contract -This Work Order will be in force for a period of twenty four months and can be renewed based on the performance of S.P.'s service on the rate mutually agreed and terms & conditions for few months or another one year.

## **8. Indemnity**

S. P has undertaken to defend WBIDC 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.

## **9. Penalty/Termination**

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 Bank Guarantee and furthermore charge additional financial penalty according to nature/extent of violation, if required.

## **10. Jurisdiction**

High Court, Kolkata shall have jurisdiction for any dispute concerning the Work Order.

## **11. Extra Condition**

WBIDC has the right to assign this Work Order to any other company at any stage of execution and the S. P shall not have any objection to the said assignment of this Work Order. WBIDC reserves the right to accept or reject any or all tenders without assigning any reason thereof and is not bound to award work to the lowest Bidder.

## **12. Earnest Money Deposit / Performance Bond**

12.1 Bidders shall be required to furnish with their bids an Earnest Money Deposit (EMD) in the form of RTGS/NEFT in favour of “West Bengal Industrial Development Corporation Limited” payable at Kolkata. The Bid Bond value shall be INR 25,000.00 (Rupees Twenty five Thousand Only). Supporting document of RTGS/NEFT should be included at the time of e-tendering.

12.1.1 The successful bidder may be requested to extend the validity of the bid for a further period of 06 (six) months until a formal Work Order is executed by the

two parties and/or performance bond is submitted by the bidder to WBIDC. The EMD shall be submitted with the bid itself. Bids not accompanied by EMD as above shall be rejected

12.1.2 Successful Bidders shall furnish to WBIDC within 15 days of issue of letter of award a performance security in the form of bank guarantee from an Indian nationalized bank/scheduled bank for a sum equivalent to 1 (One) month billing value as per the Proforma enclosed as Annexure D with the bid document. This bank guarantee/performance bond shall be drawn in favour of “West Bengal Industrial Development Corporation Limited” and shall be valid for a period up to 45 days after 24 (twenty four) months from the date of effect the work order.

12.2 The performance bond shall be given on non-judicial stamp paper of requisite value from an Indian nationalized bank/scheduled bankers.

### **13. Dispute**

In case of any dispute, decision of the Managing Director, WBIDC Ltd. shall be final and binding on all the stakeholders.



## SCOPE OF WORK

The O&M Service Provider shall provide appropriately equipped and well trained, certified and/or licensed House Keeping Personnel and other related personnel at the park in accordance with the work order for the upkeep, maintenance, maintenance of fire-fighting equipment, electrical installations, water supply mechanism, beautification and cleanliness of the park.

The Service Provider shall ensure that House Keeping and related works are properly carried out. 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.

The Service Provider shall not be entitled to be paid or reimbursed by the company for any services or any other Labour, Supervision, material that is in excess of the Scope of Work. Any extra services furnished by the S. P shall be provided when asked for and the remuneration in respect of the same shall be mutually agreeable to both the parties.

The areas, nature of service and scope of service to be covered under O&M services would include the following:

### **Manikanchan SEZ – The Gem & Jewellery Park**

The physical features and area description are set out below:

- Land Area : 5.00 Acres (On 2.5 acres phase I was set up S P to maintain. Balance portion of land also)
- Civil Construction :
  - ◆ **Standard Design Factory (SDF)** : 13104 Sq. M/141,000 Sq.Ft.  
[ One 7 - Storied Buildings meant for setting up manufacturing units]
  - ◆ Module Details:
    - ◆ Ph I – One SDF with 31 modules
 

▪	13 Nos.	325 Sq. M	each	4225 Sq. M
▪	12 Nos.	465 Sq. M	each	5580 Sq. M
▪	3 Nos.	171 Sq. M	each	513 Sq. M
▪	3 Nos.	154 Sq. M	each	562 Sq. M
				10780 Sq. M

- ◆ **Common Facility Building (CFB) :** 5112 Sq. M./55,000 Sq. ft.

Single six storied building provides: Customs office/Canalizing Agents/ Bank Branch/ Office of the Development Commissioner/Specialized Couriers/ Business Centre/ Restaurant/ Exhibition cum Conference Hall/Airconditioned Open Space Hall.

- ◆ **Other Areas :** Canteen Building, Generator/Panel Room, Pump Room etc.

