WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED
"Protiti",
23, Abanindranath Tagore Sarani, (Camac Street)
Kolkata - 700017,
West Bengal, India

Email: wbidc@wbidc.com
visit us at: www.wbidc.com

TENDER REFERENCE NO: - ADM/268/2017(2026-27)/1/701/1

TENDER DOCUMENT

FOR

HOUSEKEEPING SERVICES

AT

West Bengal Industrial Development Corporation Ltd, PROTITI Building.

November - 2026

DISCLAIMER

The information contained in this request for proposal (RFP) document or subsequently provided to Bidder(s), whether verbally or in documentary form by or on behalf of West Bengal Industrial Development Corporation Limited (WBIDC), is provided to Bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is neither an offer nor invitation to any other party. The purpose of this RFP document is to provide interested Bidder(s) with information that may be useful to them to prepare their proposal including financial offers (the "Bid") pursuant to this RFP Document. This specification includes statements, which reflect various assumptions; assessments arrived at by WBIDC in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information each Bidder(s) may require. This RFP document may not be appropriate for all persons, and it is not possible for WBIDC and their employees or advisors to consider the investment objectives, financial situation and particular needs of each Bidder(s) who reads or uses the RFP document. The assumptions, assessments, statements and information contained in this RFP document, may not be complete, accurate, adequate or correct. Each Bidder(s) should, therefore, conduct its own investigations and analysis, and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information in this RFP document and obtain independent advice from appropriate sources. Information provided in this RFP document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. WBIDC, its employees, advisors and technical Consultant/s accepts no responsibility for the accuracy or otherwise for any interpretation or opinion of law expressed herein. WBIDC and their employees, advisors and technical Consultant/s make no representation or warranty and shall incur no liability under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP document or otherwise, including the accuracy, adequacy, correctness, reliability of completeness of the RFP document and assessment, assumption, statement or information contained therein or deemed to form part of this RFP document or arising in any way in this Bid stage. WBIDC, its employees, advisors and technical Consultant/s also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder(s) upon the statements contained in the RFP document. WBIDC may at their absolute discretion, but without being under any obligation to do, so update, amend or supplement the information, assessment or assumptions contained in this RFP document.

The issue of this RFP document does not imply that WBIDC is bound to select a Bidder(s) or to appoint the preferred Bidder(s) for the project and WBIDC reserves the right to reject all or any of the Bidder(s) or Bid without assigning any reason. The Bidder(s) shall bear all its costs associated with or relating to the reparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by WBIDC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder(s) and WBIDC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder(s) in preparation or submission of the Bid regardless of the conduct or outcome of the Bidding Process.

List of Important Dates of Bids

Name of work:
Housekeeping services at WBIDC, Protiti Building.

Date and Time Schedule:

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	17.11.2026
2	Documents download/sell start date (Online)	17.11.2026 at 18.00Hrs
3	Bid submission start date (On line)	19.11.2026 at 10:30 Hrs
4	Bid Submission closing (On line)	05.12.2026 at 15:00 Hrs
5	Bid opening date for Technical Proposals (Online)	07.12.2026 after 15:05 Hrs
6	Date of uploading list for Technically Qualified Bidder(online)	To be notified later
7	Date for opening of Financial Proposal (Online)	To be notified later
8.	Duration of Contact	1 (one) years from the date of effect of Work Order
9.	Bid validity	120 (one hundred twenty) days from the last date of bid submission

Press Notice

E-Tender Reference No.: ADM/268/2017(2026-27)/1/700

West Bengal Industrial Development Corporation (WBIDC) proposes to selection of contractor for Housekeeping services at WBIDC, Protiti building.

