



Govt. of West Bengal
Directorate of Child Rights & Trafficking
Shaishali Complex, 3rd floor, Salt Lake City, Sector-I, Kolkata – 700 064
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Memo No - 873/CRT

Date - 30.6.2017

QUOTATION NOTICE

Sealed quotations are invited from reputed registered housekeeping agencies with valid PAN and Service Tax No. on behalf of the Director of Child Rights & Trafficking for providing House Keeping Services (sweeping and cleaning services) at Shaishali Complex, 3rd floor, Salt Lake City, Sector-I, Kolkata – 700 064.

The quotations form along with terms & conditions can be obtained from the Directorate of the Child Rights & Trafficking on any working day from 03/07/17 to 07/07/17 between 11-00 a.m. to 03-00 p.m. free of cost or can be downloaded from the Website www.wbscps.in.

The technical and financial Bids be kept in two separate envelopes and both envelopes be kept in another bigger envelope duly sealed with super scribing "Quotation for providing House Keeping Services" and addressed to the Director of Child Rights & Trafficking, Shaishali Complex, 3rd floor, Salt Lake City, Sector-I, Kolkata – 700 064. The terms and conditions duly signed by the quotationer and the form complete in all respects along with **EMD of ₹1,000/- (Rupees One thousand)** only in the shape of Bank Draft in favour of **Director of Child Rights & Trafficking**, at Kolkata may be dropped / delivered in the tender box kept on the 3rd floor of the Directorate of Child Rights & Trafficking at 02-30 p.m. on or before 27/07/17. The technical bids shall be opened on the same day in the presence of bidders who may like to be present. The financial bids of only technical qualified quotationer will be opened. The opening of financial bids will be intimated through email to all qualified bidders.

Director of Child Rights & Trafficking reserves the right to reject any or all the tenders or part thereof without assigning any reasons.

Director
Child Rights & Trafficking
West Bengal

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Annexure-I

Terms and Conditions/Instruction to Bidders

A. Broad details of Scope of work

- i) Sweeping of entire areas of the building (3rd Floor including stair case & roof top of the building) and collection of all waste material and its disposal as per law of the land as per instructions of the Director of Child Rights & Trafficking.
- ii) Cleaning of the floor area with mechanical as well as manual and other equipments like the Wall Cleaning Machine shall be used (provide on demand). Wet floor dusters and detergents, disinfectants and other materials as necessitated shall be provided in sufficient quantity. The cleanliness operation shall be completed once in the morning before opening of the office i.e. 09-00 a.m. Spray of Finite and Room Freshener in the rooms etc. is also to be done.
- iii) Cleaning and washing of toilets and urinals using deodorants, detergents and disinfectants in a day.
- iv) Cleaning of Door Mats on floors and chairs with vacuum cleaner (to be provided by the Agency). The venetian blinds, curtains, the office towels used at the Office as ordered by the undersigned.
- v) In case of shortage of water or non-availability of water, bringing water from the underground water tank or from outside for cleaning as well as for drinking purposes (to be arranged by the Agency).
- vi) Regular dusting/cleaning of office furniture (table and chairs) book cases, filing cabinets, almirah's, doors, windows and electronic goods i.e. computers, printers, fax, telephones etc. before opening of the office up to 09-00 a.m. every day.
- vii) Provisions of soaps, liquid soaps, naphthalene balls / cakes odonil cakes, room freshners etc. as per the requirements. The Contractor will ensure that the materials mentioned above are always available at the prescribed locations in the lavatories.
- viii) The choking of the sanitary installations i.e. W.C.S. Traps, Gully traps, manholes, gratings is to be cleared within 24 hours of reporting the complaint.

- ix) Regular watering and maintenance of trees / plants to be placed in tub or stand to be provided by undersigned and the agency will be responsible to keep the tree / plant alive and flowering wherever applicable by using water, manure and related materials and labour etc.
- x) The Agency will have to check the wall and boundary of the building for growth of plants and destroy the same with the help of chemicals, and other tools and the work is to be undertaken whenever detected. Checking of such growth will have to be checked quarterly.

Signature of the Tenderer with Seal_____

B. General Terms and conditions

- i) Washing and scrubbing of floor areas with detergents and dirt / spots removing agents.
- ii) Cleaning of sanitary wares without damaging their shine/luster.
- iii) Removing of stains from floor, doors and partitions etc. by using any suitable detergents, without leaving undesirable spots/cleaning marks.
- iv) Cleaning of water tanks and water purifiers and space underneath water tank.
- v) Cleaning the filled surface in the corridors and stair cases including hand rail.
- vi) Polishing of name plates and number plates with brasso and cleaning of all other name plates / Boards.
- vii) Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals / agents and cleaning of partitions, paneling etc. to be done at least once in a week.