❖ **The list of major equipment installed are listed below:**

Sl. No.	EQUIPMENT	LOCATIO N	COMPANY	CAPACITY/R ATING (each)
1	KSB Make Submersible pump HP 6.5	SDF	Bore Well Drinking water	For Underground Tank
2	Feed Pump Kirloskar make Monoblock pump HP 3 Type KDS 335 ++	SDF	RO Plant	
3	Feed Pump Kirloskar make Monoblock pump HP 3 Type KDS 335 ++	SDF	RO Plant	
4	Main discharge Pump Siemense Make HP 15	SDF	RO Plant	
5	Cleaniing Pump Salmore make HP 0.5	SDF	RO Plant	
6	Water Drain out Pump Khaitan Make HP 0.5	SDF	RO Plant	
7	Submersible Pump KSB Make HP 7.5	SDF	Drinking Water	For Overhead tank
8	Submersible Pump KSB Make HP 7.5	SDF	Drinking Water	For Overhead tank
9	Submersible Pump KSB Make HP 5	CFB	Drinking Water	For Overhead tank
10	Submersible Pump KSB Make HP 5	CFB	Drinking Water	For Overhead tank
11	Submersible Pump KSB Make HP 3	SDF	Drinking water	For Canteen
12	Submersible Pump KSB Make HP 3	SDF	Drinking Water	For Canteen
13	Sump Pump Modi Make	SDF	STP	

	HP 3			
14	Sump Pump Modi Make HP 3	SDF	STP	
15	Sump Pump	SDF	STP	
16	Modi make	SDF	STP	
17	Air Blow Pump Crompton Graves HP 2 RPM 1440	SDF	STP	
18	Air Blow Pump Crompton Graves HP 2 RPM 1440	SDF	STP	
19	Air Blow Pump Crompton Graves HP 2 RPM 1440	SDF	STP	
20	Air Blow Pump Crompton Graves HP 5 RPM 1440	SDF	STP	
21	Air Blow Pump Crompton Graves HP 5 RPM 1440	SDF	STP	
22	Mixing Pump Laxmi Pvt. Ltd HP 0.5 RPM 1440	SDF	STP	
23	Gurdening pump Kirloskar Make HP 1 RPM 2900	SDF	STP	
24	Gurdening pump Kirloskar Make HP 1 RPM 2900	SDF	STP	
25	Jocky Pump ABB Make, Type HX 160 MLA 2 HP 15 RPM 2990	SDF	Fire Room	
26	Hydrant Pump ABB Make, Type HX 2808 NA 4 HP 100, RPM 1440	SDF	Fire Room	
27	Sprinkler Pump ABB Make, Type HX 2808 NA 4 HP 100, RPM 1440	SDF	Fire Room	
28	Fountain Pump HP 3	CFB	Fountain	
29	Tares Pump ABB Make, Type HX 132 SMB 2 HP 10, RPM 2900	SDF		
30	Tares Pump ABB Make, Type HX 132 SMB 2 HP 10, RPM 2900	CFB		

❖ **Transformer at Manikanchan - SEZ**

No. 1	KVA	1000		No. 4	KVA	500
	Volt	11KV/433			Volt	11 KV/433
	Amp	52.49/1333.37S.			Amp	26.24/666.68
	S. No.	6538/1			S. No.	6539/1
No. 2	KVA	1000		No. 5	KVA	500
	Volt	11 KV/433			Volt	11 KV/433
	Amp	52.49/1333.37			Amp	26.24/666.68
	S. No.	6538/2			S. No.	6539/2
No. 3	KVA	1000				
	Volt	11 KV/433				
	Amp	52.49/1333.37				
	S. No.	6538/3				

❖ **Lift at Manikanchan – SEZ**

**SDF**

No. 1	Passenger Lift	Kone Make, HP 15, KW 11, AMP 27, RPM 1428, Sl. No. 843948
No. 2	Passenger Lift	Kone Make, HP 15, KW 11, AMP 27, RPM 1430, Sl. No. 843990
No. 3	Goods Lift	Kone Make, HP 25, KW 20, AMP 37.5, RPM 1440, Sl. No. 839727

