

**INDIAN INSTITUTE OF MANAGEMENT CALCUTTA**

**Diamond Harbour Road, Joka, Kolkata - 700104**

**NOTICE INVITING TENDER**

**Tender Enquiry No. NIT/IIMC/Job Contract-Housekeeping Academic/26/2020-21 Date: 25.11.2020**

E-Tenders are invited by Indian Institute of Management Calcutta (hereinafter referred to as "IIMC") under Two-Bid System i.e. Technical Bid and Financial Bid from eligible registered Agencies/Firms/Companies/Service Providers for HOUSEKEEPING services at ACADEMIC BUILDINGS consisting of NEW ACADEMIC BUILDING (NAB-All Blocks) & OLD INSTRUCTIONAL BUILDING (A, B & C BLOCKS) & Amphitheatre at the Indian Institute of Management, Calcutta Campus. The period of contract will be for 02 (two) years from the date of commencement of service, which will be reviewed every year based on the performance and on completion of two years, extension may also be considered up to 1 (one) year subject to satisfactory performance and requirement of the Institute on the same terms and conditions mentioned in the tender document.

Sl. No	Name of Work	EMD (Rs.)	Cost of Tender document (Rs.)	Duration of Contract
A.	To provide Housekeeping services at ACADEMIC BUILDINGS consisting of NEW ACADEMIC BUILDING (NAB-All Blocks) & OLD INSTRUCTIONAL BUILDING (A, B & C BLOCKS) including 04 nos. Lecture Galleries (L1, L-2, L-3 & L-4) & Amphitheatre at the Indian Institute of Management, Calcutta Campus	1,40,000/-	1,000/- + 18% GST	2 years

The cost of tender is Rs.1000/- excluding 18% GST (Non-refundable) which must be deposited by the tenderer in the form of Demand Draft in favour of 'Indian Institute of Management Calcutta' and payable at Kolkata along with the tender documents. Tender document fee should be kept in EMD (Earnest Money Deposit) envelope. Tender without tender document fee will not be considered.

Time schedule of tender activities:

- Date & Time for submission of Tender Documents: **from 25<sup>th</sup> November, 2020 02:00 p.m. to 15<sup>th</sup> December, 2020 up to 02.00 p.m.**
- Date & Time of Opening of Technical Bid: **On 16<sup>th</sup> December, 2020 up to 02:15 p.m.**
- Date & Time of Opening of Commercial Bid: **To be Communicated to the qualifying tenderer later.**
- **Pre-bid meeting: 04<sup>th</sup> December, 2020 at 02:15 p.m.**

**Eligibility Criteria:**

The tendering Company/Firm/Agency shall fulfil the following criteria for submission of Bid:-

- (i) The Company/Firm/Agency shall have at least three years' experience in successfully providing similar services to Government organisation, Autonomous bodies, Public Sector Undertaking.

- (ii) The Company/Firm/Agency shall have been registered with the labour department and other concerned government authorities and Self-attested copy of the registration shall be attached with the bid.
- (iii) The Company/Firm/Agency shall have financial turnover of at least Rupees One Crore (Rupees One Crore) per annum for each of the last three years.
- (iv) The Registered Office/Branch Office of the manpower Company/Firm/Agency shall be located in Kolkata, West Bengal.
- (v) The Company/Firm/Agency shall have been registered with the Income Tax and Service/GST Tax Department.
- (vi) The Company/Firm/Agency should have valid PAN and should furnish copies of Income Tax Return for last three years.
- (vii) The Company/Firm/Agency shall have been registered with the appropriate authorities under Employees Provident Fund and Employees State Insurance Act.
- (viii) The Company/Firm/Agency shall not have been blacklisted by any organization. Necessary declaration to these effects shall be attached with the Bid.**
- (ix) The Company/Firm/Agency shall submit the EMD and the Application fee in separate Demand Draft (Exemption will be granted to applicable agency).
- (x) The Company/Firm/Agency should have on their wage rolls minimum 150 workman/manpower as on March 31, 2020.
- (xi) All corrigendum and addendum shall be the part of the tender document and are to be uploaded duly signed and stamped with tender document as bid annexure. Even if tender fail to submit corrigendum and addendum duly signed by him, it will be deemed that the tender have gone through such corrigendum / addendum, if any and no claim shall be entertained by IIMC on account of any omission / error on his part.