C. Duties, Behavior, Staff Requirement etc.

- i) The agency shall comply with all the labour laws and regulations applicable in the matter of such workers as are engaged by them for due discharge of the contracted work.
- ii) The Agency staff shall not disturb the employees of the Directorate or make any sort of noise in the premises.
- iii) The Agency's workers shall be polite, courteous, well behaved and honest.
- iv) The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds committed by its workers.

- v) The character and Antecedents of all the workers on job will be got verified from police by the agency before deployment for work. A Certificate to this effect shall also be submitted by the Agency at the time of undertaking the work.
- vii) The Agency's workers shall not enter-into any unlawful activity with the Directorate premises and shall have good moral character.
- viii) The Directorate shall have the right to impose cash penalty on the Agency or deduct such amounts from the security deposit as deemed fit in case the Directorate is put to any financial loss or other inconvenience directly or indirectly by any act or omission on the part of the Agency's Workers.
- ix) The Agency shall be directly responsible for payment of the wages, which should not be less than minimum wages prescribed by Govt. and statutory benefits available under the rules to its employees. The Director of Child Rights & Trafficking shall not entertain any such claim of the persons employed by the Agency.
- x) Insurance and accidents of the workers will be the responsibility of the Agency.
- xi) All the workers of the Agency shall be free from infectious/contagious diseases.
- xii) The Agency shall in no case transfer the services ; it is required to perform under this agreement to any other agency or person without the permission of the Directorate of Child Rights & Trafficking.
- xiii) Agency shall deploy sufficient number of workers along with a Supervisor to ensure that the work is done to the satisfaction of the Directorate.
- xiv) Being Examining Body, Agency deputed cleaning staff will be subject to security check, if required.
- xv) The Agency will depute faithful cleaning persons so that confidentiality of the office is fully maintained.
- xvi) The Directorate reserves the right to order any worker of the agency to leave the premises of the Directorate of Child Rights & Trafficking, if his presence at any time is felt undesirable.
- xvii) In the event of any dereliction / negligence of duty or defaults or breach of terms of agreement on the part of Agency, the Directorate shall be free to make alternate arrangements as deemed fit. Any additional cost borne by the Directorate on this account shall be recovered from the payment to be made to the agency / performance security deposit of the agency.
- xviii) The Directorate reserves the right to recover liquidated damages for defaults on the part of the agency.

D. General Conditions

- i) **Agreement** : For one year extendable for one more year on mutual consent of both the parties, if the performance of the Agency is outstanding/excellent. The Agreement shall be executed on a Stamp paper of ₹100/- incorporating all the terms & conditions. The cost of stamp paper and agreement shall be borne by the Agency.
 - ii) **Terms and Conditions of Payment** :- The Directorate shall pay the agreed amount to the agency on monthly basis after completion of the month and on submission of a certificate by the Assistant Director in charge of Head Quarter Establishment of Directorate that the work has been done satisfactorily.
 - iii) In case the work is found unsatisfactory, deduction as deemed fit shall be made from the monthly bill and warning shall be issued in writing. In case no further improvement is noticed, the work shall be terminated and Security Deposit shall be forfeited. The Agency will also liable to be debarred by the Directorate for further work. If the services are not satisfactory and as per terms and conditions, proportionate deduction from monthly payment will be made. Continued poor services will lead to forfeiture of EMD and Security Deposit and debarment.
 - iv) **Room facility** :- The Directorate shall provide a small room/space for storage of materials etc. to the agency free of cost during the period of contact. No name of agency shall be allowed on the room and nobody will be allowed to stay in the office unnecessarily after office hours without permission.
- E. Notice of termination of Contract** :- The contract can be terminated before completion of one year by the Directorate without assigning any reasons by giving one month notice in writing.
- F. Supervision / Inspection** :- The Agency representative will meet Assistant Director (Head Quarter establishment) at least once in a week for feedback and housekeeping status.
- G. Dispute** :- In case of any dispute or abrogation of conditions stipulated, the decision of the Director of the Child Rights & Trafficking in all the matters concerning tender shall be final and binding upon the tenderer.
- H. Jurisdiction** :- The High Court of Calcutta will have jurisdiction over all legal disputes under this agreement.
- I. E. M. D.** :- The tender will be accepted only along with Earnest Money of ₹1,000/- through Account Payee Demand Draft in favour of Director of Child Rights & Trafficking.
- J. Security Money** :- The successful bidder will have to deposit an amount equivalent to 10% of the contract value as security deposit after adjusting the EMD amount to this effect. The amount should be payable at Kolkata. The Security deposit shall be refunded to the Agency within sixty (60) days beyond the date of completion of all contractual obligations by the Agency.

