

**e-Tender Document**

for

**“Supply of Manpower for Housekeeping & Security Personnel  
Services”**

of

NAGARAYAN,

DF-8, SECTOR-I, SALT LAKE CITY,  
BIDHANNAGAR, KOLKATA-700064

PHONE: 033-23349300

Email: [asmd.udma-wb@nic.in](mailto:asmd.udma-wb@nic.in)

Website: <https://wbtenders.gov.in>

Urban Development & Municipal Affairs Department  
UD Branch (T&CP Wing)  
Government of West Bengal

Website: [www.wburbanservices.gov.in](http://www.wburbanservices.gov.in)

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SECTION-I

Government of West Bengal  
Department of Urban Development & Municipal Affairs  
UD Branch (T&CP Wing)  
DF-8, Sector-I, BIDHANNAGAR, KOLKATA – 700 064.

Memo No: 203 -T&CP

Date: 08 /02/ 2023.

NOTICE INVITING e-TENDER

**E-TENDER No. 1/UDMA/UD/ TNCP-TENDER/2023-24.**

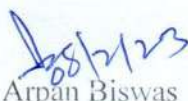
e-Tenders in two bid system through 'e' procurement solution are invited by the Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal, for engagement of a reputed, bonafide, experienced & eligible Firms/Companies/Individual Housekeeping & Security Personnel Agencies for supply of Manpower for Housekeeping & Security Personnel Services at "NAGARAYAN, DF-8, SECTOR-I, SALT LAKE CITY, BIDHANNAGAR, KOLKATA-700064", for a period of 01(One) years.

e-Tendering Portal: <https://wbtenders.gov.in> of the Government of West Bengal.

Name of Work	Earnest Money (Rs.)	Annual Estimated amount ( in Rs.)	Eligibility of Bidders to submit tender
Supply of Manpower for Housekeeping & Security Personnel Services.	Rs. 32,945/- only through Online Payment of Govt. of West Bengal ( GRIPS)	16,47,219.00	Resourceful Bonafide contractors having experience in similar nature of work. (Detail as per Sec - VI)

Intending bidder may download the e-Tender documents from the website: <https://wbtenders.gov.in> indirectly with the help of 'Digital Signature Certificate'. EMD should be deposited through Online Payment of Govt. of West Bengal (GRIPS) by all participating Bidders. The prospective bidders who will upload their bid documents and subsequently fail to deposit the EMD shall be debarred from the participation in any bid process of this Office in future.

Both Technical bid and Financial Bid are to be submitted concurrently duly signed digitally in the website: <https://wbtenders.gov.in>  
Encl: Section-II-XII

  
Arpan Biswas  
Assistant Secretary to the  
Government of West Bengal  
Department of Urban Development & Municipal Affairs

## Section-II

### IMPORTANT DATES AND INFORMATION

Sl No	Description	Date & Time
1	Date of uploading of NIT Documents (Online Publishing Date)	9 <sup>th</sup> February, 2023 at 05:00 pm
2	Documents download start date (Online)	13 <sup>th</sup> February, 2023 at 05:00 pm
3	Documents download end date (Online)	27 <sup>th</sup> February, 2023 at 11:00 am
4	Bid Proposal submission start date (Online)	13 <sup>th</sup> February, 2023 at 05:00 pm
5	Bid Proposal submission end date (Online)	27 <sup>th</sup> February, 2023 at 11:00 am
6	Date and time of opening of Technical Proposals (Online).	1 <sup>st</sup> March, 2023, at 4:00 am
7	Date of uploading list for Technically Qualified Bidder (Online)	After Opening of Technical Bid
8	Date for opening of Financial Proposal(Online)	After Opening of Technical Bid
9	Date of uploading of list of bidders along with their rates (Online).	After Opening of Financial Bid
10	Venue of Bid opening	Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), NAGARAYAN, DF-8, SECTOR-I, SALT LAKE, BIDHANNAGAR, KOLKATA-700064.
11	Validity of Tender	180 days from the date of opening of tender
12	Total Number of pages of Tender Document	19

