

**WEST BENGAL STATE COUNCIL OF TECHNICAL &
VOCATIONAL EDUCATION AND SKILL DEVELOPMENT**

Karigari Bhavan, Plot No. B/7, Action Area-III, Newtown, Rajarhat, Kolkata-700160

Abridged Notice Inviting E-Tender

E-tenders for Integrated Facility Management Services at Karigori Bhavan, Rajarhat, Newtown are hereby invited from eligible bidders. *Tender ID is 2016_DTET_79117_1*. Detailed NIT along with the BOQ template for submission of digitally signed online bids will be available at <https://wbtenders.gov.in>. and in the Council's website www.webscte.org. Last date of submission of bids is 28.07.2016.

CAO, WBSCT&VE&SD

Notice Inviting Tender ***(NIT)***

***“Integrated Facility Management Services
at Karigori Bhavan, Rajarhat for one year,
extendable up to two(1+1) more years ”***



**WEST BENGAL STATE COUNCIL OF TECHNICAL &
VOCATIONAL EDUCATION AND SKILL
DEVELOPMENT**
(Technical Education Division)

***Erstwhile: - West Bengal State Council of Technical Education
(A Statutory Body under Government of West Bengal Act XXVI of 2013)
Karigari Bhavan, 4th Floor, Plot No. B/7, Action Area-III,
Newtown, Rajarhat, Kolkata-700160
E-mail: report.wbscte@gmail.com, Website: www.wbscte.org***

Vide Memo no. WBSCT&VE&SD/TED/2016-17/645 Dt. 13.07.2016

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Introduction:-

Notice Inviting e-Tender for Integrated facility management covering services like environmental upkeep, security services, and electro mechanical and plumbing services of Kolkata Karigori Bhavan

**(Through Pre-qualification
& Online Submission of Bid)**

West Bengal State Council of Technical & Vocational Education & Skill Development on behalf of Deptt. of TET & SD invites e-tender from bonafide and reputed agencies for the work detailed in the table below.

Sl No.	Name of Work	Earnest Money Deposit	Cost of Tender Document	Duration of Work	Eligibility of Bidders
1	Integrated facility management covering services like environmental upkeep, security services of Karigori Bhavan, Rajarhat, Newtown	Rs 50,000/- (Rupees Fifty thousand) only	NIL	1 (One) Year	Bonafide outsiders having credentials in similar nature of work
*Registered Labour Co-operative Societies will be exempted from paying the Earnest Money Deposit					
*Registered S.S.I. Units of the State shall be exempted from paying earnest money deposit. <u>Necessary documents for both the cases are to be provided for getting the exemption</u>					

- I. In the event of e-filling, intending bidders may download the tender documents from the website: <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Completed bids, digitally signed, have to be uploaded in the same website. The earnest money of **Rs 50,000/- (Rupees Fifty thousand) only** is to be remitted through Demand Draft/ Banker's Cheque drawn on any nationalized bank payable at Kolkata in favour of **WBSCT&VE&SD** and scanned copy of which to be uploaded online at the time submission of bid. The L1 bidders shall have to submit the hard copy of instruments (Demand Draft/ Banker's Cheque etc.) to this office along with his acceptance letter of the LOI within seven days from the date of issue of LOI. Failure to submit the hard copy with the acceptance letter within the time period prescribed for the purpose may be construed as an attempt to disturb the tendering process and dealt with accordingly legally including blacklisting of the bidder. The Council (Tender Inviting Authority) will not be held responsible for late delivery or loss of the DD/ BC mailed through post/courier. Technical Bid and Financial Bid both will be submitted concurrently duly digitally signed in the <http://wbtenders.gov.in>. Tender document may be downloaded from website & submission of Technical Bid/Financial Bid as per tender time schedule stated in Item no.-XII of N.I.T. The documents submitted by the bidders should be properly indexed & digitally signed.
- II. Both Technical document and Financial Bid are to be submitted in technical (Statutory & Non -Statutory folder) and financial folder concurrently duly digitally signed in the website <http://wbtenders.gov.in>.
- III. The Technical document and Financial Bid submission: As per Time schedule Provided by Council
- IV. The FINANCIAL OFFER of the prospective bidder will be considered only if the TECHNICAL Document (both statutory and non-statutory) of the bidder found qualified by the WBSCT&VE&SD.
- V. The decision of the CAO, WBSCT&VE&SD will be final and absolute in this respect. Both the lists of Responsive and Non-Responsive Bidders will be displayed in the website and also in the Notice Board of the office of the WBSCT&VE&SD.
- VI. Eligibility criteria for participation in the tender:
 - a. The prospective bidders shall have satisfactorily completed as a prime agency during the last 5 (five) years from the date of issue of this Notice at least one work of similar nature under authority of State/ Central Govt., State/ Central Govt. undertaking/ Statutory Bodies Constituted under the Statute of the Central/ State Govt.

The prospective bidder should have to submit testimonials of credentials in support of working experience within 5 (five) years. **[Non statutory Documents]**

N.B.:- Completion certificate should contain a) Name of work, b) Name and address of Client, c) Amount put to tender, d) Date of commencement of work e) Date of completion of work. BOQ for the respective work should be uploaded along with completion certificate.