**CFB**

No. 1	Passenger Lift	Kone Make, HP 15, KW 10.8, AMP 22.14, RPM 1430, Sl. No. 35120036
No. 2	Passenger Lift	Kone Make, HP 15, KW 10.8, AMP 21.8, RPM 1430, Sl. No. 35120035
No. 3	Goods Lift	Panel Sealed by Kone

❖ **HVAC at Manikanchan – SEZ**

1	Carrier Air Conditioning, Model 30GCO90, Capacity 90 TR X 3 Nos., 145 KW x 3
2	Chilled Water Pump, 2 Kirloskar Make 3 Beacon Make, Capacity 7.5 HP X 5 Nos., 5.5 KW, 11 Amps
3.	AHU, ABB Make
a	10 HP, 7.5 KW X 5 Nos. 15 Amps., 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> (2)
b	5 HP, 3.75 KW X 1 No., 7.5 Amps 4 <sup>th</sup>
c	7.5 HP, 5.5 KW X 2 Nos., 11 Amps, Ground & 4 <sup>th</sup>

❖ **Others**

1	DG Set, Sl. No. 387768700, Cummins India Ltd. 1500 RPM, 415 V, 445.2 Amp, C/S 50
2	Fire Engine, Greaves Make, 84 BHP

\*\* The assets will finally be checked by the SP and Client jointly during the issuance of work order.

**Schedule showing the Nature, Periodicity and type of Service to be provided**

S.P will be responsible for timely up-keep maintenance & repair of the common assets in the entire park premises (with associated building, open space, car parks, plant & machineries, lift etc.as detailed above and is indicative) as detailed below.

The O&M agency is responsible only for the O&M of the common facilities in the park. Within the module in SDF/Office in CFB/Occupied Canteen/Occupied Restaurant, the responsibility of O&M agency shall be up to the terminal point of any infrastructure/facility as on the date of handing over. Beside this, any other maintenance inside any module of SDF or inside any Office of CFB or inside Occupied Canteen or inside occupied Restaurant is outside the scope of work.

Obtaining Necessary Licenses & Clearances from local authority under whose jurisdiction the Park falls. The O&M agency shall obtain all necessary statutory approvals required to fulfil their obligations as the turnkey O&M operator for the Park.

The brief outline of the Services to be provided by SP are below:

Identified Service Requirement	Detail of Services / Tasks	Service Frequency
<b>Housekeeping Services</b>	<ul style="list-style-type: none"> <li>• Cleaning of building – exterior side</li> <li>• Cleaning of entrance</li> <li>• Cleaning of loading &amp; un-loading zone</li> <li>• Internal cleaning common areas</li> <li>• Dusting</li> <li>• Dry and wet mopping</li> <li>• Cleaning of garbage bins</li> <li>• Cleaning of store area</li> </ul>	<ul style="list-style-type: none"> <li>• At least once in a day in the morning hours before 9 am</li> </ul>
	<ul style="list-style-type: none"> <li>• Pest control in common areas</li> <li>• Toilet cleaning / wash area</li> <li>• Issue of bills and recoverable service charges from the unit holders and its proper accounting including areas, if any.</li> </ul>	<ul style="list-style-type: none"> <li>• At least once in a month</li> <li>• At least twice in a day</li> <li>• Should be once in a month</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensure that all electric and lift rooms, electrical equipment in common areas are locked at all times and access is limited to authorized personnel only.</li> <li>• Ensure proper safety protections, at all time are maintained.</li> <li>• Ensure all cables and wire connections are clean &amp; firm.</li> <li>• Ensure contacts in all breakers are clean and mechanical operation is smooth and firm.</li> </ul>	<ul style="list-style-type: none"> <li>• On regular basis.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure all light fittings inclusive of luminaries, lamps, ballasts, starters, transformers, connections etc. are in proper working condition at all times and replacement are to be carried at the earliest.</li> <li>• To take necessary steps to have inspections by statutory authorities carries out at all specified intervals and ensure all licenses / permits etc. are valid at all times and relevant statutory records are properly maintained.</li> </ul>	<ul style="list-style-type: none"> <li>• Through regular inspection.</li> </ul> <p>Appropriate Consumables to be billed for separately for payment on actual basis.</p> <ul style="list-style-type: none"> <li>• Compliance required as per statutory obligation.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensure periodic testing of oil and dehydration / oil filtration etc.</li> <li>• Rewinding of motors is to be done properly &amp; timely.</li> </ul> <p>Ensure proper and &amp; timely repair of pump set and associated pipelines.</p> <ul style="list-style-type: none"> <li>• Procure diesel for DG sets</li> </ul>	<ul style="list-style-type: none"> <li>• As per operation manual &amp; equipment suppliers.</li> <li>• As and when necessary.</li> </ul>
<b>Infrastructure Road and Culverts</b>	<ul style="list-style-type: none"> <li>• Road repair and restoration</li> <li>• Drain repair, maintenance and restoration including silt clearing</li> </ul>	<ul style="list-style-type: none"> <li>• Regular inspection and repair as when required for roads</li> </ul>
	<ul style="list-style-type: none"> <li>• Sewerage repair and restoration</li> <li>• Manhole maintenance &amp; desalting of channels</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly &amp; positively pre monsoon period</li> </ul>
<b>Telecommunication including Close Circuit Monitoring Area</b>	<ul style="list-style-type: none"> <li>• Regular preventive and breakdown maintenance of all communication equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Checking on daily basis to initiate action as needed.</li> </ul>