**Section-III**  
**Requirement of Manpower Details**

**SCHEDULE OF HOUSEKEEPING & SECURITY PERSONNEL CONTRCT FOR  
MANPOWER DEPLOYMENT at NAGARAYAN, DF-8, SECTOR-I, SALT LAKE CITY,  
BIDHANNAGAR, KOLKATA-700064**

SI No	Job Description	No. & Type of Manpower Required	Shift	Remarks
1	Security Personnel(Unarmed)	UNSKILLED -04	6.00 am-2.00 pm 10.00 am-6.00 pm 2.00 pm-10.00 pm 10.00 pm-6.00 am	04 nos Security Personnel for NAGARAYAN
2	Personnel for Multitasking job	SKILLED -06	9.00 AM to 5.00 PM	NAGARAYAN

NOTE Housekeeping& Security Personnel includes providing Security, sweeping, cleaning and scavenging services etc. as per Finance Dept. (Audit Br.), Govt. of W.B. Notification No. 8902-F(Y) dated 19.12.2013.

**Section-IV**  
**Minimum Eligibility Criteria of Manpower for Housekeeping& Security Personnel Services**

SI No	Job Description	Educational Qualification	Age	Experience
1	Security Personnel ( Unarmed)	VIII Standard Passed	18 years - 50 years	
2	Personnel for Multitasking job	X Standard Passed	18 years - 50 years	

**Section-V**  
**Scope of Work**

**SCOPE OF WORK:**

SI No	Job Description	Work	
1	Security Personnel ( Unarmed)	1	Opening and closing of the office/Building
		2	Maintaining of Visitor's Register.
		3	Safeguarding of all kinds of properties.
		4	Baring unauthorized entry & exit of Goods & Materials.
		5	Guard against trespassing.
		6	To handle fire fighting equipments.
		7	To ensure that all the rooms are locked at the close of office and opened at the beginning of office hours.
		8	The security guard shall ensure that all the electrical equipment/instruments/lights etc should be switched off at the time of closure of office who are part of the office.
		9	The Authority shall have the right to allot such other duties relating to security arrangements as may be necessary from time to time.
2	Multitasking Job	1	Maintaining of Gardens/Flower Tubs.
		2	Storage of fresh drinking water and serving to Officers/staff and visitors.
		3	Photocopying & sending letters by post.
		4	Preparing and serving tea/coffee and snacks etc.
		5	To assist Officers & Staff in discharging their duties.
		6	The Authority shall have the right to allot such other duties as may be necessary from time to time.

**Section-VI**  
**MINIMUM ELIGIBILITY CRITERIA of BIDDERS**

1. The Financial evaluation shall be carried out only in respect of those bidders whose bid meets the Technical criterion.
2. Bid Security (EMD): Rs. Rs. 32,945.00 (Rupees Thirty Two Thousand Nine Hundred Forty Five Only) as EMD amount should be deposited through Online Payment of Govt. of West Bengal (GRIPS).
3. The agency shall be a Limited Company or a Private Limited Company registered under the companies Act 1956/partnership firm or a proprietorship. **For proof, self-attested/attested copy of Certificates of Incorporation / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice.** The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall have valid Service Tax Registration.
4. The agency shall be registered with Employees Provident Fund Organization and Employees State Insurance Corporation. Attested copies of relevant document in this regard should be attached in the tender document.

5. The agency should have minimum three years' experience in providing Housekeeping & Security Personnel services consecutively in the Government Departments / Public Sectors (Central or State) / Private Limited Company at the time of submitting the tender. Attested copy of relevant document in this regard should also be attached in the tender document.
6. Income Tax Return of the company/firm /proprietor for the past three years should be enclosed.
7. GST Return of the Company/firm for the past three years should be enclosed.
8. EPFO (monthly return) for the last two months should be attached.
9. Certificate/License from Home (Police) Department, Govt. of West Bengal.