Sl No.	SUBJECT	DESCRIPTION
1.	Place	West Bengal Industrial Development Corporation Ltd. 'PROTITI', 23rd A.N.T Sarani (Camac Street), 5th Floor Kolkata- 700 017, Phone: + 91 33 2255 3700-705 & Fax: + 91 33 2255 3737, E-mail : wbidc@wbidc.com Web : www.wbidc.com
2.	Name of work	Housekeeping services at Protiti Building.
3.	Duration of Contact	1 (one) years from the date of effect of Work Order
4.	Document download	The total Tender Document can be downloaded from the e-procurement portal https://tender.wb.gov.in/nicgep/app from 17.11.2026 at 18:00 Hrs.
5.	Last date and time for submission of Online Tender	05.12.2026 at 15:00 Hrs

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:

Sl. No.	SUBJECT	DESCRIPTION
1	Name of work	Housekeeping services at Protiti Building.
2	Location of work	'PROTITI', 23rd A.N.T Sarani (Camac Street), 5th Floor Kolkata- 700 017, West Bengal, India.
3	Duration of Contact	1 (one) years from the date of effect of Work Order
4	Earnest Money	**Rs. 25,000.00 (Rupees Twenty Five Thousand) only through online 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.
5	Availability of Tender Documents	The total Tender Document can be downloaded from the e-procurement portal https://tender.wb.gov.in/nicgep/app from 17.11.2026 at 18:00 Hrs.
6	Site Visit	Bidders are advised to visit the site before submission of bid
7	Submission of tender	Bidding documents, signed by authorized person of the bidder, must be submitted online on or before 05.12.2026 at 15:00 (as per server clock).
8	Procedure for submission of tender	Bidders are requested to submit their tenders through e-procurement portal www.tender.wb.gov.in. If required, the bidders may be requested to submit
9	Date, time and venue of opening of Technical Bid	07.12.2026 at Time: 15:05 hours (as per server clock). 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.
10	Date and Time of Opening of Financial Bid	Date and time of opening of Financial Bids will be intimated later to the technically qualified bidder(s).
11	Validity of the bid	120 (one hundred twenty) 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.
12	Taxation	Taxes applicable if any in respect of this contract whether in vogue or may be imposed in future shall be payable by the contractor and WBIDC will not entertain any claim what so ever in this respect. However any benefit due to reduction of taxes etc. may be passed onto WBIDC.

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.

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ANNEXURE A

1. Background

West Bengal Industrial Development Corporation Ltd. intends to engage reputed Housekeeping Firm for Provide Housekeeping Services for the Head Quarter (PROTITI) of West Bengal Industrial Development Corporation Ltd.

2. Definition of Work

The scope of the work under these terms of reference would consist of but not limited to the provisions laid down below. The Services provider firm shall provide Housekeeping Services for below mention site of West Bengal Industrial Development Corporation Ltd:
Site evaluation and analysis, cleaning including housekeeping works etc. to identify the all building and all floors, all rooms and toilets etc. of – PROTITI, Building of WBIDC office, address- "PROTITI", 23, Abanindranath Thakur Sarani,Kolkata – 700017.
Building related information, please contact : Sri Sujoy bhattacharjee, EA(HRD), WBIDC, (O) 033 22553- 712

3. Bidding Process

❖ **Eligibility criteria for participation in the tender**

i. Basic Eligibility:

- **The bidders must have at least 3 (three) years experience in handling Housekeeping services in major industrial establishments / large industrial parks / other such projects.**
- **The turnover of the bidder exclusively for the Housekeeping & Surveillance services should be at least Rs. 1.0 crore during each of the last 3 (three) financial years.**
- **The Copies of latest Income Tax Returns of last three years (2022-2023, 2023-2024, 2024-2025).**
- **An affidavit that the information furnished with the bid documents is correct in all respects.**
- **Professional Tax clearance Certificate /Sale Tax Clearance Certificate.**
- **GST registration certificate.**
- **Valid License regarding engagement of workers from labour department, Govt. of W B.**
- **PAN Card**
- **Audited balance sheets and Profit and Loss Account for the last three years (2022-2023, 2023-2024, 2024-2025).**
- **Valid Trade Licence.**

N.B.:- Details communicational address of client must be indicated in the credential certificate of similar nature of work.

ii. The agency who have been delisted or debarred by any government department shall not be eligible in any way.

iii. 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.)

iv. Registered Partnership Deed (for Partnership Firm only) along with Power of Attorney to be submitted along with application. (Non - Statutory documents).

v. Declaration regarding Structure and Organization duly signed by the applicant to be submitted along with application.

vi. Where there is a discrepancy between the unit rate & the line item total by multiplication of the unit rate by the quantity, the unit rate quoted shall govern.

vii. The Prospective bidder shall not have any pending litigation.

