



INSTITUTE OF HEALTH & FAMILY WELFARE

(Department of Health and Family Welfare, Government of West Bengal)

29, GN BLOCK, SECTOR – V, BIDHAN NAGAR, KOLKATA – 700 091.

Phone No. : 2357 4531, 23577645 Tele Fax No. : 2357 8870,

e-mail: ihfwkolkata@gmail.com Website : www.ihfwkolkata

Memo No. IHFW/GSIS/11/2014/

1087 A

Dated, Kolkata. 8-12-2016

Notice inviting **E-Tender** for selection of bidders for the **Facility Management services** for cleaning, scavenging & security etc. at Institute of Health and Family Welfare and its adjacent buildings for the period from 1st January, 2017 for the year 2017-2019 and subsequent period, if any.

(Through Pre-qualification)

(Submission of Bid through NIC e-Tender Portal)

The Director, Institute of Health & Family Welfare having its office at GN-29, Sector V, Salt Lake, Kolkata-700 091 is going for E-Tender in the NIC Portal for selection of service provider for the Facility Management Services for cleaning, scavenging & security etc. at Institute of Health and Family Welfare and its adjacent buildings for the period from 1st January, 2017 onwards for the year 2017-2019 and its extension, if required for a further period as agreed by the authority and selected bidder. Necessary earnest money to be submitted for participant through Demand Draft / Pay order is appended in the table below: -

Number of person required to be deputed	Earnest money
As enlisted in the annexure A	Rs. 1,00,000/-

1. **General Instruction:** -

In the event of e-filing, intending bidder may download the tender documents free of cost from the website <http://www.wbtenders.gov.in> directly with the help of Digital Signature Certificate or from the Institute website www.ihfwkolkata.org and necessary earnest money payable through e-payment i.e. NEFT/RTGS or Net Banking.

2. **Submission of bids:** -

Both Technical bid and Financial bid are to be submitted concurrently duly digitally signed in the website <http://www.wbtenders.gov.in>. All papers must be submitted in English language.

3. **Time schedules for the e-tender:** -

The time schedule for obtaining the bid documents, pre-bid meetings, registration with the tendering authorities and submission of bids and other documents etc. will be as per list provided in clause 21 as given below:

4. **Eligibility for Quoting:** -

The Inviting for bid is opened to all for procurement of the above work having the requisite certificates and credentials as enlisted below.

5. **Bank solvency certificate:** -

The certificate shall be for any date within last 3 months from the date of issue of this tender. The bank Solvency must be for an amount upto a limit of minimum of Rs.5,00,000/- (Five Lacs).

6. **Eligibility Criteria:** -

The bidder should have ISO certificate and supplied in last 3 (three) years from the date of tender opening, at least 100% of the quoted quantity as per annexure A of the similar nature of service of each category meeting major specification parameters, which has/is functioning satisfactorily, preferably, in a similar type and nature of Government office of similar size in India.

7. **Submission of the tenders:** -

The tender is to be submitted in a two bid system on line:

Technical proposal:

(a) Statutory cover containing the following documents.

(i) **COVER- A**
"BID A"

A	Certificate of Registration
B	Signed NIT & Application in the prescribed format given in Annexure B

(ii) **COVER - B**
"(BID A)" (SINGLE FILE MULTIPLE PAGE SCANNED)

Essential requirements of the Tendering Firm for participation shall contain all papers related to the essential requirements of the Tenderer for participation in the tender viz.

A	I.T Returns submitted for the financial year 2013-14, 2014-15, 2015-16
B	S. Tax / VAT Returns for the year 2013-14, 2013-15 & 2015-16

(b) **Non-statutory/My Space Containing the following documents:** -

Sl. No.	Category	Sub-category description
A	Certificates	PAN Card of the authorized signatory
		Professional Tax registration certificates
		ESI registration certificate
		EPF registration certificates
		Service TAX registration certificates
B	Company details	Trade License/Enlistment
		List of available equipment and tools
		Bank Solvency Certificate.
C	Credential	Credential certificate of achieving similar nature of service at least in two financial years during the last three financial year by deploying minimum 100% of the quoted quantity with Minimum turnover of Rs.1 Crore in similar nature of work.
		As per eligibility criteria
D	Financial Info	1. P/ L & Balance sheet 2013-2014 F. Y
		2. P/ L & Balance sheet 2014-2015 F. Y
		3. P/ L & Balance sheet 2015-2016 F. Y