Section-VII

**CONTACT DETAILS FORM**

(To upload with digital signature in technical bid)

**General Details of Bidder:**

1. Name of the Company: \_\_\_\_\_
2. Name and Designation  
of Authorized Signatory: \_\_\_\_\_
3. Communication Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. Phone No. / Mobile No: \_\_\_\_\_
5. E-Mail ID: \_\_\_\_\_
6. G.S.T. REGN. NO: \_\_\_\_\_
7. PAN NO: \_\_\_\_\_

**Particular Details of the Bidders Representative:**

1. Name of the Contact Person : \_\_\_\_\_
2. Designation: \_\_\_\_\_
3. Phone No: \_\_\_\_\_
4. Mobile No: \_\_\_\_\_
5. E-Mail ID: \_\_\_\_\_



**Section-VIII**  
**TECHNICAL BID DOCUMENT**

<b>Sl No</b>	<b>Particulars</b>	<b>Documents be uploaded</b>
1	Name of the Bidder/Firm: Office Address, Telephone No., Fax No., Mobile No., E-mail (as registered in trade license, deed, POA, MOA etc.)	Scanned Copy to be uploaded
2	EPFO Registration No. (Document of deposit challans submitted for the last three months)	Scanned Copy to be uploaded
3	ESIC Registration No. (Document of deposit challans submitted for the last three months)	Scanned Copy to be uploaded
4	Present Employers certificate	Scanned Copy to be uploaded
5	Experience certificate from existing employer/past employer should be enclosed for Three years.	Scanned Copy to be uploaded
6	Income Tax Return for the Past three years (2019-20, 2020-21 & 2021-22)	Scanned Copy to be uploaded
7	GST for the past three years (2019-20, 2020-21 & 2021-22)	Scanned Copy to be uploaded
8	Valid License from Home (Police) Department	Scanned Copy to be uploaded
9	EMD as deposited through Online Payment of Govt. of West Bengal (GRIPS).	Scanned Copy to be uploaded
10	PAN Card	Scanned Copy to be uploaded
11	P. Tax Challan for 2021-22	Scanned Copy to be uploaded
12	GST Registration Certificate	Scanned Copy to be uploaded

**Section-IX**  
**GENERAL INSTRUCTIONS TO BIDDERS**

1. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in this section before tendering the bids.
2. Conditional / Incomplete tender will not be accepted.
3. For the Bidding / Tender Document Purposes, **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** shall be referred to as 'Office' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
4. While all efforts have been taken to avoid errors in the drafting of the tender document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
5. The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
6. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids without EMD of requisite amount, or any other requirements, stipulated in the tender documents are **liable to be rejected**.
7. The parties to the Bid shall be the 'Bidders' (to whom the work has been awarded by the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal**).
8. For all purposes of the contract, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post to the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal**. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
9. Validity of the Bids: The quoted bids shall have the validity for a period of 180 days from the date of opening of the tenders.
10. Opening of Tender: The Bidder either himself or through an authorized person may remain present at the time of opening of the tender. The person attending the opening of the tender on behalf of the Bidder should bring with him a letter of authorization as proof.
11. Right of Acceptance: The **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** reserves all rights to reject any or all tenders without assigning any reason.
12. Communication of Acceptance – Successful bidder shall give acceptance within 10 days from the date of receipt of the work order, failing which, the work order issued stands cancelled and the EMD will be forfeited.
13. Successful bidder shall provide Uniform (dress), shoes and socks etc. to the deployed manpower. Service Charges is inclusive of supporting materials viz. Uniform, Torch, Battery, Umbrella, Baton (Lathi), Whistle, Rain Coat, Boot, etc.
14. Service Tax/GST as applicable shall be reimbursed to the Agency on actual basis from time to time on production of documentary evidence.
15. Corrigendum/Amendment to the tender will be notified if required.
16. The Bidder shall bear all cost associated with preparation and submission of tender form. The bidder, at his own responsibility is encouraged to visit and examine the site of work 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 this e-NIT, before submitting offer with full satisfaction, the cost of such visiting shall be at his own expense.