- **Qualification criteria:**

The Quotation inviting & Accepting Authority will determine the eligibility of each bidder, and the bidders shall have to meet all the minimum regarding:-

a) Financial Capacity

b) Technical Capability comprising of personnel & equipment capability

c) Experience/Credential

The eligibility of a bidder will be ascertained on the basis of the self-attested documents in support of the minimum criteria as mentioned in a, b, c above and the declaration executed through prescribed affidavit in non-judicial stamp paper of appropriate value duly notarized. If any document submitted by a bidder is either manufactured or false, in such cases the eligibility of the bidder will be out rightly rejected at any stage without any prejudice.

- **Location of Providing Services**

West Bengal Industrial Development Corporation Ltd.
'PROTITI', 23rd A.N.T Sarani (Camac Street),
Kolkata- 700 017. West Bengal, India.

- **Procedure for Submission of Sealed Bids :**

The Tenderers must submit their bids in two parts in separate sealed covers prominently super scribing as Part I "Technical Bid" and Part II "Financial Bid" and also indicating on each of the covers the Tender Number & Tender due Date.

Part I: Technical Bid

Technical Bid should contain complete Technical and Commercial details including data sheets, and relevant documents without price. If the price is mentioned by mistake or deliberately in the Techno Commercial Bid, the said bid shall be liable for disqualification. The total number of manpower along with their individual C.V, training undergone, (if any, with documentary proof) individual passport size photograph to be deployed in the park is to be mentioned in the techno commercial bid by estimating total deployment of manpower to be provided according to shift wise requirement as mentioned in the price schedule in ANNEXURE C.

Earnest money of Rs. 25,000.00 (Rupees twenty five thousand) only to be submitted only through online 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. The bid stands cancelled in its entirety if the EMD is not provided.

Part II: Financial Bid:

Financial Bid to be submitted in a separate sealed envelope with full details of taxes and duties as per format furnished in the scope of supply & Price schedule. The price bid should contain the certificate of the tenderer that they will pay the minimum wage throughout the contract period as prescribed by Government of West Bengal. Price bid should be given for the manpower to be deployed. Price in the Financial Bid should be clearly written in figures and also in words. In case of difference between figures and words, the prices, which will be most favorable to the WBIDC, will be taken for consideration of Tender and the same will be binding on the Tenderer.

4. 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. Any deviation or substitution may be highlighted on a separate statement.

- The Bidder is expected to have at least three years' experience in handling S&S 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. Tenders should be complete and free from any ambiguity or changes. The tender should be neatly filled up and signed in all pages of Tender Documents by the authorized signatory of the organization. Offers should be submitted in duplicate in A4 paper.
- The bidders bid and any annotation or accompanying documentation shall be in English language.
- The bidder shall sign the proposal, stating the name of the entity to whom the Work / Service Order is to be awarded. Each page of the Tender Document shall be duly signed and sealed by an authorized officer from the Bidder's organization.
- Bidders shall indicate their full address and telegraphic / phone / fax / e-mail address in the bid document.
- Bidder will submit the Bid package in its entirety and no alterations will be made to the documents or the wording therein. The bid package will be signed by a duly authorized Officer or Representative of the Company.
- 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. If bidder wishes to take the exception / deviation then bidder shall indicate the same explicitly, including financial ramifications, if any arising out of it (i.e., including its impact on the price and consequent financial impact). 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.

5. Evaluation and Comparison of Bids:

Technical 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. The request for clarifications and the response shall be in writing.

Price Evaluation:

- Bidders shall set their prices / rates in specific/firm figures and without any qualification. Prices quoted should be firm. Offers must be quoted by considering prevailing minimum wages notification of Department of Labour, Government of West Bengal, ESI, PF, bonus and all other financial facility to be provided. Each figure shall also be repeated in words and in the event of a discrepancy between the amounts stated in figures and words, the prices, which will be most favorable to the WBIDC, will be taken for consideration of Tender and the same will be binding on the Tenderer.
- Bid containing qualifying expressions such as 'subject to minimum acceptance', 'subject to immediate acceptance', 'subject to prior commitment' etc. will be disqualified.