Technical qualification criteria are essential and must be met to be qualified in next step (Financial Bid), otherwise financial bid will not be opened and the bid should be treated as "Non-Responsive"

Financial Cover: BID B

The folder as "Financial bid" shall contain

- (a) Rates are to be quoted in Indian currency both in figures and in words;
(b) Rate quoted by the tenderer should be inclusive of all taxes and charges along with all other foreseeable incidental ones. The accepted rate shall be valid throughout the period.

8. Evaluation of the tenders

- (a) During the tender evaluation process, the "Bid A" will be opened first. Those Tenderer who have qualified the essential and other requirements will be identified and only their "Bid B" i.e. financial bid will be opened. The "Bid B" i.e. financial bid of those Tenderer failing to meet the technical and other requirements of participating in the tender will not be opened and rejected. If found suitable in the Context of above pre-qualification etc. the Tenderer quoting the lowest rate will be considered as successful.
- (b) Withdraw of tender or any revision thereof after deadline of submission of the tender by the Tenderer will not be allowed EMD of the Tenderer will be liable to forfeiture upon
 - (i) withdrawal by any tenderer at any stage subsequent to the opening of tender
 - (ii) failure/refusal to enter into agreement for providing service at accepted rate and terms and conditions within specified time

The tendering authority reserves the right to withdraw the tender at any stage. In such contingency the selection it already made in favour of the tenderer shall be treated as cancelled. Security deposit will be liable to forfeiture without prejudice to any other action in the event of failure/refusal to provide the service at the contracted rate and terms and conditions

UNIFORM:

The agency will provide their personnel two sets of terry-cotton dresses, belt, barrel, line yard, shoes, whistle & stockings along with their shoulder and cap badges for all categories of manpower (as the case may be) They should also be given winter and monsoon clothing/protective gears enabling them to perform duties during all season

These personnel should be well-dressed and well-disciplined up to the satisfaction of the IHFW, Kolkata at all the times The name of the agency should be inscribed/ stitched clearly over the uniform for identification. Refusal to wear uniform by any personnel will be treated as indiscipline .

9 MANPOWER:

- i) The agency should deploy all staff as mentioned in annexure A with proven good service record.
- II) The agency Should also have composite infrastructure to render House-keeping, sweeping, Firefighting and others services in the complex.
- III) The duties of all categories of personal should be rotated periodically

10. DEPLOYMENT TERMS:

- I. The agency should deploy all personnel having past good service record and they should be well-built and experienced in nature.
- II. Deployed personnel engaged by the agency will draw their remuneration and coverage under EPF, ESI etc. from the agency and will not claim any employment benefit or any other benefits from the Institute under any circumstances at any point of time.
- III. All categories of working men of the agency shall perform duties in well-dressed uniform provided by the agency under the instruction of the Institute of Health and Family Welfare. Any personnel of the agency without wearing uniform shall not be allowed to perform duty.
- IV. The deployment will be normally for a period of one year but it can be terminated by 60 days notice either side. If required, the contract may be extended at the same rate and same terms & conditions for further period of one year or a part thereof. The deployed staff on duty may be utilized for any other duty or any works under emergent situations. If anyone refused, he will be permanently removed from the site.
- v. The staff on duty shall be withdrawn and replaced if reported Misbehaved /undisciplined /negligent in duty.
- vi. Acceptance of lowest tender is not mandatory.
- Vii. Manpower may be reduced or increased at the same rate and on same terms & conditions at any time during the contract period at the discretion of the IHFW, Kolkata.
- Viii. No claim for revision of contracted rate and change of terms & conditions shall be allowed at any stage during the contract period or extended contract period.

- x. All personnel shall have to perform shift duties as and when required.