17. The bidder shall submit the tender form legibly in English and attach copies wherever required. The intending bidders shall clearly understand that whatever may be the outcome of the present invitation of bids no cost of bidding is reimbursable.
18. The Technical Bid will be opened on in the said date and time at our office.
19. The bidder or the authorized person of the bidder are allowed to take part in the financial and technical bid opening meeting and they are required to sign the attendance.
20. Absence of bidder or representative shall not impair legality of the opening procedure.
21. After opening of Technical bid and verifying the EMD amount, the technical bids shall be evaluated later on to ensure that, the bidders meet the eligibility criteria as specified in the tender document.
22. The successful bidder, whose bid has been accepted & has been notified by the 'Tender Inviting and Accepting Authority' shall enter in to contract and the authorized signatory shall execute and sign the contract agreement in accordance with the article agreement and general conditions and provisions contained in the tender document before commencement of service. The notification of award will constitute the formation of contract.
23. Before issuance of the WORK ORDER, the quotation 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.
24. Financial bid will be opened for the qualified technical bidders and both lists will be displayed.
25. Employees' Provident Fund and Miscellaneous Provisions Act, 1952, Employees State Insurance Act, 1948 and Payment of Bonus Act, 1965 and Contract Labour (regulation & Abolition) Act, 1972, BOCW (RE & CS) Act, 1996 should be strictly adhered to.
26. Minimum wages to the workers shall be paid according to the rates notified and/or revised by the State Government from time to time under the Minimum Wages Act, 1948 in respect of scheduled employments within the specified time as per law. If the contractor fails to pay the minimum wages and any complaint against the contractor is justified, his agreement will be cancelled and the agency will be blacklisted. The successful bidder has to submit authenticate documents or Challan of Employees' Provident Fund Organization and Employees State Insurance Corporation against each employee under his control after every three months to this Department.
27. Earnest Money: Rs. Rs. 32,945.00 (Rupees Thirty Two Thousand Nine Hundred Forty Five Only) as EMD amount should be deposited through Online Payment of Govt. of West Bengal (GRIPS).
28. The intending Bidders are required to quote the Service Charges Rate online only. No offline tender will be entertained. Maximum Service Charges as allowed on total annual estimated Basic Wages Cost is 10 %.
29. Contractor shall have to comply with the provisions of (a) the Contract Labour (Regulation Abolition) Act, 1970 (b) Minimum Wages Act, 1948 and (c) Building and Other Construction Workers' (RE&CS) Act, 1996. The contractor is required to obtain valid registration certificate and Labour license from Appropriate Authority to comply with the above act.
30. In case of any objection regarding prequalifying an agency, which should be lodged with the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** within 1 day from the date of publication of the list of qualified agencies and beyond that time schedule no objection will be entertained.
31. Intending Bidders are required to submit online attested/ self-attested photocopies of valid partnership deed (in case of partnership firm), current Professional Tax Deposit Challan/ Professional Tax Clearance Certificate, PAN Card, VAT, Trade License [Non statutory documents].
32. Contact Details Form (Sec-VII) duly digitally signed by the applicant to be submitted along with technical proposal.
33. If the dates fail on holidays or on days of Bandh or natural calamity, the dates defer to next working days.

34. All Bidders are requested to be present during online opening of tenders positively. If considered necessary, instant online bid may be conducted immediately after opening of tenders to lower down rates and in no case his/ their absence will stand against holding the same.
35. In case of inadvertent typographical mistake found in the specific price schedule of rates, the same will be treated to be so corrected as to confirm with the prevailing relevant schedule of rates and/ or technically sanctioned estimate.
36. The contract will be awarded to the lowest responsive bidder.
37. The Supply Order (Contract) to successful Bidder will be issued initially for a period of one year. The Contract may be renewed subject to satisfactory performance of the Contractor.
38. The Authority reserves the right to call for any document/clarifications/explanations from the bidder if felt necessary in the process of Tender Evaluation.