Note: Documentary evidence is required to establish the eligibility requirements for the conditions mentioned above.

#### **Tender documents comprise the following:**

##### **Volume -I:**

- a) Notice Inviting Tender
- b) Exhibit A to F
- c) Master Service Agreement Copy

##### **Volume -II:**

- d) Price Bid with Bill of Quantity

#### **Procedure for submission of Bids**

1. Help for bidders, FAQ, Information about DSC and Bidders Manual Kit containing the detailed guidelines for e-Procurement system are also available on Central Public Procurement Portal. [<https://eprocure.gov.in/eprocure/app>]
2. It is mandatory for all the bidders to have a valid Digital Signature Certificate (in the name of person having power of attorney to sign the Bid) from any of the licensed Certifying Agency (Bidders can see the list of licensed CA's from the link [www.cca.gov.in](http://www.cca.gov.in)) to participate in e-Procurement of IIM CALCUTTA.
3. It is mandatory for the bidders to get their firm /company registered with e-procurement portal <https://eprocure.gov.in/eprocure/app> to have user ID & password.
4. Tender documents will be available online on website <https://eprocure.gov.in/eprocure/app> which can be downloaded.

5. Bidders may download and refer the “Instructions for Online Bid Submission” from (<https://eprocure.gov.in/eprocure/app>).
6. The tender documents shall be submitted online in the prescribed format given on the websites and technical bids received online shall be opened as per NIT or Corrigendum thereof. No other mode of submission is acceptable. Detailed credentials as per the requirement of eligibility criteria and all tender papers except Bill of Quantities are to be submitted in “Technical Bid”.
7. Bill of Quantities with rates duly filled in is to be submitted in the format provided online in the name of “Price Bid”. Hence, physical submission of the documents is limited to submission of original Earnest Money and Tender document fee. Deposit in the form of Demand Draft as per provision given in NIT.
8. Representative of the bidder, who chooses to attend, may attend the online opening of the technical bids on the scheduled date and time of Bid opening. However, such representatives shall be allowed to attend the opening of the Technical Bids, only, if such person presents the signed letter of authority issued in his name by the bidder on his letter head.
9. Bidders cannot submit the tender after the due date and time of e-bid submission. Time being displayed on Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> (“Server System Clock Time”) shall be final and binding on the bidder. e-Bids are required to be submitted by bidders, only as per the Indian Standard Time (IST) and not the time as per their location/country.
10. The bidders are advised to submit their e-bids well before the e-bid due date. IIM CALCUTTA shall not be responsible for any delay in submission of e-bids for any reason including server and technical problems.
11. The Technical and Price Bid shall be digitally signed by the Authorized Signatory of the bidder & submitted “on-line”. The authorized signatory of the bidder must be in possession of Power of Attorney before submitting the digitally signed bid. Scanned copies of various documents can be prepared in .pdf file format.
12. Any tender received without original Earnest Money and Tender document fee in the form as specified in NIT shall not be accepted/considered and shall be summarily rejected.
13. Physical submission of the documents is to be as per the following in one envelop only
  - i. Original Demand Draft for Earnest Money
  - ii. Original Demand Draft for Tender document fee.

#### **Validity of Bid:**

Bid submitted by the bidder shall remain valid for a period of 180 days from the date of opening of bid. The earnest money will be forfeited without any prejudice to any right or remedy, in case the Bidder withdraws his Tender during the validity period or in case he changes his offer to his benefits, which are not acceptable to IIMC.

#### **Earnest Money Deposit (EMD):**

Every bidder shall submit the Earnest Money Deposit (Bid Security) equal to **Rs. 1,40,000/- (Rupees One Lakhs Forty Thousand)** in the form of Demand Draft on any schedule commercial bank in favour of ‘Indian Institute of Management Calcutta’, payable at Kolkata. Signed and scanned copy of the said Demand Draft must be uploaded on or before Bid submission end date/time. The original demand

draft has to be deposited in the drop box located in the office of Senior Administrative Officer (Purchase), Indian Institute of Management Calcutta, Diamond Harbour Road, Joka, Kolkata-700104 on or before the last date and time of bid submission as mentioned in the NIT. The validity of the Demand Draft needs to be up to 180 days starting from last date of submission of Tender. No interest will be payable by IIMC on the said amount covered under EMD/Other security documents. However exemption will be granted for submission of EMD to applicable agencies as per Govt. of India norms.