ANNEXURE-B

GENERAL TERMS AND CONDITIONS:

A. 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

B. 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.

C. Scope of Work

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

D. Rates

Rates to be quoted:

Rates will be congruent to the minimum wages notification in vogue. In case there is any increase in minimum wages subsequently through 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.

Rate to be mentioned in the work order for labour cost are on per month basis for the entire workforce to be deployed to the Park for 24X7 duty factoring in a total 82 days holydays / leave (One weekly off plus 30 days leave in a year).

E. 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. GST as applicable will be paid separately.

F. 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.

G. 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 Housekeeping 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 Housekeeping personnel. The entire work force engaged should be experienced and able to communicate effectively.
- ❖ S.P shall be solely liable for any kind of unlawful activity in the park. It will be their responsibility to stop/ deal with any kind of unlawful activities in the park.
- ❖ 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 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 7th of every month.
- ❖ S. P shall be solely responsible for strict compliance for meeting all statutory requirements of labour and related laws connected with employment and proper record of its personnel. All Housekeeping guards deployed at sites shall be properly insured.
- ❖ Housekeeping personnelposted shall wear proper uniform (No Cargo dress as used by Army Commando) and shoes and shall have badge for identification. S.P. shall provide these items as well as other materials like stick, torch, rope etc to Housekeeping personnelguards to perform their duties without any extra cost to the client.
- ❖ WBIDC at its own discretion reserves the right to instruct the S. P. to remove any of S.P.'s Housekeeping 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 matter regarding movement of men / women, vehicles including materials shall be recorded properly in a separate permanent register. The time of entry and exit for vehicles also to be recorded. S.P. shall control all sorts of deviance in the park and restrict/intervene/dissuade any attempt to deface, disfigure, mutilate vandalise the common property of the park.
- ❖ 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

H. 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.

I. 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

J. Jurisdiction

- ❖ In case of any dispute which may not be settled amicably between the S.P and WBIDC, the matter may be referred to the Managing Director of WBIDC whose opinion shall be prevailed as final and binding on all the parties and shall be subject to Kolkata jurisdiction only.

K. 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.
- ❖ WBIDC has the right to split the tender at any time during the contract period or before assigning the job to the bidder.

L. Earnest Money Deposit and Bank Guarantee

- ❖ Rs. 25,000/- (Rupees twenty five thousand) only through online during submission of bid. This amount will be released after completion of contract.
- ❖ The scanned copy of the earnest money details must be uploaded at the time of submission of bid through e-tender.
- ❖ 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 / Purchase Order is executed by the two parties and/or bank guarantee 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.
- ❖ Successful Bidders shall furnish to WBIDC within 30 days of issue of letter of award a 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 to the bid document. This bank guarantee shall be drawn in favour of WBIDC and shall be valid for a period of 30 (thirty) months from the date of awarding the assignment.
- ❖ The bank guarantee shall be given on non-judicial stamp paper of requisite value from an Indian nationalized bank / scheduled bankers.
- ❖ No interest would be paid on the Earnest Money Deposit and bank guarantee.

M. Dispute

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

ANNEXURE C

SCOPE OF WORK

The contractor shall have to provide the housekeeping services in the **WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LTD., "PROTITI", 23, Abanindranath Tagore Sarani, Kolkata - 700017**. The contractor shall ensure protection of the personnel & property of the Department, prevent trespass in the assigned area with/without arms, perform watch and ward.

DUTIES AND RESPONSIBILITY OF HOUSEKEEPING STAFF:

1. Sweeping and monitoring of floors, corridors, rooms, staircases, lifts, open area etc. The corridors, passages, staircases should be cleaned in every three hours during the office working hours or more frequently, if required.

2. Sweeping of pathway, parking, drive-way, basement and the compound area.

3. Cleaning and wiping of glass panels(internal), electrical fittings and fixtures.

4. All washrooms need to be cleaned at least 2-3 times daily and as and when required basis.

5. Cleaning/ dusting/ wiping of the desks/ tables/ chairs/ cabinets/ almirahs(accessible portions).

6. Cleaning of walls with soft brush. The upholstered walls may require spot cleaning and shampooing.

7. Cleaning and maintaining such a way that they always remain disinfected. The toilt should be cleaned three times every day.