## Section-X General guidance for e-Tendering

Instructions/Guidelines for online submission of the e-quotation have been annexed for assisting the contractors to 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://wbtenders.gov.in> (the web portal of the Public Works department). The contractor is to click on the link for e-tendering site as given on the web portal.

2. Digital Signature Certificate (DSC) :

Each contractor is required to obtain a Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount. DSC is given as a USB e-token.

3. The contractor can search & download NIT & Tender Documents electronically once he logs on to the website mentioned in Clause-2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

4. A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of firm. If found to have applied severally in a single job, all his applications will be rejected for that job.

5. Submission of Tenders:

General process of submission: Tenders are to be submitted through online to the website in two folders at a time for each work, one in Technical Proposal & the other 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).

### A: Technical proposal:

The Technical proposal should contain scanned copies of the following in two covers (folder):

1. Statutory Cover files containing:

i) Receipt of Earnest Money (EMD) as prescribed in the Notice Inviting e-Tender.

ii) The rate will be quoted in the Template shown under Financial Bid (Section-XI).

2. Non statutory/ Technical Documents: following documents are to be submitted serially:

Clearance Certificate/ Professional Tax (PT) deposit receipt Challan for the financial year 2021-22,

**b) PAN Card, c) GST Registration Certificate (d) Voter card (in case of individual).**

ii.). Company Profile:

a) Registered Deed of partnership Firm/ Article of Association and Memorandum/ Power of Attorney for Partnership Firm or Private Limited Company.

b) Registration Certificate under Company Act, if any.

c) Trade License.

iii.) **Other Credentials** : Requisite Credential Certificate of completion of at least one similar nature of work in any Govt. Department having a magnitude of at least 30 (thirty) percent of the estimated amount of the work put to tender on or after 01.01.2023.

Note: - Failure of submission of any of the above mentioned documents will render the tender liable to be rejected for both statutory & non statutory cover.

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.

- i. Opening of Technical bid: - Technical bids will be opened by the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** and his authorized representative electronically from the web site using their Digital Signature Certificate.
- ii. Intending Bidders may remain present if they so desire. While evaluating the bid the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** may seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.
- iii. Pursuant to scrutiny and decision of the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** the summary list of eligible bidders will be uploaded in the web portals.
- iv. Cover (folder) statutory documents to open first and if found in order, cover (folder) for non-statutory documents will be opened. If there is any deficiency in the statutory documents will be summarily rejected. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded and handed over to the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal**.

#### **B: Financial Bid:**

- i. The financial bid should contain the rate quoted in BOQ template in one cover folder. The rate quoted will be encrypted.
- ii. Only downloaded copies of the above documents are to be uploaded duly virus scanned & Digitally Signed by the contractor.

Section - XI

FINANCIAL BID DOCUMENT

1. **Tender Inviting Authority:** Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal.
2. **Name of Work:** Housekeeping & Security Personnel Services for "NAGARAYAN", DF-8, SECTOR-I, SALT LAKE CITY, BIDHANNAGAR, KOLKATA-700064 as per Schedule given in Section-III
3. **Contract No:** 1/UDMA/UD/TNCP-TENDER/2022-23:
4. **Name of Agency:**
5. **Address in Full:**

This Template (BOQ) below must not be modified/ replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. (Bidders are allowed to enter the Bidder Name and Values only)

(The Tenderer should fill only the column of service charges considering the percentage of Basic Pay only for price bids per Schedule given in Section-II, the others column will be considered by the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** as per existing rules.)

