

**Government of West Bengal
Office of the Additional Commissioner
Commercial Taxes, Siliguri Zone
Baniyakar Bhaban
Matigara, Siliguri**

TENDER NO: 02/SLG/HS/16-17
Memo No: 13/CT(S)

DATED: 28/03/2016
DATED: 06/04/2016

Issued to:

Name of the Work : Engagement of agency for House Keeping Services at the office of the Additional Commissioner, Commercial Taxes, Baniyakar Bhaban, Paribahan Nagar, Matigara, Siliguri

Sealed Quotations are invited from experienced, resourceful and bonafide agencies/ firm/Associations of persons / Un-employed Labour Co-operative/ Limited Companies for providing House Keeping services at the office of the Additional Commissioner, Commercial Taxes, Baniyakar Bhaban, Paribahan Nagar, Matigara, Siliguri as per details given below having experience of rendering similar services to offices under the establishment of this Government or Government of India/ Undertaking of this Government or Government of India for at least three year in the block of three financial years ending 31st March, 2016. The Tender shall be submitted to this Department Drop Box till the date and time as specified in this notice.

DATE OF SUBMISSION & OPENING OF TENDER

Last date for submission of sealed tender at the Office of the Additional Commissioner, Commercial Taxes, Siliguri Zone, Baniyakar Bhaban, Paribahan Nagar, Matigara, Siliguri.

: 28th April, 2016 (Before 3.00 P.M.)

Date of opening the Tender

: 29th April, 2016 (at 12.15 P.M.)

Venue for opening of Tender

: Office of the Additional Commissioner, Commercial Taxes, Siliguri Zone, Baniyakar Bhaban Paribahan Nagar, Matigara, Siliguri.

Quality is the essence of the service to be rendered. Services are to be performed to the satisfaction of this office. For this purpose, there will be an assessment period of 06 (Six) months from the period of engagement. Bills for the said services rendered will have to be raised monthly basis for a calendar month or part thereof, as the case may be and submitted in this office within the 15th of the month next to the concerned month.

1. Scope of Work-

- a) Cleansing of the office premises, including rooms, corridors, staircases, toilets, pantries /canteens, warehouses and courtyards on regular basis.
- b) Cleansing of door, window panes, on bi-monthly basis
- c) Dusting and cleansing of working desks, tables, chairs and other office furniture on regular basis.
- d) Washing office linens on regular basis
- e) Cleansing of fans, light sources, exhaust fans, A.C. machines (external) on monthly basis

- f) Cleansing of telephone receivers, Computers including printer and peripherals (external) and other office gadgets on weekly basis
- g) Operating of Diesel Generators sets as and when required and maintenance of log book thereof.

2. INSTRUCTIONS FOR TENDERER:

- a. The offer shall be submitted as per the instructions of tender documents. Only one set of tender document duly signed by authorized representative of tenderer and signed & stamped on each page shall be submitted as detailed further. Tenderer should note specifically that all pages of tender document, including the NIT page for this particular tender shall be submitted by them (after signing/ stamping on each page) as a part of their offer. Price shall not be mentioned by them anywhere in the techno-commercial portion of offer. Price shall be mentioned in the relevant price bid only and submitted in separate sealed envelope. In case of any clarification, bidder may contact Sri Shashwata Dutta (Mobile No. 9830244156) of this office.
- b. No overwriting / correction in tender documents by tenderer shall be allowed. However if correction is unavoidable, the same must be signed by authorized signatory.
- c. Tender must be submitted in two parts, i.e., (i) Part-A, Technical Bid and (ii) Price Bid. The tenderer must submit their tenders in two separate sealed envelopes prominently super scribed as Part – A “Technical bid” and Part-B “Price Bid”, and the NIT No. & date on each of the envelope. These two separate envelopes shall together be kept in third envelope super scribed with NIT No. & date.
- d. Technical bid should contain all the documents like, signed tender document having NIT page, Instructions for tenderer, Pre-qualifying requirement, General terms & conditions, all the annexure duly filled & signed by the tenderer.
- e. Price Bid should contain only the “Part-B, Price Bid Format” after quoting the rates as specified in the price bid format.
- f. Rate per head per month should be quoted for all the services to be rendered (as detailed above) both in figure as well as in word including taxes in a price bid. The housekeeping Services rendered shall be inclusive of cost of all consumable items. The monthly wages quoted should comply with minimum wages Act as notified by Deptt of labour Commissioner Govt. of W.B or Government of India whichever is the highest
- g. Prior to quoting of rates, the intending agencies are requested to inspect the office building
- h. On the date of opening of tender, Technical Bid shall be opened first to select the eligible tenderers. Price Bid will be opened on the same day only in respect of those tenderers, whose bids are found technically acceptable. The Tender will be opened in presence of the tenders or their authorized representatives who would like to be present.
- i. Tender documents are available on Directorate of Commercial Taxes’ website i.e. www.wbcomtax.nic.in and the same can be downloaded and used as tender document for submission of bids.