- b. Valid up to date clearance of Income Tax return / Professional Tax Clearance Certificate / Pan Card / VAT Registration Certificate / Voter ID Card (of the person responsible for submission of bid) for self identification to be accompanied with the Technical documents **[Non statutory Documents]**. Income Tax Acknowledgement Receipt for assessment year 2015-2016 to be submitted. Valid certificate of license to engage in the business of private security agency in West Bengal, issued by Government Deptt. are to be submitted. **[Non statutory Documents]**.
 - c. In case of Proprietorship and Partnership Firms and Company to Tax Audited Report in 3CD Form is to be furnished along with Balance Sheet & Profit and Loss A/c. for the last 5 (five) years (year just preceding the current Financial year will be considered as year-1). **[Nonstatutory Documents]**.
 - d. Where an individual person holds a digital certificate in his own name duly issued to him against the company or the firm of which he happens to be a director or partner, such individual person shall, while uploading any tender for and on behalf of such company or firm, invariably upload a copy of registered power of attorney showing clear authorization in his favour, by the rest of the directors of such company or the partner of such firm, to upload such tender. The power of attorney shall have to be registered in accordance with the provisions of the **Registration Act, 1908. [Statutory Document]**
 - e. Declaration regarding Structure and Organization duly digitally signed by the applicant to be submitted along with application. **[Statutory document]**
 - f. Registered Unemployed Engineer's Co-operative Societies are required to furnish valid Bye Law, Current Audit Report, Current N.O.C. from A.R.C.S., Minutes of last A.G.M. and also submit documents of the society consists at least 10 (ten) members out of which at least 60 % should hold degree or diploma in any branch in Engineering. **(Non-Statutory documents)**.
 - g. Joint venture will not be allowed to participate in the above NIT. A prospective bidder shall be allowed to participate in a single job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job, all his applications will be rejected for that job.
 - h. Where there is a discrepancy between the unit rate & the line item total resulting from multiplying the unit rate by the quantity, the unit rate quoted shall govern.
 - i. Prevailing safety norms has to be followed so that LTI (Loss of time due to injury) is zero.
 - j. The Partnership Firm shall furnish the registered partnership deed and the company shall furnish the Article of Association and Memorandum. **[Non statutory Documents]**
 - k. The bidder must have registrations like Service Tax, PAN, EPF, ESIC, Contract Labour etc. **[Statutory Documents]**
 - l. The organization must have office in Kolkata. **[Statutory Document]**
 - m. The organization must have managed such operations in at least 3 or more sites, managing all operations without subcontracting the same. A declaration is to be submitted. **[Statutory Document]**
 - n. The organization must possess valid Private Security Agency Regulation Act 2005 License (PSARA LICENSE). **[Statutory Document]**
 - o. The organization must be carrying out the business directly through staffs on rolls and does not sub contract any activity (as specified in the scope of work for this tender). **[Non-Statutory Document]**
 - p. The organization should be enlisted with labour Department and has to submit a valid labour license, in a single contract, of a minimum 50 manpower. **[Statutory Document]**
- VII. No mobilization / secured advance will be allowed.
- VIII. The selected bidder shall not be allowed to sub-contract a part or the whole work.
- IX. The workers/staff deployed shall have nothing to do with the Department of T E T & S D and shall have no presumptive or any kind of right of absorption in Govt Service.
- X. The agency's employees, so deployed, shall not claim for any benefit/compensation / absorption / regularisation of services with office and provision of Industrial Dispute Act, 1947 or Central Labour (Regulation and Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the Service Provider to this Department.
- XI. In connection with the work, Arbitration will not be allowed.
- XII. Bids shall remain valid for a period not less than 120 (one hundred twenty) days after the closing date for Financial Bid/ Sealed Bid submission. Bid valid for a shorter period shall be rejected by the Council, as non-responsive. If the bidder withdraws the bid during the period of bid validity the earnest money as deposited will be forfeited forthwith without assigning any reason thereof. The rates quoted in the bid should be valid for one year from the date of engagement.

- XIII. All Bidders are requested to be present in the office of Council, during opening the financial bid. The Council, may call Open Bid/Seal Bid after opening of the said bid to obtain the suitable rate further, if it is required. No objections in this respect will be entertained raised by any Bidder who will present during opening of bid, or from any Bidder who will be absent at the time of opening of Financial Bid. No informal bidder will be entertained in the Bid further.
- XIV. **Intending bidders may inspect the sites of Karigori Bhavan for assessment of nature of work and the duties & the responsibilities to be taken up during execution. Available drawings may be handed over to the agency phase wise. No claim in this regards will be entertained.**

Key Date:

- XV. IMPORTANT DATES: Given below:

<i>Sl</i>	<i>Activity</i>	<i>Scheduled Date</i>
1	<i>Date of uploading of N.I.T. Documents (online)</i>	13.07.2016
2	<i>Documents download start date (online)</i>	13.07.2016
3	<i>Date of Bid Clarificatory Meeting with the intending bidders in the office of the Department of T E T &SD</i>	19.07.2016
4	<i>Bid submission start date (online)</i>	13.7.2016
5	<i>Bid submission closing date (online)</i>	28.7.2016
6	<i>Bid Opening date for Technical proposals: Bid A (online)</i>	29.7.2016