The tenders without Earnest Money will be summarily rejected.

EMD for unsuccessful bidders will be returned within three months of finalisation of bids.

END of successful bidder will be adjusted with the Security Deposit and the said bidder has to deposit the difference only.

Bid securities of the unsuccessful bidders will be returned to them on or before the 30<sup>th</sup> day after the award of the contract.

### **Performance Security Deposit:**

To ensure due performance of the contract, Performance Security is to be deposited by the successful bidder after awarding of the contract. Performance Security will be for an amount of five percent (5%) of the value of the contract as specified in the bid document and it will be refundable without interest after successful completion of the contract and no liabilities from the Service Provider or its employees. In case of any complaint, the Performance Security deposit shall be discharged only after adjusting all dues, liabilities of the worker etc. In case of any change of constitution of the Service Provider, the rights of *IIM Calcutta* should not suffer. It should be clearly understood that the difference between the Performance Security deposit and the EMD will be deposited by the Service Provider/Bidder. Security Deposit will be released by IIMC after completion of the contract and it will be forfeited (partly/fully as decided by the Competent Authority of IIMC) in case ESI, EPF or any other statutory compliance is not made depending upon the cause.

EMD shall be forfeited, if the successful bidder fails to comply with the terms & conditions of the tender document during the currency of the contract.

Security Deposit will be released within 60 working days after successful completion of the Contract without any interest.

### **General Terms & Conditions:**

1. The bidder must be a legally constituted proprietary firm/ partnership firm/ limited company or corporate body who possess the required licenses, registrations etc., as per law valid at least for 12 months from the date of the opening of tender bids for providing the above said services.
2. The bidders should quote their offer/rates in clear terms without ambiguity. The rates quoted should be inclusive of all taxes, and these taxes should be shown separately.
3. **Attending the Pre-Bid Meeting (face to face or over Video Conferencing, link of which will be shared) as notified by the Institute is mandatory, failing which the Bidder shall not be allowed to participate in the tendering process. Those attending the Pre-Bid meeting through Video Conferencing are requested to link the Zoom meeting as mentioned below.**

4. IIMC Zoom is inviting you to a scheduled Zoom meeting.

**Topic: Pre-Bid Meeting**

**Time: Dec 4, 2020 02:15 PM**

**Join Zoom Meeting**

<https://zoom.us/j/92498533576?pwd=dUpzM29uUUtUa25WY2cwT0VzeFZhUT09>

**Meeting ID: 924 9853 3576**

**Passcode: tSW1VC**

5. **It shall be essential that the Bidder/Service Providers visits the facilities at IIM Calcutta, conducts a survey, understands the requirements, does due diligence and understands the scope of work and the total area involved before bidding for the tender. Bids received shall be deemed to have been made after due diligence and survey of the work place and understanding the scope of work.**
6. The rates should be quoted both in figures and words and legibly written without any over-writing or interpolation. In case of any correction, the same may be considered if found to be attested by the bidder with full signature; however, no over-writing is permissible.
7. In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
8. In case the last date for receipt of the bid is declared a holiday for IIM Calcutta, then the bids will be received up to the given time on the next working day.
9. Bids received after the deadline of receipt indicated above, shall not be taken into consideration. Postal or courier delay will not be considered and the Tender received late will be rejected.
10. IIM Calcutta reserves the right to accept or reject any or all the tenders on whole or in part without assigning any reason thereof.
11. TDS and other taxes as applicable will be deducted from the agency's bill as per Govt. norms from time to time. The GST (if claimed by the agency) will be reimbursed only after the submission of proof of payment of GST. Moreover, the GST challan should match with the claim preferred against the Institute.
12. As security for the due performance of the Agency's obligations hereunder, including (for the purposes of clarification) by way of security against all loss, damage, costs, expenses and consequences that may be caused to or suffered by the IIMC by reason of any breach by the Facility Manager of any of the Agency's obligations under the tender contract, the Agency shall immediately upon acceptance of this tender prior to issuance of work order professionally indemnify and take general insurance for an amount equivalent to annual Management fees by executing Bonds .