- j. Office of the Additional Commissioner, Commercial Taxes, Baniyakar Bhaban, Paribahan Nagar, Matigara, Siliguri reserves the right to accept or reject any or all offer without assigning any reason thereof. Also office of the Additional Commissioner, Commercial Taxes, Baniyakar Bhaban, Paribahan Nagar, Matigara, Siliguri shall not entertain any correspondence from bidders in this matter.
- k. The undersigned reserves the right to negotiate the rates, terms and conditions with the lowest tenderer or any of the other tenderers to ascertain the suitability of the acceptable offer.
- l. The contract shall be for the Financial Year 2016-2017. The authority holds the right to terminate the contract for violation of terms and conditions at any time without any notice.
- m. The agency selected for engagement shall have to enter into a formal agreement with the department.
- n. The agency selected for engagement shall have to deposit a sum of 5% of Contract Value. Security Deposit shall be returned to the contractor after the physical completion of the work as certified by the competent authority. The competent Authority shall normally be the authority who is competent to sign the contract. The certificate, inter alia, should mention that the work has been completed in all respects and that all the contractual obligations have been fulfilled by the contractors and that there is no due from the contractor to Commercial taxes Authority against the contract concerned. Before releasing the SD, an unconditional and unequivocal no claim certificate from the contractor concerned should be obtained.
- o. The successful bidder shall submit the Performance Guarantee (PG) in any of the following forms, amounting to 5% of the contract value in form of (i) Irrevocable Bank Guarantee; (ii) Deposit Receipts, Pay Orders, Demand Draft and Guarantee Bonds. (iii) FDR .
- p. The tenderers or their representative may attend the opening of both the Bids (Part A & B).

PART-A

3. Engagement of agency for House Keeping Services at the office of the Additional Commissioner, Commercial Taxes, Siliguri Zone, Baniyakar Bhaban, Paribahan Nagar, Matigara, Siliguri.

(i) Terms & Conditions to be followed for the Technical Bid.

- a. Multiple quotations by a single agency will not be entertained.
- b. Joint ventures will not be entertained.
- c. In case of mechanized process of working the operating staff shall be adequately trained and shall be adept in doing so
- d. The operating staff must have such state of physical and mental ability commensurate to provide the above stated house-keeping service.
- e. The service may have to be rendered for beyond the stipulated hours of work and even on holiday including Sundays.

- f. The personnel will have to work in separate groups for each floor performing under adequate and competent supervision
- g. Labour related enactments and laws of the land are to be observed strictly.
- h. Local private agency will be given preference.

(ii) **An intending agency shall submit attested copies of the following documents.**

- a. Valid Trade Licence.
- b. PAN Card.
- c. Profession Tax Registration certificate with current chalan.
- d. Service Tax Registration certificate with current Return
- e. EPF Registration certificate with last three month payment chalan.
- f. ESIC Registration certificate with last three month payment chalan.
- g. Labour Licence Registration certificate.
- h. Registration under Ministry of Labour and Employment.
- i. Certificate of Shop and Establishment.
- j. Income tax return for last three years.
- k. Audit Report for last three years.
- l. Firm/Company registration certificate.
- m. Registration under Quality Management system-ISO 9001:2008 as Housekeeping Service Provider.
- n. Banker's solvency certificate addressed to "Additional Commissioner, Commercial Tax , Siliguri Zone".- to the extent of 100% of the Quoted tender value of work.

(iii) **A personnel of the successful agency, who will be working in the said office:**

- a) Shall be a citizen of India with valid proof of citizenship like Elector's Photo Identity Card (EPIC) etc.
- b) He shall have his ordinary residence within 8 (Eight) kilometer from the office site.
- c) He shall have an authority by the successful agency to work on their behalf
- d) He shall have age not exceeding 50 years
- e) He shall be courteous, sober obedient and dutiful.

(iv) **Earnest Money :-**

(a)The Tenderer shall be required to deposit Earnest Money of Rs.20,000.00 (Rupees Twenty Thousand) in cash which will be refunded to the unsuccessful tenderer. Tender received without prescribed amount of the Earnest Money shall be summarily rejected.



[Handwritten Signature]
6/4/16
Additional Commissioner
Commercial Taxes, Siliguri Zone,
Siliguri

PART-B --PRICE BID

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The following is to be furnished by the firm as Price Bid

A .COST OF MANPOWER PER MONTH

1	2	3	4	5	6	7	8	9	10	11
SN	Description of work	Number of persons	Basic Wages per head per month (30 days)	EPF @ 13.36% of Column 4	ESIC @ 4.75% ON of Column 4	BONUS @ 8.33% of Column 4	Total Wages (4 TO 7)	Service tax @ 15% on column 8	Grand Total (Column 8+9)	Total Amt Column (3x10)
1	House keeping work as specifically noted in Tender notice	15(fifteen)								
2	Supervisor	01(one)								
TOTAL CONSOLIDATED COST PER MONTH										