- XVI. Earnest Money: As mentioned in the table at page-1.
- XVII. The Bidder, at his own responsibility and risk, is encouraged to visit and examine the site of works and its Surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting e-Tender, before submitting offer with full satisfaction, the cost of visiting the site shall be at his own expense.
- XVIII. The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of bidding documents shall be reimbursable by the Council. The Council reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have incurred by any Bidder at the stage of Bidding..
- XIX. **Performance Guarantee:**
- The organization must not have any record of poor performance, abandoned work, having being blacklisted by any Government organization. Accordingly one undertaking stating the same should be submitted to the tender inviting authority. **[Statutory Document]**. Registered declaration regarding the same should be submitted by successful bidder at the time of formal agreement.
 - The organization must have to submit performance guarantee for Rs 5 lakh as security. The amount of security deposit has to be remitted by a Demand Draft only drawn in favour of the WBST&VE&SD. Otherwise, the amount will be deducted from the first one/two bills.
 - Contract may be terminated due to non-performance of the Performance Security for consecutive 3 (three) working days. The authority will issue the notice of termination to the agency. Penalty will be imposed @ doubled that of the prevailing rate for the default period due to non-performance from the bill of the agency.**
 - The organization must demonstrate implementation of adequate checklist and process flow to monitor the operation and guarantee the performance at every point of time.

- XX. **Prospective applicants are advised to adhere to the minimum qualification criteria as mentioned in 'Special Terms & conditions' before tendering the bids.**
- XXI. **Conditional/Incomplete tender will not be accepted under any circumstances.**
- XXII. The intending bidders are required to quote the rate online.
- XXIII. Contractor shall have to comply with the provisions of (a) the contract labour (Regulation Abolition) Act, 1970, (b) Apprentice Act, 1961 and (c) minimum wages Act, 1948 and the notifications thereof or any other laws relating thereto and the rules made and order issued there under from time to time.
- XXIV. In case of ascertaining authority of intending bidders at any stage of tender process or execution of work, necessary registered irrevocable power of attorney is to be produced as and when asked for by the Tender Inviting & Accepting Authority.
- XXV. During the scrutiny, if it comes to the notice to tender inviting authority that the credential or any other paper found incorrect/manufactured/fabricated, that bidder would not allowed to participate in the tender and that application will be out rightly rejected without any prejudice. The Council reserves the right to cancel the NIT due to unavoidable circumstances without assigning any reason, whatsoever, to the bidders and no claim in this respect will be entertained.
- XXVI. In case there be any objection regarding prequalifying the Agency that should be lodged to the Council within 02(two) day from the date of publication of list of qualified agencies and beyond that time schedule no objection will be entertained by the tender inviting authority.
- XXVII. Before issuance of the **WORK ORDER**, the tender inviting authority may verify the credential and other documents of the lowest bidder if necessary. After verification if it is found that the documents submitted by the lowest bidder is either manufactured or false in that case work order will not be issued in favour of the said bidder under any circumstances and the Earnest Money deposited by the bidder will be forfeited by the Tender Inviting Authority without assigning any reason thereof.
- XXVIII. If any discrepancy arises between two similar clauses on different notification, the clause as stated in later notification will supersede former one in following sequence.
- a. Tender Application Form
 - b. NIT
 - c. Special terms & conditions
 - d. Technical Bid
 - e. Financial Bid
- XXIX. Qualification criteria:- The bidders shall have to meet all the minimum criteria regarding:
- a. Financial Capacity
 - b. Technical Capacity comprising of personnel & equipment capability
 - c. Experience/Credential

The eligibility of a bidder will be ascertained on the basis of the digitally signed documents in support of the minimum criteria as mentioned above. If any document submitted by a bidder is either manufactured or false, the eligibility of the bidder/ bidder will be out rightly rejected at any stage without any prejudice.

Scope of Work:-

1. Security Services for the whole campus
2. Key Management
3. Lift Lobby Security and Escort Management
4. Flag hoisting
5. Environmental Upkeep Services
6. Carrying drinking water
7. Cleaning of desks, computer and telephones
8. Up keeping of periphery, driveways, roads & gardens
9. Waste Management & proper disposal
10. Project Cleaning.
11. Reception Management.

Scope of Security Services

- a. The Personnel working as security guards ought to be polite but Firm, Disciplined, Physically Fit and Alert, smartly dressed in uniform.
- b. To attend with compliments to distinguished visitors, VIP's and Officers.

- c. Check, Control and Restrict entries of outsiders by valid passes or searching if required and movement of vehicles and incoming/outgoing Materials (with gate passes, challan) and time keeping.
- d. Maintain strict security of Men, Material and Premises and maintain Diary to note all important events/happenings information received/passed to the management. Entirely responsible for thefts of easily movable items like bathroom-fittings, fans, Exhaust Fans, Telephone Instruments, Fire Extinguishers, or Fire Fighting Systems etc.
- e. Will stand by management during emergency like Gherao, Picketing, Strike etc. and Security of ESI Staff from any assaults whatsoever.
- f. Not to leave the place of duty under any circumstance until and unless properly relieved. Sign accordingly in handing taking over Register etc.
- g. Prevent of misuse of Electricity and water.
- h. In case of fire, the Security Guard will immediately alert the Staff on duty and assist in Fire Fighting OR operation and also inform the Regional Director. In case of Fire Accident before or after Office Hours the Guards shall inform the nearest Fire Station.
- i. The security guard must watch that there is no unidentified/ unclaimed/ suspicious objects/ persons in the building/premises.
- j. The security guard shall ensure that all the electrical equipments/instruments/lights and fans should be switched off at the time of closure of the office who are part of the office.
- k. The security guard should ensure that all the officers/rooms are locked at the close of office and opened at the beginning of office hours and there is safe keeping of the keys.
- l. The security personnel must be in proper neat and tidy uniform
- m. The names of the security guards should always be displayed by them on their uniforms for identification purpose.
- n. The Agency should arrange for surprise checks (during day and night) to check the alertness and attentiveness of the security guard.
- o. The security guard should check the bags/ briefcases of the visitors if considered necessary.
- p. The security guards shall at all times comply with all directions and instructions of ESIC. Non-compliance of instructions can lead to termination of agreement.
- q. The whole campus should be covered by round (patrolled) of the security persons in a regular manner and all theft averted.
- r. Pilferage and theft of government goods and materials is to be prevented and those indulging in these practices are to be apprehended.