**Terms & Conditions for providing various services**

1. IIM Calcutta require job/Services like HOUSEKEEPING SERVICES to New Academic Building (NAB- all Blocks) & Instructional Building (A, B & C Blocks) & Amphitheatre in the IIM C campus. .Area and quantum of services required may vary from time to time and as per requirement. IIM Calcutta reserves the right to reduce or increase the services, if considered necessary. The manpower deployed by the agency to provide such services should work as per the working days and timings of the Institute.
2. Any discrepancies or disputes arising out on account of non-adherence to statutory & Labour laws would be the responsibility of the service providers &IIM Calcutta will not be responsible for the same.

3. The Service Provider shall not pay to the persons engaged by it less than the minimum wages as stipulated by the Central Govt. vide notification and as applicable at IIM Calcutta.
4. The Service Provider shall take all steps, necessary or otherwise, to comply with and ensure compliance by the Contractor / Manpower with the various applicable laws / rules / regulations / notifications, including without limitation the provisions of the contract Labour (Regulation & Abolition Act) 1970, the Minimum Wages Act, 1948, the Workmen's Compensation Act, 1923 / Group Insurance Policy, the Employees State Insurance Act, 1948, the Employees Provident Funds and Miscellaneous Provisions Act, 1952, the Payment of Bonus Act 1965, and all other applicable laws and rules framed there under including obtaining any and all statutory approvals and licenses required from the Central / State Governments, Ministry of Labour in relation to the Manpower supply.
5. IIM Calcutta will not be liable to pay any amount other than settled in the contract. Any payment under provision of the ESI Act 1948, Workman Compensation Act 1923, Payment of Gratuity Act 1972, Employee's Provident Fund and Miscellaneous Provisions Act 1952 or any other statutory liability shall be made by the service provider and challan/receipt evidencing payment must be enclosed with the monthly bill.
6. Bill should be submitted by the agency on monthly basis and payment will be made after due verification of the same and recommendation of the concerned officer of IIMC.
7. Copies of payment of PF/ESI/Statutory dues must be furnished to IIMC on a monthly basis along with a declaration stating that the PF contribution/ESI deduction pertaining to the personnel deputed to work in IIM Calcutta campus have been included in the respective challans for payment.
8. Before submission of the bill, the service provider shall ensure that the payment of persons deployed by the agency have been made for the billed period. The agency must ensure the wages to the deployed personnel by 7th of each month through Bank -and proof of credited amount must be produced before the coming month bill.
9. The deployed personnel by the Service Provider will be provided with Identity Card for use in work place during working hours for verification.
10. Identity cards shall be provided by the Service Provider to it deployed as required under the law at its own cost. IIM Calcutta shall not pay any extra charges to the Service Provider against these items.
11. A formal declaration has to be submitted by the agency that the personnel deployed by the agency are all employees of the service provider and that IIM Calcutta shall not have any liability/responsibility to absorb the persons engaged by the Service Provider and/or to extend any type of recommendation etc. for obtaining any job in IIM Calcutta or elsewhere.
12. The details of the persons deployed by the agency with bio data, attested proof of identity, the latest photographs of all the persons shall be supplied to IIM Calcutta for security purpose and record.
13. Any change of manpower deployed by the service provider should be intimated in advance. IIM Calcutta shall have the right to demand replacement of any personnel deployed and or stop personnel deployed to performing assigned job/services without assigning any reason whatsoever and the substitute shall have to be provided by the service provider immediately, if required.
14. Necessary license, permit, consent, sanction etc. as may be required or called for from / by local or any other authority for doing such job shall be obtained by the service provider and or its agency. The service provider shall comply at its own cost with all applicable laws, rules and regulation in force from time to time whether of Central or State Govt. as applicable to it or this contract without any liability and responsibility to IIM Calcutta, whatsoever it may be.
15. The persons deployed by the service provider should not have any Police Records/Criminal cases against them. Service provider will be required to produce antecedents duly verified by police of

the personnel deployed at IIM Calcutta. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment after investigation by the Local Police & collecting proofs or identity like Driving License, Previous Work Experience, Proof of Residence and recent photograph and a certification to this effect shall be submitted IIM Calcutta. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The agency shall withdraw such employees who are not found suitable by IIM Calcutta for any reasons immediately on receipt of such a request. The service provider should ensure that its worker does not smoke, not indulge in drinking alcohol or intoxicants or in gambling.