8. Checking of replenishment of toiletries in urinals and cisterns.

9. Daily removal of garbage from all garbage storing points.

10. Cleaning of pantry area.

11. Providing drinking water etc. to the officials and other related duty, as may be assigned from time to time.

(For Saturdays)

12. All types of machine dusting and cleaning.

13. Cleaning of all floors of the office premises.

14. Cleaning of staircase, banisters, windows, door frames and bar grills(accessible areas).

15. Washing/ cleaning of toilet.

16. Cleaning of drains/ drive ways and parking space with spraying of bleaching powder.

17. Polishing of brass letters on the 'Inaugural Slab' and steel letters including the name of the building at the ground floor. Cleaning and polishing name plates of all officials of WBIDC.

18. Cleaning of dust/ cobweb etc.

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 Housekeeping Services.
- ❖ 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.

1. Replacement:

Service Provider will replace housekeeping personnel 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 Housekeeping personnel due to any reason.

2. Uniform:

- ❖ Service Provider will be responsible to provide Uniforms, of the premises as per rules laid down by the Govt. The uniform shall clearly identify the employee as a working for the Service Provider. The uniforms should be neat, clean, well pressed and should present professional look. No Cargo Dress or Standard Uniform of Army / Navy / Air Force / Commando etc. would be permitted.

3. Accommodation / Food etc:

- ❖ WBIDC is not liable to provide any kind of accommodation and food facilities to the staffs at Office.

4. Identity Cards:

- ❖ Housekeeping 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 employed as Housekeeping Guards. Detailed Bio Data of all Housekeeping Guards deployed with WBIDC should be submitted for records which will be also given to the police department.

5. Responsibility:

- ❖ Service Provider will be fully responsible for any incident of theft, armed dacoity, burglary from office premises, store yard & drill site and shall be liable to reimburse any losses that arise by necessary deductions from the running bills.

6. Medical/Travelling:

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

7. Remuneration:

- ❖ Service Provider shall ensure that all Housekeeping Guards 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.

8. Duration of Contract:

- ❖ The contract will be for a period of 12 (Twelve) 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 must be firm, whether the work is awarded in full or in part. In between if there is any revision in minimum wages; the rate will be revised to that effect as detailed in sl. no.4 of ANNEXURE-B.

- **MAN POWER SCHEDULE**

Area of Service	**Dept. Allocated**	**Service Frequency**	**Service Requirement**
Housekeeping	Protiti Building	7 Days/Week	24 Hours/Day; 365 Days/Year

- **Deployment of Manpower according to shift on daily basis.**

Duty SHIFT	**Entry porch**	**Role/Function of individuals at the site of Protiti Kolkata**
A (8AM to 4PM) -	**07 Person**	House keeping services whole area of building. **(Un-Skilled)**
B (9PM to 5PM) -	**03 Person**	
C (10PM to 5AM) - (Data Entry Operator & Computer Assistant)	**05 Person**	**(Ultra-Skilled)**

Details of Manpower Required

Sl. No.	**Details of Personnel**	**Number of Personnel**	**Total**
1	**Housekeeping personnel [Everyday, for housekeeping, gardening(as required) related works at the office]**	**10**	**9:00 hrs – 17:00 hrs.**
2	**Plumber [Everyday, for duties assigned]**	**1**	**10:00 hrs – 18:00 hrs.**
3	**Data Entry Operator [Everyday, for duties assigned]**	**2**	**10:00 hrs – 18:00 hrs.**
4	**Work Assistant [Everyday, for duties assigned]**	**1**	**9:00 hrs – 14:00 hrs.**
5	**Computer Assistant [Everyday, for duties assigned]**	**1**	**10:00 hrs – 18:00 hrs.**
	Total	**15**	**Duty as per assigned by the Department time to time**

Total manpower = 15 (Ten) nos.