Scope of Key Management Service:

- i) To manage and maintain records of Door Keys movement of the entire office.
- ii) Prepare inventory of all the Door Keys of the entire office.
- iii) Facilitate cleaning of rooms by HK staff under supervision of Security Staff.
- iv) Locking the rooms at the end of office hours under supervision of Security Staff.
- v) Daily reckoning of keys at the end of office hours.
- vi) Anomaly if any, to be reported to Authority immediately.
- vii) Monitor door lock maintenance and repair and replace of keys, if lost, by maintaining all records and taking approval from the authorities.

Scope of Lobby Security and Escort Management:

- i) Check the visitors pass as soon as the person reaches the lobby.
- ii) Guide the visitors on how to reach their destination.
- iii) Support the visitor if he seeks any information.
- iv) Greet & escort the VIP/ CIP from the lobby to the office he/she wants to visit.

Scope of Flag hoisting:

National flag is to be hoisted after sunrise in the morning & to be resealed before sunset in the evening every day. Arrangement to be made for hoisting National Flag on the Republic Day and the Independence Day.

Scope of Environmental Upkeep Service:

- i) Common area cleaning in podium, floors, basements, terrace, machine rooms, service rooms, substation within the

- campus etc.
- ii) Toilets cleaning, maintaining and replacing toiletries of all ladies/gents toilets of each floor of the institute buildings and hostels, if any.
- iii) Cleaning of all around the building periphery, driveways & roads by Mechanical Sweeper.

Daily Schedules:

A. Entrance lobbies:

- i) Wiping of the entrance glass doors on all the entrances till reachable heights.
- ii) Cleaning the entire common area at a convenient time without hindering the occupant movement which includes Sweeping, Mopping, Scrubbing and buffing.
- iii) Periodical Wiping of the entire side walls (Complete dado) - Marble / Granite / Tiles.
- iv) Periodical Dusting and wiping of all fixtures and furniture in all the entrance lobbies
- v) Ensuring the shine on the signage everywhere.
- vi) Sweeping and smooth brushing of the lift floors- removal of all dirt etc and dusting and wiping of all the lift doors, wherever applicable.

B. Toilets:

- i) Sweeping and mopping of the floor and keeping the floor clean throughout the day.
- ii) Mopping of all glazed tiles and keeping them clean.
- iii) Washing of all the urinals, closets and washbasins with mild soap solution/ cleaning solutions. Ensuring the shine on the mirror throughout the day by periodic cleaning using glass cleaner.
- iv) Replace toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
- v) Clean all toilet fixtures and fittings.
- vi) Clearing of the bins in the toilets periodically.

C. Staircases

- i) Sweeping of all the staircases and common landings.
- ii) Removal of dust, etc from the skirting top.
- iii) Ensuring that all the fire signages are cleaned by dusting and using a mild wet mop as and when needed.
- iv) Cleaning of all the fire escape doors.
- v) Cleaning of all the ceilings and walls for dust, cobwebs, etc.
- vi) Thoroughly wipe all door handles, latches, tower bolts, etc.
- vii) Always keep the staircase free for movements.

D. Floors:

- i) Sweeping and mopping of all the floors including terrace.
- ii) Ensuring that all the glass doors, glass partitions are stain free and shining throughout the day by using standard make cleaning solutions.
- iii) Ensuring that all the signboards are clean at all times throughout the day.
- iv) Ensuring that the walls and ceilings are free from dust, cobweb etc.

E. All Service Rooms:

- i) Removal of grease and dirt stains from the surfaces.
- ii) Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their own equipment, cleaning of ceilings and walls so that cobwebs, stains etc. are taken care of.
- iii) Cleaning of the car park area.
- iv) Cleaning of Sub-Station, HVAC Plant Room, Pump Room, AHU Rooms, Ventilation Rooms and Other Service Rooms without affecting the Operation of the Equipments and in presence of specialized operators responsible for the job.

F. Surroundings:

- i) Removal of all litter, mud, dust, etc within the periphery of the building as and when felt necessary during the day.
- ii) Taking necessary precautions to maintain the entrance to the building clean.

Weekly Schedules:

- i) Thoroughly clean the corners and ledges.
- ii) Cleaning of building periphery, driveways, Car Park Area & roads by Jet Pressure Machine.
- iii) Thorough scrubbing and buffing of floors by Scrubbing Machine. Attention should be made that the floor retains its shine

and remains clean. Any defects, etc appearing on the flooring or anywhere in the buildings will be immediately reported to the Authority.