- K. **Rates** :- Rates may be charged per month for whole unit including covered area, open area, surrounding area, roof top of the building, stairs, lobbies, corridors, toilets as details in scope of work etc. The rates once decided shall be final no upward revision of rates will be made during the currency of agreement.
- L. The decision of the Directorate of Child Rights & Trafficking in all matters of this contract shall be final and binding on both the parties i.e. the Directorate of Child Rights & Trafficking and the Agency.

Annexure-II

ELIGIBILITY CRITERIA

- a. The quotationer must have average Annual turnover of ₹1 lakhs (one) or more during the last three financial years i.e. 2014-2015, 2015-2016 and 2016-17.
- b. The Quotationer should have minimum three years past experience of providing housekeeping services to the Central / State Government building, Govt. and / or Govt. Hospitals / Govt. Homes.

Annexure - III

<u>GENERAL SPECIFICATIONS / SCOPE OF WORK</u>		
Sl.NO.	Details	Description
1.	Name of the Building	Saishali Complex,
2.	Location of the Building	DF Block, Salt Lake City, Sector-I, Kolkata – 700 064
3.	Cleaning area of the Building	3 rd Floor including stair case and roof top of the building
4.	No. of days during the month for which services are required	All days except Saturday, Sunday & Gazetted holidays
5.	Timing of daily work	Positively within 9 AM every working days and weekly, monthly work on any working or holiday as per tenderer suitability.
6.	Minimum Workforce	Total number to be decided by the agency to fulfill the tender requirement which is to specified in tender document

Signature of the Tenderer with seal

Technical Bid

1. Name of the Agency :-
2. Complete Address with contact Nos. :-
3. Regn. No. Under Shop & Establishment Act :-
4. Trade License No. :-
5. Registration under Contract Labour Act :-
(Attach photocopy of the certificate)
6. Income & Expenditure for the last three years :-
(Attach Income Tax Return as proof)
7. Type of Establishment (Attach proof) :-
8. Details of contract executed of similar
Nature of work:
(For last three years. Please attach relevant photocopies of work order)

Sl.NO.	Name, Address and Contact No. of Organisation	Period	Contract Value
1.			
2.			
3.			

10. Present Assignment in hand :-
(Please attach relevant photocopies of work order)
11. Earnest Money of ₹1,000/- (One) in favour of the Directorate of Child Rights & Trafficking, payable at Kolkata has been enclosed vide Demand Draft No._____ dated_____ drawn on _____ Branch_____
12. The financial bid of technically qualified Agencies only will be opened for consideration.
13. Copy of the attested documents in respect of information at Sl.No.3 to 10 above should be attached.

14. All pages of the tender document should be signed by the tenderer.
15. The rates quoted by the Agency shall be in conformity with the Minimum Wages Act.

Declaration:- All terms & conditions as mentioned in the Tender Documents are acceptable to me / us

Signature of the Tenderer _____

Name & Address of Tenderer with Seal: _____

Telephone /Mobile No. _____

Important Notes :-

The quotation form for technical bid should contain –

- a) Earnest money deposit
- b) Photocopy of work orders, certificate etc. as desired in technical bid duly certified by the tenderer with seal on it.
- c) The specified turn over in the tender notice from each financial year should be from housekeeping services.
- d) Copy of PAN should be attached with the tender.
- e) Copy of Service tax registration Certificate.
- f) Copy of Trade License.
- g) Copy of Shops and Establishment Act Registration Certificate
- h) Copy of Registration Certificate under Contract Labour Act.

Last date for receipt of tender _____

Up to _____ p.m.

Financial / Price Bid

- 1) Name & Address of the Building :- "SHAISHALI COMPLEX"
Directorate of Child Rights & Trafficking, Salt Lake City, Sector-I, Kolkata-64
- 2) Approximate cleaning area of the Building 3rd Floor & roof top area @ 1800 sq per floor
(including basement, front & rear open space, stair case, roof top of the building, toilets)
- 3) No. of days during the month for which :- All days except Saturday, Sunday and Gazetted Holidays.

Sl.NO.	DETAILS	Amount in (₹)	
		Figure	In words
I.	Negotiable		
II. A)	i) Service Charges (Overall %) on labour input as applicable		
	ii) Charges for periodical cleaning of fans, partition, partition panel glasses, board plates, tracing of plants & roots in the boundary and building wall, door mats, curtain & blind etc. including items mentioned in A(vi)		
	iii) Charges for washing of Office towels including towels used in the vehicles, rate to be quoted per pc rate per month including items mentioned in A(ix)		
(B)	Cost of cleaning material and chemical charges lump sum / per month including items mentioned in A(vii)		
III.	Total charges per month (II)		
IV.	Total amount for the work		

- 4) Analysis of rate must be attached with the price bid by the agency.

Place.....

Signature of the Tenderer.....

Date :.....

Name & Address of the Tenderer with Seal :.....

Telephone/Mobile No.....