<b>Landscape &amp; Gardening</b>	Supporting the maintenance of gardens in open area and other allied services	<ul style="list-style-type: none"> <li>• Alternative days</li> </ul>
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The scope of work of the O&M service provider will primarily involve:

1. Obtaining necessary license & clearances from local authority related to the O&M of the park.
2. Taking note of reading of water meters of individual units, electric meters / sub-meters etc. for common facilities and preparing the bills thereof along with the collection of payments.
3. Deliver bills and collections of monthly charges from individual units & submit monthly report. Deposition of cheques to WBIDC/WBSEDCL and other offices as required.
4. Submit defaulters list to WBIDC for every month.
5. Ensuring that all properties belonging to WBIDC including building and common facilities are properly insured that premiums are paid in time if necessary issue reminder to the owner for the same.
6. Ensuring payment of municipal dues if any. Ensuring that WBIDC as owner of parks fulfils all its statutory requirements / responsibilities.
7. Prompt delivery and payment of electricity bills and other statutory bills.
8. To submit monthly report on overall O&M service rendered and inventory list during the month.
9. Detection of defects and coordinating with WBIDC & concerned agency for getting the repairs of the park done.
10. Any other function required for suitability managing the property ensuring smooth functioning of the facilities along with providing suggestions for improvement of O&M services.
11. Billing & Collection - While WBIDC shall pay monthly fees to the O&M operator, the agency shall prepare the monthly O&M bills on behalf of WBIDC; dispatch the same to



appropriate owners of the module from time to time and collection of payments and to forward the same to WBIDC with proper documentation.

12. Utility Payments - The O&M agency shall assist WBIDC in making timely payments of utility bills. The utility bills will be paid by WBIDC.
13. Fulfilling Statutory Requirements - The O&M agency shall assist and advise WBIDC regarding the fulfilling any of its obligations as the owner of the building. This will involve obtaining necessary approvals, renewals and obtaining of licenses (e.g. renewal of fire license, license to operate lift etc.) from local / relevant authorities.
14. Insuring the Building & Facilities & Timely Payment of Premium - The O&M agency shall assist WBIDC in getting a suitable insurance policy of the building and timely payment of premium for the same.
15. Procurement of diesel and petrol for DG and lawn mowing machines. The exact cost of diesel for DG will be reimbursed by WBIDC on production of the bills.

An outline of the services to be provided by S. P. has been stated below to establish the minimum expectation level. These have been stated activity-wise.