- iv) Cleaning of all the vertical surfaces - marble / granite / tiles thoroughly to ensure cleanliness.
- v) Cleaning of all ceramic items with an approved solution.
- vi) Cleaning of the top terrace area of the building

Note:

- i) All Areas as mentioned above are to be maintained all the time in Neat, Clean & in tidy Condition. Frequency of Cleaning in a day will be decided accordingly.
- ii) All Consumables, Dust Bins, Mops, and Cleaning Machinery & Plants etc are to be provided by FM Agency.
- iii) All Safety precautions are to be followed. Proper cleaning and housekeeping work signage are to be used when such work are in progress as per the requirements.
- iv) Wherever needed, Mechanized Cleaning is to be done.
- v) To the extent possible, Environment Friendly Cleaning Reagents are to be used.

Scope of upkeepment service of periphery, driveways & roads:

Cleaning of all around the building periphery, driveways & roads by Mechanical Sweeper.

Scope of carrying drinking water

Filling the bottles with potable water from the water dispensers and supplying them to the chamber of the officers as per the direction of the tender inviting authority.

Scope of Waste Management Service:

- i) Empty all garbage containers, wipe, clean and replace liners.
- ii) Collect the waste papers, empty the garbage bins, waste paper baskets and arrange to carry away from the premise to the common garbage dump.
- iii) Keep dump area reasonably in a clean condition.
- iv) Garbage segregation needs to be followed before disposal.
- v) Disposal of collected garbage at nearest dumping ground of Municipality / Municipal Corporation / Panchayat / Panchayat Samity or any other suitable location shown by the tender inviting authority.
- vi) Necessary permission in this regard should be obtained by the agency.

Scope of Desk Cleaning Service:

- (i) *Cleaning of the desks, chairs, computer and telephones in the chambers of the officers and in the section offices daily*

Scope of Reception Management Service:

- i) Greet persons visiting the office.
- ii) Confirm their purpose of visit from the person they want to meet.
- iii) Issue them visiting pass/ card
- iv) Guide them to reach out to the concerned person.
- v) Collect the visitor's pass after the scheduled visit and record the exit of the visitor.
- vi) Deal with queries of the visitors.
- vii) Monitor visitor access and maintain security awareness.
- viii) Co-ordinate with security team.
- ix) (xi) Provide required information to the callers
- x) (xii) Direct maintenance call to PWD.
- xi) (xiii) Take and relay messages
- xii) (xiv) Provide general administration and clerical support.
- xiii) (xv) Receive, sort and distribute mails/ letters
- xiv) (xvi) Maintain appointment dairy for visitors.

- xv) (xvii) Document, collate and generate MIS of all visitors' data every month.

Minimum no. of person to be deployed:

- 1) 10 no. of Sweeper @ 2 persons each Floor (Unskilled)
- 2) 15 no. Unarmed Guard @ 2 persons each Floor (Unskilled)
- 3) Gardener: 2 Persons (Unskilled)
- 4) Outside Security Guard: 3 Persons (Unskilled)
- 5) Supervisor: 1 Person (Semi Skilled)

Special Terms & Conditions

1. The bidder should be reputed & resourceful Security Agency having working experience in Secretariate / Directorate/ Similar Govt. Offices or Organization. The bidder should be a govt. registered Security Agency. **[Non-Statutory Document]**
2. The organization must have average turnover of **Rs.2 crore** per year for last three financial years. The organization has to produce a recent Bank Solvency Certificate of not less than Rs 30 lakh issued by any scheduled Bank. The Organization must be managing all the operations through staff on direct rolls and not engage sub contractor. **A certified document by the Chartered Accountant stating the net worth and average annual turnover of the Bidder has to be submitted. [Non-Statutory Document]**
3. **The organization must have adequate resources and infrastructure to provide training, grooming and upgrade the operations as a continuity plan. The persons deployed should be either already trained and certified or should be trained and certified within 3 months of deployment. Certification must be from NCVT or Sector Skill Council.** Certificates of training are to be produced at the Council where the deployment of the staff is going to be done. The bidder has to give an undertaking on the above. He /She shall also mention the Certificate issuing Authority and from where it is recognized. **[Statutory Document]. Substitute duty persons to be deployed by the agency during the period of training, if required, without any additional charges.**
4. The Organization must have minimum two running contracts of providing Security, Housekeeping or complete integrated facility management services **in a single contract of 5 lakh per month or above.** Documentary evidence should be submitted. **[Statutory Document]**
5. The bidder may satisfy themselves by actual visit to the site, locations and the area before quoting rate in the quotations.
- 6.
7. **MONTHLY CHARGES :**

- a. **The consolidated monthly charge that will be paid to the successful agency will have two parts - (i) Service Charge and (ii) Security Charge. Security Charge is the minimum wages of the persons deployed in the prevailing rate including the employers' contribution to ESI, EPF, Bonus etc, which will be varied as per notifications of State Labour Department from time to time and Service Charge is the L1 rate quoted by agency which will be remain fixed for the year.**
- b. **The participating bidder is required to quote its SERVICE CHARGE, for deployment of such persons on per person per month basis, which will remain fixed ONE YEAR, in figure only in the Item-Rate BOQ downloading from tender documents of this tender.**