16. Any dispute arising out of or in any way connected with the contract shall be deemed to have arisen in *Kolkata* and only courts in *Kolkata* shall have jurisdiction to determine/decide the same.
17. Names of the Proprietor, Directors, consultant and top executives (with address, phone number etc.) should be furnished with the tender.
18. The period of contract will be for two years from the date of commencement of services/work which may be extended for a further period of one year subject to satisfactory performance and requirement of the Institute as per the same Terms & Conditions.
19. Job/services to be provided at the Institute may increase or decrease as per the requirement. The exact area & quantum of services required on a particular department/section of the Institute will be communicated by the Institute and the payment will be made accordingly.
20. The agency must have proper mechanism for Intake, verification of character and antecedents, management and placement of the skilled manpower to be deployed in IIM Calcutta.
21. Work experience along with work /job orders of the service provider for providing manpower during the last five years shall be furnished.
22. The service provider will provide job/service of the specified standards only (in terms of qualifications and skill requirements) for each area/department of job/service as required by the IIM Calcutta.
23. The persons deputed shall not be below the age of 18 years and above 60 years of age (or as applicable) should be physically fit & healthy for performing assigned duties.
24. Representative of service provider shall be in charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of IIM Calcutta, they shall work under the directives and guidance of *IIM Calcutta*.
25. The person deployed by the service provider should be disciplined and will not participate in any activity prejudicial to the interest of IIM Calcutta. In case any of the person so deployed by the service provider does not come up to the mark in terms of general discipline or does not perform her / his duties properly or indulges in any unlawful activity including riots or disorderly conduct, the service provider on the order of the IIM Calcutta, shall immediately withdraw such person(s) from the premises of the institute.
26. In case of personnel of the service provider is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/ their duties for IIM Calcutta, it shall be the sole responsibility of the service provider to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to IIM Calcutta.
27. In case IIM Calcutta is implicated in any law / suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the service provider, all cost of defending such suit settlement of claims, penalty etc. shall be borne by the service provider or recovered from the due amounts payable to the agency and or from the security deposit held by IIM Calcutta.
28. The decision of Competent Authority, IIM Calcutta in regard to interpretation of the terms and conditions and the agreement shall be final and binding to the service provider.

29. The Competent Authority, *IIM Calcutta* shall be the sole authority to decide and judge the quality of service rendered by the agency and all other matters and its decision shall be final and binding.
30. The scope of work & the terms and conditions of tender shall form the part and basis of the contract and decision of IIM Calcutta in reference to all matters of dispute shall be final and binding.
31. No accommodation will be provided by IIM Calcutta for the personnel deployed by the agency.
32. Any violation of these terms and conditions will lead to termination of the contract with the agency, forfeiture of the security amount and blacklisting of the service provider for future works.
33. Nodal person(s) should be positioned at IIM Calcutta Campus by the Service Provider for the Job Contract with whom the Concerned Dept. of the Institute will take up all pertaining issues. His contact No. & other details should be shared by the Service Provider.

**Evaluation of bids:**

1. The bid evaluation will be done by the following least-cost method prescribed in GFR-2017,
2. According to this, the Technical Bid will be evaluated first as per the prescribed parameters in Annexure-II
- 3. The bidders who score minimum 60% in the Technical Bid will be considered to be qualified technically.**
4. Financial Bids will be opened for these qualified bidders only.
5. No weight-age for scoring higher mark in Technical Bid will be carried forward for evaluating Financial Bid.
6. The qualified bidder whose rate is found to be the lowest will be considered for award of the contract. However, in case of tie of two or more bidders quoting the same rate, the contract will be awarded to that bidder who has scored more/higher points in the technical evaluation. If there is still a tie in the score/marks obtained in technical evaluation, then the bidder who has more years of experience will be awarded the contract. There will be no splitting of bid and only one eligible and qualified bidder who has quoted the lowest rate.
7. If the lowest quoted bidder is unable to take the assignment within the prescribed period due to any reason whatsoever, the second lowest will be considered, if approved by the Competent Authority of the Institute.