The major areas to be covered under Operation & Maintenance services would include the following:

Nature	Work to cover
Exterior cleaning of building and structure	All surfaces exposed to external ambience. It is desired not to apply any cleaning chemicals on any electrical switches or panels. Cordoning of the work place should be done and caution sign board to be in place. Use gloves, safety shoes, goggles, safety harnesses at all time.
Cleaning of entrance / outer area	All accompanying surfaces to the main entrance including glass verticals, if any, columns, canopy. Step ways, foot mating etc.
Cleaning at receiving, loading and unloading points	All points to be covered to have a pleasant look.
Cleaning of all wash room, toilet etc.	All points to be covered with de-odorant and disinfectant cleaner. For ladies wash room, only house lady to be deployed
Cleaning of back office, stock hold room	All points to be covered. Use wet floor sign and safety gear.
Cleaning of Garbage bin and Garbage storage area	Garbage to be cleared at appointed time interval after segregation. No littering or mixing of garbage will be

	allowed. Garbage to be discharged at appointed place as per standing order of WBIDC.
Dry mopping	For entire office space, staff locker room, stair case and other common areas. Floor, ceilings, selves, doors windows included. Dust should not be disposed off in unauthorised areas. Proper care to be taken while moving heavy equipments while dusting off.
Wet mopping	Change rooms, selves, floors and railings, doors / windows and all common areas, frequency of wet mapping and the timing to be planned.
Dusting	For the entire office area, staff locker room, stair case and other common areas including window grills.
Pest control	For the entire office area, staff locker room, toilets, basement car parking, in the machine and electrical rooms by spraying allowed chemicals which is included.
Gardening & Horticulture	This will include area cleaning, supporting horticulture and gardening initiative along with providing of supply of water. This also includes area cleaning of car parking zone, internal roads. Basic activity is being done by Forest Department.
UPS Failure	Inform OEM and register complain. Ensure follow up for restoration. UPS battery to be checked at routine interval.
Main WBSEB power	Operation and follow up routine check list. In case of outage, DG sets to be started and connect load that are required to be operational during power failure. Inform WBSEB/CESC about power outage and take complain number. Enquire about the nature of failure and likely time for restoration
Signage	Taking proper care of the signage at different points of the park .
DG failure	The DG is meant for only critical services like fire fighting, area lighting, and running of WTP etc. Connect the load manually on the DG. Avoid overloading of DG. Ensure all parameters have stabilized. Generators should be kept ready for operation 24 X 7 basis. For this, all routine and preventive maintenance procedure prescribed in the operation manual to be followed. The O&M agency shall make regular test run of DG set. Also immediate refilling of diesel tanks has to be ensured. The O&M agency shall procure the diesel and lubricant

	and get the reimbursement from WBIDC as per consumptive norms given by the manufacturer of the DG set.
HT Panel	Follow OEM guidelines.
Electrical Infrastructure	Streetlights, high mast lights, and replacement of light bulbs in common areas as well as the offices inside individual wings along with the required electrical fittings and consumables as required. Consumables are billed separately.
Water pumps	The park has its own source of water and sufficient water reservoir. The role of O&M operator will be regularly fill up the various reservoirs and ensure uninterrupted supply of water in the park. Water pumps to be maintained for getting water 24 X 7 basis. O&M of pumps and storage areas along with the consumables are required. Oiling of pumps if and when necessary, greasing of parts as and when necessary. This will include periodic (quarterly) cleaning of underground reservoir, overhead tanks. Consumables will be reimbursed. Take up water testing whenever required.
General Plumbing	O & M of the general plumbing works in various places like common toilets and the toilets inside the wings at each floor, water, drainage and sewerage pipelines etc. O&M of fittings, fixtures and common toilets
Street lighting	Street light / high mast street light should be maintained so that during the night time all the street light are operational with sufficient illumination. Consumables will be reimbursed on actual cost basis after verification of the rate and on satisfactory work completion.
Air Condition equipment	Air Conditioner should be maintained properly so that proper comfortable atmosphere is maintained.
Lift	Follow OEM guideline
Fire fighting	O&M along with necessary consumables. O&M of fire pumps including periodic over-oiling, greasing, preventive maintenance of sprinkler system leakage, attending to sprinklers as and when necessary. Detection and attending to leakages if any within the system. Regular checks and drills as pre safety norms. Consumables will be reimbursed on actual cost basis.

Drainage & Sewerage	O&M along with consumables. This will include periodic (quarterly) cleaning of underground reservoir and overhead tanks, preventive measures for chocking of the system of drainage and sewerage lines (excluding those within the individual toilets in the offices inside the every wings at each floor).
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**1. Statutory and Administrative Requirement**

- ◆ The Service Provider is required to follow provisions of Workmen Compensation Act, 1923 and Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act, 1936 as amended from time to time and other rules which are applicable to carry business of Operation & Maintenance.
- ◆ WBIDC shall not be liable for any liability arising out of violation of any statutory compliance.
- ◆ Service Provider shall maintain an attendance register at site and have it certified on a daily basis by our Officer in charge /site in charge.