A:

Job Description	Description of Wages & Allowance as per Minimum Wages Act		Amount per person per month ( In Rs.)	Total Amount per Month/Year
(1)	(2)		(3)	(4)
Security Personnel (Unarmed) <b>UNSKILLED-04 (Four)</b>	1	Minimum Wages (Basic Wages)	9784.00 ( Not to be quoted)	Monthly: 48,756.00  Yearly: 5,85,072.00
	2	Bonus @ 8.33 (on S.No-1)	815.00 ( Not to be quoted)	
	3	PF @ 13.00% (on S.No-1)	1272.00 ( Not to be quoted)	
	4	ESI @ 3.25% (on S. No.1)	318.00 ( Not to be quoted)	
	5	Total Amount (1+2+3+4)	12189.00 ( Not to be quoted)	
Personnel for Multitasking job <b>SKILLED: 06(Six)</b>	1	Minimum Wages (Basic Wages)	11840.00 ( Not to be quoted)	Monthly: 88,512.00  Yearly: 10,62,144.00
	2	Bonus @ 8.33 (on S.No-1)	987.00 ( Not to be quoted)	
	3	PF @ 13.00% (on S.No-1)	1540.00 ( Not to be quoted)	
	4	ESI @ 3.25% (on S. No.1)	385.00 ( Not to be quoted)	
	5	Total Amount (1+2+3+4)	14752.00 ( Not to be quoted)	

NOTE: The daily wages rate will be revised as per the revision of minimum wages fixed by the state Government from time to time.

**B: SERVICE CHARGES:**

Description	Maximum Service charge of the Agency on Basic Wages Cost	Estimated Total Basic Wages Cost	% to be quoted by the Agency (Maximum 10%)	Equivalent amount in Rs.
Service Charges	10%	13,22,112.00		

NOTE-1 Service Charges inclusive of supporting materials viz. Uniform, Torch, Battery, Umbrellas, Baton (Lathi), Whistle, Rain Coat, Boot, etc.

NOTE-2 Service Tax/GST as applicable shall be reimbursed to the Agency from time to time on production of documentary evidence.

NOTE-3 Bid quoted in any other form/pattern etc except as specified above will be rejected.



## Section –XII

### GENERAL CONDITION OF CONTRACT

3. The purpose of Housekeeping& Security Personnel is care taking and security guarding of all offices in all floors, all installations and 'Fire Fighting Equipment located at all places and the entire area within the premises of "NAGARAYAN", DF-8, SECTOR-I, SALT LAKE CITY, BIDHANNAGAR, KOLKATA-700064.
4. All the Housekeeping& Security Personnel wearing uniforms will remain deployed at "NAGARAYAN, DF-8, SECTOR-I, SALT LAKE CITY, BIDHANNAGAR, KOLKATA-700064", under the direction of their team supervisor and also through overall guidance of the authorized representative of the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal.**
5. All the personnel deployed for the Housekeeping& Security Personnel services shall be governed by the Minimum Wages, Act, 1948, Payment of Bonus Act, 1965, provisions of EPFO and ESIC. The Contractor will take care of all statutory recovery & remittance with reporting requirements.
6. The Agreement in W.B.F.No. – 2911(ii) will incorporate all agreement between the Tender Accepting Authority and the successful Bidder.
7. Security Deposit: The successful Bidder shall have to provide as Security Deposit @ 10 % of Annual Estimated Amount in the form of Bank Guarantee in favour of the **Department of Urban Development & Municipal Affairs, Government of West Bengal.**
8. Bill shall be claimed consolidative for each month. The contractor shall liable to pay, the monthly wages on or before 07<sup>th</sup> of succeeding month to his deployed Housekeeping& Security Personnel in accordance to applicable minimum wages Act.
9. Bill for service Tax shall be reimbursed on submission of separate bill along with Service Tax challan and certificate from the chartered Accountant to this effect.
10. All the Cleaning and Multitasking Personnel are required to work all the days except Government holidays and Saturdays - Sundays. But if required & directed, the Housekeeping& Security Personnel Staff has to attend Office on any holidays.
11. Security Personnel shall remain deployed round the clock in shifts according to Schedule in Section-III.
12. In case, any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
13. The contractor shall strictly observe and adhere the following from their deployed  
✓ Housekeeping& Security Personnel:
  - ✓ Remain always vigilant and caring for safeguarding the office premises and its cleanliness.
  - ✓ Are punctual and arrive at least 30 minutes before start of their duty time.
  - ✓ Perform their duties with honesty and sincerity.
  - ✓ Take charges of their duties properly and thoroughly.
  - ✓ Read and understand their post and site instructions and follow the same.
  - ✓ Extend respect and courtesy to all Officers & Staff of the offices.