Out of which 10 nos. unskilled Housekeeping
5 nos, ultra skilled staff

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 Housekeeping heads should be considered of reliever's duty against all the leaves admissible to the Housekeeping Guard as per norms (30 per year per person for 19 nos. of guards).
2. The workers will be categorised as Unskilled/semi-skilled/ skilled as per Circular **07/Stat/14/RW/24/2023/LCS/JLC dt 09.01.2026 from 01.01.2026 to 30.06.2026** of Labour Commissioner, Go WB.
3. Since, it is a product specific Gems & Jewellery park falling under SEZ category, installation of equipment like modern access system, metal detector etc. may be required. It may also be mentioned in this connection that all unit holders have their dedicated Housekeeping system by posting at least 1 (one) arm guard for 24 hours in their respective front gates. Since the units are dealing with high cost noble metals, a close monitoring mechanism between the unit Housekeeping and that of the overall Housekeeping system is essential.
4. The deployment of manpower should periodically be interchanged. The manpower deployed of must have requisite qualification, experience & Statutory Certificates as required.
5. 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.
6. The deployment of manpower will be reviewed by WBIDC at any time without giving any notice.
7. Details of persons deployed to be provided to WBIDC.

FORMAT OF PRICE BID

TABLE A: LUMPSUM

Grade	Unskilled	Skilled
Basic Wage	10383	12565
PF@13%	1349.79	1633.45
ESI@3.25%	337.45	408.36
Bunus@8.33%		
Total	12070.24	14606.82

Price Bid Schedule			
Manpower Category	* Total Monthly per person in Rs.	No of Person	**Annual Total In Rs.**
Un-Skilled	12070.26	10	**120702.60**
Skilled	14606.82	5	**73034.10**
Over Time	50.75/- per hours	10	**50000/-**

Total Manpower			
A.COST OF MANPOWER			2,43,736.70
Say			**2,40,000/-**

*** The rate is based on the Minimum Wage under notification number 07/Stat/14/RW/24/2023/LCS/JLC dt 09.01.2026 from 01.01.2026 to 30.06.2026. The amount indicated 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.**

S&S SP will be liable to pay Minimum Wages as applicable from time to time to its employees but no claim due to such variation of Minimum Wage will be entertained by WBIDC during the contract period.

However any financial implication due to revision (increase/decrease) of Rates against PF, ESI &Bonus components shall be compensated / adjusted by WBIDC accordingly.

At any time of the contract period, WBIDC may reduce quantum/ category of manpower if feasible/ required.

ANNEXURE D

Form - I

DIFFERENT FORMS INCLUDING FORM OF BID

Draft Contract Agreement

THIS AGREEMENT ("Contract Agreement") is made on the day of, 2026 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 in office and assigns) of One Part

AND

……., a company incorporated under the provisions of the Companies Act, 1956 and having its registered office at (hereinafter referred to as the "Contractor") which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators, successors in office) of the Other Part.

Whereas the WBIDC has invited e-Tender, e-Tender Reference No. : ADM/ 268/ 2017(2026-27)/1/700 for the work " Housekeeping & Surveillance services at WBIDC, Protiti Building".

AND WHEREAS the Contractor in Pursuant to that advertisement has participated in the tender process and thus become a successful bidder accordingly and has agreed to execute upon and subject to the conditions set forth herein and Schedule of items and quantities, General Conditions of Contract, Special Conditions of Contract including all other conditions as mentioned in the tender document, specifications and all correspondence exchanged by or between the parties from the submission of tender till the award of work, both letters inclusive, (all of which are collectively hereinafter referred to as "the said conditions") the work shown upon the said drawings and/or described in the said specification and included in the schedule of items and quantities at the respective rates therein set forth amounting to the sum of Rs…… (Rupees……only) as therein arrived at or such other sum as shall become payable there under (Hereinafter referred to as "the said Contract amount")

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. In consideration of the said contract amount to be paid at the times and in the manner set forth in the said conditions, the Contractor shall upon and subject to the said conditions execute and complete the work show upon the said drawings and described in the said specifications and the schedule of items and quantities.
2. The WBIDC shall pay the Contractor the said amount, or such other sum as shall become payable, at the times and in the manner specified in the said conditions.
3. The said conditions and Appendices thereto shall be read and considered as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreement on their part respectively in the said conditions contained.
4. Following documents mentioned herein shall form and part this contract:
   a) e-Tender Document vide ref. No. . . . . Date . . . . . .
   b) Section–1:List of Important Dates, Press Notice, Notice Inviting e-Tender (NIeT)
   c) Section – 2: Background Information
   d) Section – 3: Instructions to Bidders (ITB)
   e) Section – 4: Qualification Information
   f) Section – 5: General Conditions of Contract
   g) Section – 6: Technical Specifications
   h) Section – 7: Tender Drawings
   i) Section – 8: Bill of Quantities
   j) Section –9: Different Forms including Form of Bid
   k) Work Order vide ref. no. . . . . Date . . . . . .
   l) Any other documents related to this Tender Purpose.
5. The WBIDC reserves to itself the right of altering the drawings and nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this contract.