11. PROCESS OF SELECTION

The process of selection will be made on the basis of-

- i. Verification of credentials will be made on the basis of tender Form itself along with supporting paper as submitted.
- ii. Total amount including all taxes and charges including all feasible incidentals quoted by the bidder for the entire work/ services.

12. WAGES & STATUTORY PROVISIONS:

- a). The agency shall pay its personnel remuneration commensurate with minimum wages as per latest order of State Govt. and shall provide statutory coverage of EPF, ESI, Bonus, Leave, Professional tax and Service Tax will be paid on Facility Management charge.

- b). The agency shall have to submit the full details of the personnel, their wages and statutory deductions against EPF, ESI, P. Tax etc. as per enclosed proforma as per BOQ. The agency shall submit copies of monthly challan/returns of EPF, ESI and P.Tax AND Service tax etc. to the Director, IHFW along with monthly bill. The copies of attendance sheet as per attendance register shall also be enclosed with the monthly bill which is mandatory for processing the bill as a principal employer the agency will indemnify IHFW against any claim on account of any deployed strength.

The agency shall take license under contract labour (Regulation and Obligation) Act and also requisite licenses and authorization from statutory authorities under prevailing rules and regulations of the Central/ State Govt.

13. CLEANING & MANAGEMENT CLEANING:

- a). The office floors, chambers, common areas, stair cases, rooftops, Lift room/cage, Engineering Wing, Pump room, D.G. Room, Electrical Sub Station Building rooms, open spaces, campus roads, gardens etc. as well as parking area shall be swept daily by stick brooms, brush, jute etc. and shall be carried out daily. The cleaning of toilets, bathroom and floor is to be completed before 9.30 AM. The sweeper has to be remained present at their respective floor up to 2.00 PM.
- b). Sufficient number of baskets to be kept in each floor and will be emptied and the garbage will be carried to garbage dump earmarked inside the premises for lifting by Bidhannagar Municipality.
- c). Cleaning of glass panes by using good quality cleaning products shall be done weekly.
- d). Cleaning of curtains to be done in every three months.
- e). Sweeping/cleaning the area to be swabbed with net cloth and long handle sweep sticks every day. Stair cases will be swabbed daily. The premises to be kept dry and clean. Carpet to be cleaned by vacuum cleaner once in a week.
- l). Cleaning of doors, windows, ceiling fans, A.C, chairs, tables, racks, shelves, almirahs and equipment/machineries/ appliances etc. and others not specified here but necessary to be done daily / periodically.

14. BATHROOM CLEANING:

All toilets under areas of cleaning will have to be cleaned daily before working hours and after Tiffin hours. These should be disinfected and kept Odor-free using good quality disinfectants. Urinals, commodes and wash basins shall be cleaned daily with good quality disinfectants and cleaning agents. In addition, the toilets attached to chambers shall be cleaned daily before/after working hours.

In addition, the agency shall deploy sweepers during working hours to ensure bathroom cleaning, picking up litter and cleaning of anything as necessary to ensure good standard of decent and hygienic conditions.

Materials required in connection with services will be supplied by the department as per requisition to be submitted by the agency well in advance so that such services are not hampered in any manner.

15. SUPERVISOR

Supervisor plays an important role in overall managing the professional services. Supervisor in the rank of JCO should

have some technical knowledge to ensure cleanliness, housekeeping and maintenance and smooth functioning of,

entire maintenance service including security. He shall also take the charges of equipments / stores, if provided by the IHFW, Kolkata and shall maintain the inventory list of all equipment and machinery and fixture, The Supervisor shall maintain a log book in prescribed proforma and record requisition / complaints received from different officer and attend the complaint immediately for rectification. He will keep and maintain attendance Register on daily basis through real time data & 'place the same for checking before the officer authorized by the IHFW, Kolkata at 10.30 am on all working days. He will also submit the said register to the Administrative Officer, IHFW for verification with the monthly bill who will certify such attendance. He will also keep records for receipt and issue of maintenance materials in a maintenance register daily / periodically and produce to member / members of the maintenance committee for verification as and when asked for.