**Period of Contract:**

The contract shall be valid initially for a period of two years from the date of award of work order which will be reviewed every year based on the performance. This contract may be renewed for further period of one year on the same terms & conditions as mentioned in the tender document, providing the requirement of the office of the above manpower persists at that time, or, may be curtailed/terminated at any time before the normal tenure owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency.

**Amendment to the Tender Document:**

At any time three days prior to the last date for submission of the tenders, IIMC may for any reason, suo-moto or any response to any clarification by prospective bidder, modify the tender documents by amendments (Addenda/Corrigenda etc.). Any such amendments will only be uploaded in CPP Portal



All the bidders who uploaded in CPP Portal prior to such amendment shall take cognizance of such amendments. The amendments, if any, shall be binding on the bidder.

**Legal: .**

- (i) The Service Provider will be responsible for compliance of all statutory provisions relating to Minimum Wage, Provident Fund and Employee State Insurance etc. in respect of the persons deployed in IIMC.
- (ii) The Service Provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by him to IIMC to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (iii) The Service Provider shall maintain all statutory Registers under the applicable law. The agency shall produce the same on demand to the concerned authority of this secretariat or any other authority under law.
- (iv) In case the Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof IIMC is put to any loss/obligation, monetary or otherwise, IIMC will be entitled to get itself reimbursed out of the outstanding bills or the performance security deposit of the agency to the extent of the loss or obligation in monetary terms.

After Award of Contract, if the Service Provider is found to be charging any amount from the employees on its roll in any manner, in that case the contractor shall liable to the terminated immediately with forfeiture of performance security amount and also the firm will be blacklisted

**Award of Contract:**

- (i) **Contract Period:** The service contract will be awarded initially for TWO (02) YEARS from the date of issuance of work order which will be reviewed every year. If the performance is found not satisfactory at any time, the contract may be terminated before the normal tenure owing to cessation of requirement or deficiency in service or substandard quality of manpower deployed by the service provider. IIMC reserves the right to extend the service period for further period of one year beyond two year based on the performance on the recommendation of the committee constituted for the purpose on the same terms & conditions as mentioned in Tender Document.
- (ii) The Institute reserves the right to increase or decrease the workload during the contract period at any time. It shall be the responsibility of the service provider to comply with the requirement of the Institute failing which lead to penalty as decided by the committee. The responsibility to withdraw the manpower on the direction of the Institute is the sole responsibility of the service provider. The institute may ask the service provider to remove any personnel at any time without any limitation of time. It shall be the duty of the service provider to withdraw the personnel immediately from campus.

**Performance Evaluation:**

The performance of the Service provider in compliance with the terms and conditions of the tender document will be evaluated by the designated committee of IIMC on completion of every year. The report of the committee will be placed to the competent authority of IIMC and the decision of the committee will be communicated to the Service provider for compliance.

**Mode of Payment:**

The Service Provider shall submit the bills along with the attendance sheet at office of concerned Competent Authority for the executed work complete in all respects. The bills will be submitted in the manner and form that may be prescribed by the Competent Authority. Account payee cheque/DD/RTGS for amounts passed in the bill will be issued only after the Service Provider gives stamped receipts for the amount unless the bills are Pre-receipted. Payments will be made only by Account payee cheque/DD/RTGS. The Competent Authority will have the right to recover liquidated damages for delay or slow progress of the work, penalty etc. from the bills submitted for payment.

Income Tax and such other Tax applicable from time to time will be deducted from the bill. However, if any new legislation comes into effect for deduction of tax at source, the deduction will be made under that legislature.

The final Settlement of the bills and refund/adjustment/appropriation of any amount retained from the bills of the Service Provider shall be made fully after the Competent Authority is satisfied that all the contractual obligations have been fully met and no amount remains due for recovery from the Service Provider on any account.