6. Time shall be considered as the essence of this contract and the contractor hereby agrees to commence the work on the day of handing over of the site or within fourteenth days from the date of issue of formal work order/ LOA whichever is later as provided for in the said conditions and to complete the aforesaid Work for 24 months.
7. All payments by the WBIDC under this contract will be made at Kolkata and 30 days from receipt of the bill.
8. In case of any dispute by and between the contracting parties the same shall be referred to the Managing Director of WBIDC whose opinion shall be prevailed as final and binding on all the parties and shall be subject to Kolkata jurisdiction only.
9. The various clause & sub-clause of the tender document along with its annexures and modifications made thereon by WBIDC shall be read and be treated as forming part of this Agreement and parties hereto will respectively be bound thereby and to abide by and submit themselves to the conditions and stipulations and perform the provisions of this Agreement on their parts respectively.
10. That the several parts of this contract have been read by the contractor and fully understood by the contractor.

In witness whereof the Employer and the contractor have set their respective hands to those presents through their duly authorized official and the said two duplicates hereof to be executed on its behalf or the day and year first herein above written.

_____	_____
Signed on behalf of WBIDC	Signed on behalf of the Contractor
by its duly authorized official	
In the presence of:	In the presence of:
1. Signature_____	1. Signature_____
Name with address_____	1. Name with address_____
_____	_____
2. Signature _____	2. Signature_____
Name with address_____	Name with address_____
_____	_____

Form - II

FORMAT OF BANK GUARANTEE AS PERFORMANCE /HOUSEKEEPING DEPOSIT

To

_____ (Name of the Employer)

_____ (Address of Employer)

WHEREAS _____ (Name and Address of Contractor)

(hereinafter called "the Contractor") has undertaken, in pursuance of Contract No. _____ dated

_____ to execute _____ (Name of Contract and brief description of works) herein after "The Contract."

AND WHEREAS it has been stipulated by you in the said contract that the Contractor shall furnish you with a bank guarantee by a Nationalised Bank for the sum specified therein as Housekeeping for compliance with his obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee;

NOW THEREFORE, we hereby affirm that we are the Guarantor and responsible to you on behalf of the Contractor, up-to a total of _____ (amount of guarantee) _____(in words), such sum being payable in the types and proportions of currencies in which the Contract price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ (amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for a demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed hereunder or of any of the Contract documents which may be made between you and the Contractor shall in anyway release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid for a period of 30 (thirty) months from the date of awarding the assignment.

Signature and seal of the guarantor _____

Name of Bank _____

Address _____

Date _____

Form of Bid

Form - III

Notes on Form of Bid

The Bidder shall fill in and submit this Bid form with the Bid.

_____ [Date]

To

[Name of Employer]

Authorised Address of communication: ……..

Telephone No. (s): Office:……

Mobile No. …….

Facsimile (FAX) No. …….

Electronic Mail Identification (E-mail ID)……

Description of the Works: _____

1. I/We offer to execute the works described above and remedy any defects therein, in conformity with the Conditions of Contract, specifications, drawings, Bill of Quantities and Addenda for Item Rate Contract of Total Bid Price of (mentioned in BOQ).
2. We undertake to commence the works on receiving the Notice to Proceed with work in accordance with the contract documents.
3. This Bid (including all amendments and minutes of pre-bid meeting) and your written acceptance of them shall constitute a binding Contract between us.
4. We understand that you are not bound to accept the lowest or any Bid you receive.
5. We hereby confirm that this Bid complies with the Bid validity and Earnest money required by the bidding documents and specified in the Instructions to Bidders (ITB).

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____