16. PAYMENT TERMS:-

- a) The attendance of the personnel will be maintained by supervisor through the Attendance Register in specified hour to the categories of staff mentioned against each in real time data basis.
- b) Payment will be made on the basis of such attendance report, production of original deposit challans of EPF, ESI, Professional Tax and Service Tax etc. In case failure of production of the said attendance report and deposit challans, payment will be made against the total bill minus the above amount of statutory deduction initially and the reimbursement will be made on production of requisite challans. Monthly bill be strictly verified on the basis of attendance Register maintained electronically.
- c) Basic wage on which the EPF, ESI, P.T. will be calculated shall be governed by the Minimum Wages Act of the State Govt.
- d) Rate should be quoted for full month. Extra payments for off-days will not be paid by the Govt. off-day should be arranged rotationally so that everyone can enjoy off-day as per rules. The agency shall have to pay wages for 3(three) National Holidays in a calendar year.
- e) If selected, a bank guarantee in favor of Director, IHFW for double the monthly quoted amount (in the round figure) of the tender shall have to be submitted as Security Deposit.
- f) After selection, a formal agreement shall have to be executed with the Institute of Health & Family Welfare, Kolkata.

17. The appropriate authority in the Institute of Health & Family Welfare reserves the right to terminate the contract prematurely in case of failure to satisfy the terms of contract.

All the terms and conditions laid down in tender documents shall have to be accepted by the tenderers and no representation will be entertained for modifications of such terms and conditions outlined herein.

Either party may opt for arbitration, in case of any dispute arising in this contract which can not be settled amicably.

A three member arbitration board shall be formed consisting of one member from both the parties and one member to be nominated by above two members. The third member nominated by both the party shall act as Presiding Arbitrator. The decision of majority of Arbitrators of this Arbitration Board shall be binding on both the parties. None of the members shall be a serving Govt. Officer. The cost of Arbitration fees shall be bear by both the parties equally.

18. The appropriate authority in the IHFW, Kolkata. reserves the right to terminate the contract prematurely in case of failure to satisfy the terms of contract.

19. All the terms and conditions laid down in tender documents shall have to be accepted by the tenderers and no representation will be entertained for modifications of such terms and conditions outlined herein.

Either party may opt for arbitration, in case of any dispute arising in this contract which can not be settled amicably. A three member arbitration board shall be formed consisting of one member from both the parties and one member to be nominated by above two members. The third member nominated by both the party shall act as Presiding Arbitrator. The decision of majority of Arbitrators of this Arbitration Board shall be binding on both the parties. None of the members shall be a serving Govt. Officer. The cost of Arbitration fees shall be bear by both the parties equally.

- a) In case of dispute/difference arising out between the employer and a domestic contractor relating to any matter arising out of or connected with this agreement, such dispute or differences shall be settled in accordance with the arbitration and conciliation Act, 1966. The Arbitral Tribunal shall consist of three Arbitrators, one each to be appointed by the employer and contractor. The third Arbitrator shall be chosen by the two Arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two Arbitrators appointed by the parties to reach upon a consensus within a period of thirty days from the appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian council of Arbitration.
- b) If one of the parties fails to appoint its Arbitrator in pursuance of Sub-Clause (a) above within thirty days after receipt of the Notice of the appointment of its Arbitrator by other party, then the Indian council of Arbitration shall appoint the Arbitrator. A certified copy of order of the Indian council of Arbitration making such an appointment shall be furnished to each of the parties.
- c) Arbitrations proceedings shall be hailed in Kolkata, India and the language of the Arbitration proceeding and that of all documents and communication between the parties shall be in English.
- d) The decision of the majority of the Arbitrators shall be final and binding upon the parties. The cost and expenses of the Arbitration proceedings will be paid as determined by the Arbitration Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings and also the fees and expenses paid to the arbitrator appointed by such party on its behalf shall be borne by each party itself.

e) Performances under the contract shall be continued during the arbitration proceedings and payments due to the contractor by the owners shall not be withheld, unless they are the subject matter of the arbitration proceedings.

20. LEGAL JURISDICTION:

The legal jurisdiction of this contract shall be restricted within judicial jurisdiction of the High Court, Kolkata.