**2. Replacement:**

- ◆ Service Provider will replace personnel deployed by them not found suitable or WBIDC may ask to replace without assigning any reason whatsoever. Immediate replacement will be provided in case of absence of any HK and related personnel due to any reason.

**3. Uniform:**

- ◆ Service Provider will be responsible to provide Uniforms, required tool and other gadgets etc to ensure proper maintenance of common assets. The uniform shall clearly identify the employee as a HK personnel and other related works personnel working for the Service Provider. The uniforms should be neat, clean, well pressed and should present professional look.

**4. Accommodation / Food etc:**

- ◆ WBIDC is not liable to provide any kind of accommodation and food facilities to the personnel at Office, Drill site & Store Yard.

**5. Identity Cards:**

- ◆ HK and other related personnel are required to carry their Identity Card issued by the service provider at all times. The Service Provider is responsible to get all Antecedent Checks conducted for the personnel engaged by them. Detailed Bio Data of all personnel deployed with WBIDC should be submitted for records which will be also given to the police department.

**6. Responsibility:**

- ◆ Service Provider will be fully responsible for any failure of upkeep, maintenance, etc. as specified in the scope for work and shall be liable to reimburse any losses that arise by necessary deductions from the running bills.

**7. Medical/Travelling:**

- ◆ WBIDC is not liable to provide any kind of Medical or Travelling Facilities to the personnel on or off duty periods.

**8. Remuneration:**

- ◆ Service Provider shall ensure that all personnel engaged by them get minimum wages as per the Minimum Wages notification of Department of Labor, Govt. of West Bengal. WBIDC shall pay as per the notification rate from time to time. Payment to S.P. will be subject to statutory deductions e.g. TDS and other taxes, if any.

**9. Duration of Contract:**

- ◆ The contract will be for a period of 24 (Twenty four) months only, (which may or may not be extended for a further agreed upon period after negotiation after the expiry of this period).

**PRICE SCHEDULE**

- ◆ Bidder shall quote the rate on per month basis taking into consideration the entire work force to be deployed to the Park as per shift wise requirement as indicated below. The price quoted should be commensurate with the rate of Minimum Wages as in vogue (specific reference to Minimum Wages order is needed) and should be quoted taking into account 82 holidays (52 days weekly holidays and 30 days earned leave) per year as per

the norm. In between if there is any revision in minimum wages; the rate will be revised to that effect as per the modalities indicated earlier.

### MAN POWER SCHEDULE

Area of Service	Dept. Allocated	Service Frequency	Service Requirement
O&M Service	Upkeep & Maintenance	7 Days/Week	24 Hours/Day; 365 Days/Year

Area of Service	Dept. Allocated	Service Frequency	Service Requirement Duration	Requirement of Manpower
Electric Operation & Maintenance	Electro-Mechanical	7 Days/Week	24 Hours/Day with major engagement in day and evening time	12 (Including 2 fire fighting operator)
Water Supply, Plumbing	Electro-Mechanical	7 Days / Week	16 Hours/Day with major engagement in day and evening time	
Fire Fighting	Electro-Mechanical	On requirement basis + routine maintenance	Maintenance and response round the clock	
Lift Operation & Maintenance	Electro-Mechanical	7 Days/Week	24 Hours/Day	Self Operating included in above
Cleaning	Housekeeping	7 Days/Week	12 Hours/Day	10
General Gardening & Maintenance	Housekeeping	7 Days/Week	8 Hours/Day	
Drainage & Sewerage	Housekeeping	As per requirement	General Supervision/ timely cleaning	

Site In-charge	Overall Supervision of SS & OM Services + Supervisor of HK			1 Since, it is high value SEZ in modern urban growth centre for maintaining higher level services and for security surveillance consideration appointment of an experienced personnel at higher supervisory level is recommended who may designated as Facility Manager.
				Total : 23 Nos.