- ✓ Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
  - ✓ Will immediately report to the Authorized Person of the **Department of Urban Development & Municipal Affairs, Government of West Bengal.**
  - ✓ Always be courteous to visitors.
  - ✓ Shall not smoke / sleep in the office premises.
14. It is the sole responsibility of the deployed Housekeeping & Security Personnel to execute the assigned work perfectly and neatly. If any damages are caused to assets of "NAGARAYAN" or any offices while discharging the duty, suitable amount will be deducted from the contractor's monthly payment.
  15. The contractor shall exercise adequate supervision to reasonably ensure proper performance of Housekeeping & Security Personnel work in accordance to the schedule of work.
  16. The contractor shall issue identity card/identity documents of the employees who are deployed to execute the work.
  17. All necessary reports and other information shall be supplied immediately by the contractor as and when required by the authorized representative of the **Department of Urban Development & Municipal Affairs, Government of West Bengal** and at regular meeting at his office.
  18. The contractor shall not employ any person of age below 18 years and above the age of 50 years and they should be sound in health in carrying out the duty and should not have infected diseases.
  19. If any staff is not attending the duty on any day, replacement needs to be provided by the Agency.
  20. The contractor shall not subcontract the assigned work to any other agencies.
  21. **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** shall notify the contractor of any dishonest, wrongful or negligent acts or omissions of the contractor's employees or agents in connection with the assigned services as soon as possible after the office becomes aware of them.
  22. If required amendment to the contract shall be effected from time to time in accordance to Government notifications or otherwise.
  23. All the payments to the contractor by the Office shall be made through NEFT/RTGS/DD only with applicable TDS in accordance with the Finance Department, Govt. of West Bengal guidelines from time to time.
  24. Bid Value claimed for providing Housekeeping & Security Personnel contract shall not be raised at any cost during the contract period for any reason, force majeure etc.
  25. In case of any accident caused to the Housekeeping & Security Personnel during the work period, it is the sole responsibility of the agency to meet any expenditure in this regard.
  26. The contractor shall execute the assigned work as per the schedule and if the same have not been executed up to the expected level, warning notice shall be issued in this regard. If the situation continues still, penalty will be imposed at the rate of 1% of the contract value per month.
  27. The contract may be terminated by either party by giving Two months' notice in writing.
  28. The contract may be terminated by the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** by giving notice in writing to the Contractor. If in case of serious negligence or serious breach of any of the terms and conditions of the contract by the contractor, the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** is of the opinion that any further continuance of the contract is not in the interest of the "NAGARAYAN", then **Department of**

Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal shall have the right to terminate the contract without assigning any reason thereof, or without giving any notice and any amount payable by the office of the **Department of Urban Development & Municipal Affairs, UD Branch (T&CP Wing), Government of West Bengal** as well as the performance security is liable to be forfeited.

29. Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties.
30. Payment will be made w.r.t e-Bantan Module (Allotment of Fund) and e-pradan (e-payment) through electronic media. For this purpose the successful bidder should have to submit a) Bank Account Number, b) IFSC Code of the Bank, c) One (1) cancelled Cheque, d) Photocopy of PAN Card and GST Registration Certificate. Payment will be made by PAAO-III. Payable amount will be deposited in respective bank account of the Contractor; no cheque will be issued from this office.

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