The successful bidder shall submit necessary bank details for bill payment at the time of entering into contract

**Terms & Conditions of Termination**

1. The contract may be terminated by serving one month's notice, in case the Service Provider :
  - a. assigns or sub contracts any of the service
  - b. violation/ contravention of any of the terms and condition mentioned herein like not having a valid licence etc.
  - c. performance of services is not found satisfactory and does not improve the performance of the services inspite of instruction
  - d. any violation of instruction / agreement or suppression of fact
  - e. Contractor being declared insolvent by competent court of law.
2. If service provider desires to exit the contract in normal circumstances, a three months' notice, in advance should be produced by the agency.
3. On termination of the contract, it shall be the responsibility of the service provider to remove his persons immediately. IIM Calcutta shall not indemnify any loss caused by the agency by such termination, whatsoever it may be. During the notice period of the termination of the contract in the situation contemplated above, the service provider shall keep on discharging his duties till the expiry of the notice period.
4. In the event of premature closure of the contract for the said reason, the security deposit money shall be absolutely forfeited by IIM Calcutta.
5. At the end of contract period / termination of the contract, the agency shall hand over the charge to the new service provider (appointed by IIM Calcutta) without any hindrance. In case of non-compliance, the security deposit shall be forfeited.

**First- Aid Facilities:**

- 1 At every work place first aid facilities shall be provided and maintained, so as to be easily accessible during working hours, First-Aid boxes at the rate of not less than one box per 150 contract labour or part thereof ordinarily employed.

- 2 The First-Aid box shall be distinctly marked with a red cross on white ground and shall contain the following equipment:-
- i) 6 small sterilized dressings.
  - ii) 3 medium size sterilized dressings.
  - iii) large size sterilized dressings.
  - iv) 3 large sterilized burn dressings.
  - v) 1 (30 ml) bottle containing a two percent alcoholic solution of iodine.
  - vi) 1(30 ml) bottle containing salvolatile having the dose and mode of administration indicated on the label.
  - vii) 1 snake-bite lancet.
  - viii) 1 (30 gms) bottle of potassium permanganate crystals.
  - ix) 1 pair of scissors.
  - x) 1 copy of the First-Aid leaf-let issued by the Director General, Factory Advise Service & Labour Institutes, Government of India.
  - xi) 1 bottle containing 100 tablets (each of 5 grams) of aspirin.
  - xii) Ointment for burns.
  - xiii) A bottle of suitable surgical antiseptic solution.
- 3 Adequate arrangements shall be made for immediate recoument of the equipment when necessary.
- 4 Nothing except the prescribed contents shall be kept in the First Aid box.
- 5 The First Aid box shall be kept in charge of a responsible person who shall always be readily available during the working hours of the work place.

Note: No extra payment would be made to the service provider for providing the First Aid facilities.

#### **Conciliation & Arbitration:**

Any dispute, if arises, in connection with the work, shall be tried to be settled mutually by asking references to conditions of tender documents or prevailing local practices etc., but if not settled mutually, shall be referred to arbitration. Such arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act, 1996 or as amended from time to time. The Venue for such arbitration will be in Kolkata. The award of the Arbitrator shall be final, conclusive and binding on all parties.

#### **Force Majeure:**

Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other give a notice of termination.

**Senior Administrative Officer (Purchase)**

## Technical information Form

SL No.	Particulars	Yes/No	Details	Attachments
1	Name of the Service Provider:			
2	Registered Address:			Enclose Proof
3	Branch/Head Office Address at Kolkata (Mandatory)			Enclose Proof
4	Name of the Authorized Signatory:			Enclose Proof
5	Trade License No.:			Enclose Proof
6	Shop/Establishment Registration No.:			Enclose Proof
7	PAN Details:			Enclose Proof
8	GST Registration No.:			Enclose Proof
9	P.F. Registration No.:			Enclose Proof
10	ESIC Registration No.:			Enclose Proof
11	West Bengal Labour Welfare Board (WBLWF) Registration No.:			Enclose Proof
12	Average Annual Turnover of last three Financial Year i.e. 2016-2017, 2017-2018 & 2018-2019			Enclose Proof (Audit Reports)
13	Net profit (Audited) for last three Financial Year i.e. 2016-2017, 2017-2018 & 2018-2019			Enclose Proof (Audit Reports)
14	Minimum experience in similar assignments in Government/ PSU's/Autonomous Bodies			Enclose Proof as Work Order
15	Minimum Manpower on roll as on 01.07.2020		150	Enclose proof as salary/wage register
16	ISO Certificate (If Any)			Enclose proof as salary/wage register

I/We accept all the terms and conditions of the Tender Notice.