- c. **The quoted Service Charge should be inclusive of all other charges. Service tax, if required, will be reimbursed extra.**
 - d. **Minimum wages will cover wages for a month, considering one day off in each week. Additional wages for deployment of substitute security guard for such Off days will be paid extra on actual basis. Weekly off day for all other category of labours have to be suitably adjusted by designing the work roaster, no additional wages for holiday substitute will be given.**
 - e. **Quoting "zero" service charge in any bid will be considered as non-responsive bid and will be summarily rejected.**
 - f. No extra claim will be entertained on any account and the agency charge will remain fixed for a period of one year from the date of engagement.
 - g. **It may be mentioned that this SERVICE CHARGE that needs to be quoted shall be paid to the successful bidder on his carrying out of his work successfully over and above the prevailing minimum wages as notified by Labour Commissioner from time to time, in the respective column of BOQ.**
 - h. **On satisfactory performance of the L1 bidder, the service may be continued for another 1 +1 years, cost for which will be borne by the Department.**
 - i. **Service charges for continuing the service in the 2nd year and 3rd year are to be quoted in the respective row of BOQ.**
 - j. **Selection of L1 bidder will be based on the minimum of sum of total service charge claimed for three years at Karigori Bhavan. The bidder has to quote for all items and a declaration is to be submitted that he is quoting for all mentioned items in Scope of work, Partly bidding is not accepted in any manner what soe ver . [Statutory Document].**
8. **Payment of minimum wages for deployed manpower shall have to be paid into bank a/c of the persons deployed for the mentioned services and proof of such payment has to be submitted to the Deptt. of TET &SD, Govt. of WB for release of next payment.**
Any report of violation will be treated accordingly and shall lead to termination of contract, if such report is found to be true.
9. **Payment to the agency will be made after confirmation of payment of wages and statutory dues as per the extant statute. Receipt of sanction from Govt will never be a precondition for making payment to the labourers, salaries for each must be paid by bank transfer by 10th of the next month without fail.**
10. The Service Charge shall include everything like materials for guarding, sweeping and cleaning etc. It will remain unaltered during the entire contact period. Regular depositing of statutory dues like PF, ESI, bonus etc as per statutory norm must be done by the agency documents of which have to be submitted to the tender inviting agency. Any report of violation will be treated accordingly and shall lead to termination of contract, if such report is found to be true.
11. Conditional quotation will not be accepted.

12. The agency engaged for this work will have to maintain a regular contact with the nodal authority of the Department and holds discussion regarding performance of work.
13. **The agency engaged for this work will have to engage all Security Guard and supervising staff round the clock.**
14. The persons engaged for duty will have to wear same uniform for identification promptly. Uniform will have to be supplied by the agency for which no additional allowance or charges will be entertained.
15. The duty Roster of the persons to be engaged for guarding will have to be intimated duly to the Concern authority in cases of every change of duties.
16. In case of negligence in performing duty for any guard, should be removed immediately from duties by the Agency.
17. No claim will be entertained for the permanent service of the guards engaged and the concerned authority shall not remain responsible in any liabilities or complication arises from the guards.
18. The authority shall not be responsible to supply rain coat/umbrella/winter clothings. The same are to be supplied by the successful quotationer and the cost may be considered in the rate quoted by the quotationers.
19. The authority shall not responsible to compensate or otherwise liable in any manner whatsoever for an injury and/or death of security guards while on duty.
20. The guarding arrangement will have to be made from the date as mentioned in the work order.
21. Torches and batteries if required for guarding will have to be provided by the concerned quotationer at his own cost. In case of emergencies and when the situation requires supply of additional guards will have to be made available at the same rate as accepted on requisition.
22. Immediately after receiving the work order the quotationer must submit a detail list showing the name, signature (LTI) and passport size photographs in duplicate of security guards duly attested by the contractor well in time, to the undersigned. If, any change is made subsequently by the contractor the change (in name, signature etc.) is also be intimated as and when such change is made & the identity of each guards shall have to be initiated by the undersigned.
23. The Agency should have valid ESI and PF registration numbers. Copy of allocation letter and copy of latest valid remitted challans shall be enclosed. [Statutory Document](#)
24. Qualifications of Persons deployed
 - a. Security Guard- At least VIII passed with good physique with appropriate certification.
 - b. Environment up keeping : - At least VIII passed with good physique with appropriate certification
 - c. Languages known: Should be able to read and write Bengali & English.
21. The Security personnel shall perform the duties round the clock on all days of the month and year. The shift timings shall be strictly adhered to and no guard shall be allowed to continue beyond his stipulated shift timings, for whatsoever reason it may be. Any absenteeism on duty has to make up by the firm by deploying guard at their resources. The contractor will ensure that after every 6 days of work, a weekly off (for full day) is given to guards and this aspect has to be strictly adhered to.
22. The agency will not be entitled to withdraw the agreement without serving a notice of withdrawal to the tender inviting authority at least three months in advance and obtaining formal approval of the Department.
23. The tender inviting authority reserves the right to terminate the agreement any time without assigning any reason there on and even for non-performance of any clause above after serving a notice of 1 (one) month advance.
24. During the period of the notice as explained in clause 22 & 23 above the contractor agency will be bound to carry on his duties and responsibilities as defined and explained in all the clause of "Special terms and condition" in right earnest up to the satisfaction of the tender inviting authority, failing which the essential and inescapable, works will be gone through the other agency at the cost of the defaulting contractor/agency as said above without any further intimation/notice to him.
25. The agency will have to take immediate redressal measure on receipt of any intimation from the authorized representative of the undersigned as to the irregular/improper performance of duties by the person deployed failing which action will be taken by the undersigned.
26. Penalty: The successful bidder shall have to sign an agreement with the Council before taking up the job to abide by the terms and conditions of the tender. Penalty may be imposed in case of breach of agreement after 1st warning in such