21. Important information:

1.	Date of uploading in the website: http://www.wbtenders.gov.in	14.12.2016
2.	Date of uploading in the Institute website: http://www.ihfwkolkata.org	14.12.2016
3.	Online documents download start date	14.12.2016
4.	Date of holding pre bid meeting in the chamber of the Director, IHFW, GN 29, Sector V, Salt Lake, Kolkata - 700 091	16.12.2016 at 12 Noon
5.	Bid submission start date (online)	16.12.2016 from 3 P.M
6.	Closing date & time for submission of E-Tender (online) in the e-tender website of IHFW and NIC Portal.	29.12.2016 From 11 A.M and onwards
7.	Date & time for opening of e tender (on line) in the office chamber of the Director, IHFW (both technical and financial bid	29.12.2016
8.	Date of start EMD pay online through Net Banking or NEFT/ RTGS	16.12.2016

Help Desk:

- a. A help desk is formed in the office of the IHFW, Ground floor in the chamber of the Administrative Officer, IHFW.
- b. The interested parties may contact personally or through telephone vide no **033-23574531/ 033-40623009** or mail their queries in the mail address: ihfwkolkata@gmail.com


Director, IHFW, Kolkata.

Annexure - A

Scavenging service, Cleaning, Office Worker & Security Services etc. for the Institute of Health & Family Welfare having its office at GN-29, Sector V, Salt Lake, Kolkata-700 091. Swasthya Bhawan Campus.

List of Manpower:

<i>Sl. No</i>	<i>Category of Personnel</i>	<i>Name of Post</i>	<i>No. of Personnel</i>	<i>Duty Hours</i>
01.	Un Skilled	Supervisor	1 (one)	8 am to 4 pm
02.	Un Skilled	Office Worker	1 (one)	9 am to 5 pm
03.	Un Skilled	Security Guard (unarmed)	7 (seven)	6 am-2 pm, 2 pm-10 pm, 10 pm-6 am
04.	Un Skilled	Care taking cum Security Guard	3 (three)	6 am-2 pm, 2 pm-10 pm, 10 pm-6 am
05.	Un Skilled	Scavenging Staff	5 (five)	7 am to 3 pm

Annexure B

(To be furnished in the Company's official letter pad with full address and contact no etc.)

To,
The Director,
Institute of Health & Family Welfare,
GN-29, Sector -V,
Saltlake,
Kolkata-700 091.

Sub: E tendering for cleaning, scavenging and security services for Institute of Health & Family Welfare and its adjacent Buildings, w.e.f 01-01-2017 onward for the period 2017-19 and its extension if required.

Ref: IHFW/GSIS/11/2014/

Dated, Kolkata /2016.

Sir,

1. Having examined the pre-qualification & other documents published in Notice Inviting Quotation, we hereby submit all the necessary information and relevant documents for evaluation.
2. That the application is made by me / us on behalf of in the capacity of duly authorized to submit the offer.
3. The authorization letter from the Company is attached in annexure C.
4. We accept the terms & condition as laid down in the NIT mentioned above and declare that we shall abide by it for throughout the tender period, if being selected.
5. We understand that: (a) The authority under IHFW, Kolkata can amend the scope & value of the contract bid under this project.
(b) The authority under IHFW, Kolkata. reserves the right to reject any application without assigning any reason.

Date: -

Signature of applicant including title and Capacity in which application is made.

Contact no:

Tele:

Mobile:

e-mail address:

ANNEXURE VII

**FORM OF SOLVENCY CERTIFICATE FROM A BANK.
[IN THE LETTER HEAD OF BANK]**

Ref No.....

Date.....

TO WHOME IT MAY CONCERN

This is to certify that to the best of our knowledge and information that
M/s..... having its registered office at
..... (address) is/are the customer of
repute of our bank and can be treated as good & financially solvent for any engagement
of business up to a limit of minimum ₹ 5,00,000 (five lacks).

This certificate is issued without any guarantee or responsibility on the bank
or any of the officers.

Signature of the Branch Manager
Seal of the Bank