Date: .....

Name and Signature of the Tenderer

Designation:

Place: .....

\_\_\_\_\_  
Signature with Seal

### Technical Bid Evaluation Criteria

SL No.	Description	Marks Dist.	Max. Marks	Maximum Marks	
1.	<b>Organisational Strength</b>			30	
	1.1	Total Manpower on roll			Max. Marks 15
		(i) Above 150 up to 250	05 Marks		
		(ii) From 251 up to 350	10 Marks		
		(iii) Above 351	15 Marks		
	1.2	Quality Related Certification			Max. Marks 05
		(i) Without ISO Certification	0		
		(ii) With ISO Certification	05 Marks		
	1.3	No. of years of operation/experience for outsourcing manpower			Max. Marks 10
		(i) 3 Years to 5 Years	05 Marks		
(ii) Above 05 Years		10 Marks			
2.	<b>Experience in Providing manpower services in Govt. agencies/Autonomous Bodies/PSU's</b>			25	
	2.1	No. of Govt. agencies/Autonomous Bodies / PSU's worked with			Max. Marks 20
		(i) 01 to 03	10 Marks		
		(ii) Above 03 to 06	15 Marks		
		(iv) Above 06	20 Marks		
	2.3	No. of Similar works undertaken during last 3 years			Max. Marks 05
(i) 03 to 05 Works		03 Marks			
(ii) Above 05 Works		05 Marks			
3.	<b>Financial Strength</b>			35	
	3.1	Average Annual Turnover (Last three Audited Financial Statements)i.e. 2016-2017, 2017-2018 & 2018-2019			Max. Marks 20
		(i) From Rs.03 to Rs.05 Crores	10 Marks		
		(ii) Above Rs.05 to Rs.10 Crores	15 Marks		
		(iii) Above Rs.10 Crores	20 Marks		
	3.2	Net Profit for last three Financial Years as per audited Financial Statements			Max. Marks 15
		(i) Up to Rs.10 Lakh	5 Marks		
(ii) Above Rs.10 Lakh up to Rs.15 lakh		10 Marks			
(iii) Above Rs.15 lakh		15 Marks			
4.	<b>Registration</b>			10	
	4.1	Period of Registration			Max. Marks 10
		(i) 03 to 05 Years	03 Marks		
		(ii) Above 05 to 10 Years	05 Marks		
		(iii) Above 10 Years	10 Marks		

(ON THE LETTER HEAD OF THE BIDDER)

**Financial Bid**

**Financial Bid as per BOQ in the CPP Portal.**

**NOTE:**

- i. Rates are to be given in Indian currency only excluding GST as applicable.
- ii. The above quote is for estimate purpose only and actual amount will be paid for the actual services availed by IIMC in a particular month.
- iii. For Housekeeping services, actual amount will be calculated for the area actually serviced in Sq. Ft. in a particular month. The area in Sq. Ft. may decrease or increase in any month.
- vi. The agency has to bid for all the items mentioned in the tender document. The tender document shall not be considered valid for partial bidding or non-bidding of any item.
- v. The bid is valid for minimum period of 90 (ninety) days from the last date of submission of bid.
- vi. All services are to be carried out as per the details in Technical Bid of this tender.
- vii. The lowest bidder may not be necessarily awarded the work. The credibility and experience of the bidder will be preferred by the Tender Committee while awarding the work.
- viii. Tax will be deducted at source as per applicable rate.
- ix. All the payment will be released on reimbursement basis.
- x. One nodal representative of the agency must be present to see whether everything is in compliance with the agreed terms & conditions of the work as and when required.

We agree to provide the above service and will abide by the terms & conditions contained in the Bid document. We understand all information, local condition and accordingly submitted the bid and will not request to IIMC to adjust/increase any cost. We will not deduct any extra money from our employee who will work at IIMC.

Dated:

Place:

Signature of authorised signatory with Seal of the Agency/Firm