- incidents. The quantum of penalty may be forfeiture of Security Deposit and / or blacklisting from any such tenders of the Govt.
27. The agency will itself ready to take up the work immediately after the issue of work order.
 25. **Certification: The organization must have certification on ISO 9001:2008.** [Statutory Document]
 28. All staffs of the organization must have uniforms & identity card.
 29. The organization must have adequate technical knowhow of equipments to be engaged for the operation.
 30. The organization must have adequate resource and capability to provide machines for the operations wherever and whenever required.
 26. The organization will have to produce list of all necessary materials, equipments & machines currently owned by them as per last audited balance sheet to ensure that they are capable of doing the business. [Non-Statutory Document]
 31. Intending bidders are requested to inspect the site Govt. Polytechnics for assessment of nature of work and requirement of materials, machineries & equipments.
 32. The Council reserves the right of accepting or rejecting any bid or the tender at any time without assigning any reason.

Sd/-
CAO, WBSCT&VE&SD
& Commissioner, TET&SD

SECTION - A (INSTRUCTION TO BIDDERS)

General guidance for e-Tendering:

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the contractorsto participate in e-Tendering.

1. **Registration of Contractor:** Any contractor willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://wbenders.gov.in> (the e-tendering web portal of the Government of West Bengal).
2. **Digital Signature certificate (DSC):** Each contractor is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated in Clause A.1 above. DSC is given as a USB e-Token.
3. **The contractor can search & download NIT & Tender Document(s) electronically from computer once he logs on to the website mentioned above, using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.**
4. **Participation in more than one work:** A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If it is found that a single bidder has applied severally in a single job all his applications will be rejected for that job.
5. **Submission of Tenders:** Tenders are to be submitted through online to the website mentioned above, in separate folders at a time for each work, in Technical Proposal &in Financial Proposal before the prescribed date &time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).
6. **Technical Proposal:** The Technical proposal should contain scanned copies of the following in following covers (folders):
 - a. **Statutory Cover as detailed below:**
 - i. **Demand Draft / Bankers Cheque towards Earnest Money (EMD) as prescribed in the NIT in favour of the WBSCT&VE&SD payable at Kolkata.**
 - ii. **Tender Application Form& NIT (download properly and upload the same digitally Signed).**
 - iii. **The rate will be quoted in the B.O.Q.(Bid B). Quoted rate will be encrypted in the B.O.Q. under Financial Bid. In case quoting any rate in Bid A, the tender is liable to be summarily rejected.**
 - iv. **Tech Document 1 [Should include Power of attorney, Organogram, Deed, Proof of Office in Kolkata, Undertaking on Performance as per XVI at Page 4]**

- v. Tech Document 2 {Should include Registration with Regn Nos, where applicable, of EPF, ESIC, Service Tax, Contract Labour Certificate, Labour license for minimum 100 manpower}
- vi. Tech Document 3 {PSARA License}
- vii. Tech Document 4 { Training Facility Details and Declarations as per Point 4 of Page 12}
- viii. Tech Document 5 { Valid ISO: 9001-2008 Certificate, Declaration that rate for all aforesaid item have been submitted}.

b. Non-statutory Cover containing the following documents:

- a. Professional Tax (PT) deposit receipt challan for the financial year 2014-15, Pan Card, IT SARAL for the Assessment year 2013-14, 2014-15, 2015-16, VAT Registration Certificate.
- b. Registration Certificate under Company Act. (If any).
- c. Registered Deed of partnership Firm/ Article of Association & Memorandum.
- d. Power of Attorney (For Partnership Firm/ Private Limited Company, if any).
- e. All the certificates & documents regarding legal entity, annual turnover, technical capabilities, statutory liabilities and taxation, certification, manpower, machine & performance guarantee as mentioned in prequalification criteria.
- f. Tax Audited Report in 3 CD form along with Balance Sheet & Profit & Loss A/c. for the last 5 (*five*) years (year just preceding the current Financial Year will be considered as year - I)
- g. Clearance Certificate for the Current Year issued by the Assistant Register of Co-Operative Society (ARCS), bye laws are to be submitted by the Registered Labour Co-Operative Society / Engineers' Co-Operative Society.
- h. List of machineries possessed by own / arranged through lease hold agreement along with authenticated copy of invoice, challan & way-bill.
- i. List of Technical staffs along with structure & organization.
- j. For Registered Unemployed Engineers' Co-operative Societies and Registered Labour Co-operative Societies having Credential for completion of at least one similar nature of work under the authority of State / Central Government, statutory bodies under State / Central Government constituted under the statute of the State / State Government having a magnitude of 40% (*forty percent*) of the Estimated amount put to tender during the last 5 (*five*) years prior to the date of issue of this NIT is to be furnished.
- k. The prospective bidder should have to submit testimonials of credentials in support of working experience within 5 (*five*) years. Scanned copy of Original Credential Certificate as stated in of NIT shall have to be submitted (on line).