- 1. The workers will be categorized as Unskilled/Semi skilled/Skilled as per prevailing Circular of Labour Commissioner, Go WB.**
- 2. The deployment of manpower should periodically be interchanged. The manpower deployed of must have requisite qualification, experience & Statutory Certificates as required.**
- 3. It is to be ensured that no child labour is deployed and statutory dues such as PF, ESI etc. should be paid to employees and all statutory requirements are fulfilled regarding conditions of service.**
- 4. The deployment of manpower will be reviewed by WBIDC at any time without giving any notice.**
- 5. Details of persons deployed to be provided to WBIDC.**

**ANNEXURE D**

**PROFORMA OF PERFORMANCE BANK GUARANTEE**

THIS DEED OF GUARANTEE executed on this ..... Day of ..... At  
..... by ..... (Name of the bank)  
having its Head / Registered Office at .....  
Hereinafter referred to as “The Guarantor” which expression shall unless it is repugnant to the  
subject or context thereof include successor and assigns

In favor of

West Bengal Industrial Development Corporation Limited having their office at PROTITI, 23  
Camac Street, Kolkata – 700017 (hereinafter referred “WBIDC” which express shall unless  
repugnant to the context thereof, include its successors and assigns)

WHEREAS

- A. By a Contract Agreement dated ..... To be entered into between West Bengal  
Industrial Development Corporation Limited (WBIDC) and M/s  
....., a company incorporated under the Companies Act, 1956  
having its registered office at .....  
hereinafter called “the Company” has been granted the contract for operation &  
maintenance of the Park namely Manikanchan SEZ, the Gems & Jewellery Park, Sector  
V, Salt Lake City, Kolkata 700 091.
- B. In term of the Contract Agreement, the Company is required to furnish to WBIDC an  
unconditional and irrevocable Bank Guarantee for an amount equivalent to one month  
billing value.
- C. At the request of the Company, the Guarantor has agreed to provide guarantee for due  
and punctual performance / discharge by the Company of its obligations under the  
Agreement.

NOW THERE FORE THIS DEED WITNESSETH AS FOLLOW:

- 1.0 The Guarantor hereby guarantees the due and punctual performance by the Company of  
all its responsibilities and obligations under the Agreement during the contract period.
- 2.0 The Guarantor shall without demur, pay to WBIDC sums not exceeding in aggregate Rs.  
..... (Rupees ..... only) within five (5) days of receipt of a



written demand from WBIDC stating that the Company has failed to comply with and fulfill its performance obligations under the Agreement. The Guarantor shall have no obligation to go in to veracity of any demand so made by WBIDC and shall pay the amount specified in the demand of WBIDC notwithstanding any direction to the contrary given or any dispute whatsoever raised by the Company or any other person.

3.0 In order to give effect to this Guarantee, WBIDC shall be entitled to treat the Guarantor as the principal debtor. The obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents or by extension of time for performance granted by the Company or postponement / non exercise / delayed exercise of any of its rights by WBIDC or any indulgence shown by WBIDC to the Company and the Guarantor shall not be relieved from its obligations under this Guarantee on account of any such variation, extension, postponement, non exercise, delayed exercise of any of its rights by WBIDC or any indulgence shown by WBIDC, provided nothing contained herein shall enhance the Guarantor's obligation hereunder.

4.0 This Guarantee shall be irrevocable and shall remain in full force up to ..... (date), which is 45 (forty five) days after 24 (twenty four) months from the date of effect of the work order.

5.0 This Guarantee shall not be affected by any change in the constitution or winding up of the Company / the Guarantor or any absorption, merger or amalgamation of the Company / the Guarantor with any other person.

6.0 Notwithstanding what is stated above, the liability of the guaranteeing bank will not exceed Rs. .... (Rupees ..... only) and any claim in respect of the above has to be made at the bank on or before .....

7.0 The Guarantor has power to issue this guarantee and discharge the obligations contemplated herein and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under .....

IN WITNESS WHEREOF THE GUARANTOR HAS SET ITS HANDS HEREUNTO ON THE DAY, MONTH AND YEAR FIRST HEREINABOVE WRITTEN.

SIGNED AND DELIVERED BY ..... Bank by the hand of Shri .....  
its ..... and authorized official.