N.B.: Failure of submission of any of the above mentioned documents as stated in Sl. No A. 6. (a) and Sl.No A. 6. (b) will render the bidder liable to be rejected for both statutory & non statutory cover.

The above stated Non-Statutory/ Technical Documents should be arranged in the following manner:

Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Non Statutory Documents" to send the selected documents to Non-Statutory folder. Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical documents.

1. **Tender Evaluation Committee (TEC):** Evaluation Committee constituted as per order of the Department of Technical Education & Training, Government of West Bengal will function as Evaluation Committee for selection of technically qualified contractors.
2. **Opening & evaluation of tender:** If any contractor is exempted from payment of EMD, copy of relevant Government Order needs to be furnished.
3. **Opening of Technical Proposal:** Technical proposals will be opened by Council and his authorized representative electronically from the website using their Digital Signature Certificate (DSC).
4. Intending bidders may remain present if they so desire.
5. Cover (folder) for Statutory Documents [Ref. Sl. No. A.6. (a)] will be opened first and if found in order, cover (folder) for Non-Statutory Documents [Ref. Sl. No. A.6. (b)] will be opened. If there is any deficiency in the Statutory Documents, the tender will summarily be rejected.
6. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded & handed over to the Tender Evaluation Committee.
7. Summary list of technically qualified bidders will be uploaded online.
8. Pursuant to scrutiny & decision of the Tender Evaluation Committee the summary list of eligible bidders will be uploaded in the web portals.
9. During evaluation the committee may summon of the bidders & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.
10. **Financial Proposal**
 - a. The financial proposal should contain the following documents in one cover (folder) i.e. Bill of Quantities (BOQ). The contractor is to quote the rate against each & every item of work in the space provided in the BOQ (in figure only) online through computer in the space marked for quoting rate in the BOQ.
 - b. Only downloaded copies of the above documents are to be uploaded, after quoting rates, virus scanned & Digitally Signed by the contractor.
 - c. Penalty for suppression / distortion of facts: If any bidder fails to produce the original hard copies of the documents like Completion Certificates and any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the bidder and action may be referred to the appropriate authority for prosecution as per relevant IT Act.
 - d. Rejection of Bid: Employer reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's action.
 - e. Award of Contract: The Bidder who's Bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter / Letter of Acceptance. The notification of award will constitute the formation of the Contract. The Agreement in the line of W.B. From No. 2911(ii) will incorporate all agreements between the Tender Accepting Authority and the successful bidder. All the tender documents including NIT & B.O.Q. will be the part of the contract documents. After receipt of Letter of Acceptance, the successful bidder shall have to submit requisite copies of contract documents downloading from the website along with requisite cost through Demand Draft / Pay Order issued from any nationalized bank in favour of the Director of Technical Education & Training, West Bengal within time limit to be set in the letter of acceptance.

Sd/-
CAO, WBSCT&VE&SD
& Commissioner, TET&SD

ANNEXURE - I (APPLICATION)

e-Tender for Integrated facility management covering services like environmental upkeep, security services, electro mechanical and plumbing services of Karigori Bhavan

NIT No _____

- 1 Name and address of Firm/ Agency/ Company

- 2 Telephone& Fax Nos:
- 5 Cell phone Numbers
- 6 E-mail ID
- 7 Name, Designation & Mobile No of Authorised Signatory

- 8 Please specify as to whether tenderer is sole proprietor/
Partnership firm/Private or Limited company
- 9 Name, Address and Telephone No of Directors/ partners

- 10 Name & Address of the Banker

- 11 Details of Earnest Money Deposit
 - a) Amount
 - b) Demand Draft/Pay order/Bankers Cheque No:
 - c) Date of Issue
 - d) Name of issuing Bank & Branch:
- 12 Any other information:

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and condition contained herein and undertake myself/ourselves to abide by them.

(Signature of the Bidder)

(Name and Address with Seal)

Validate

Print

Help

Item Rate BoQ

Tender Inviting Authority: WBSCT&VE&SD(TED)

Integrated Facility Management Services at Karigori Bhavan, Rajarhat for one year, extendable up to two (1+1) more years

Contract No: WBSCTVESD/TED/2016-17/465 dt. 13.07.2016

Bidder Name :							
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER	TEXT #	NUMBER #	TEXT #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Quoted Currency in INR / Other Currency	Service Charge per person per month In Figures To be entered by the Bidder Rs. P	SERVICE CHARGE Without Taxes	TOTAL AMOUNT In Words
1	2	4	5	12	13	53	55
1	Integrated Facility Management at Karigori Bhavan for one year, extendable for one Plus one (1+1) year						
1.01	Service Charge (excluding Employer's Contribution to PF, ESI and other dues like bonus etc) for deployment of 1 Person Per Month towards integrated facility management cum housekeeping services at Karigori Bhavan, Rajarhat, Newtown for One Year	1.000	Nos	INR		0.00	INR Zero Only
1.02	Service charges for continuing the service in the 2nd year.	1.000	Nos	INR		0.00	INR Zero Only
1.03	Service charges for continuing the service in the 3rd year.	1.000	Nos	INR		0.00	INR Zero Only
Total in Figures						0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only					