



**THE WEST BENGAL UNIVERSITY OF HEALTH SCIENCES**

DD-36, Sector-I, Salt Lake, Kolkata 700 064

Website: [www.wbuhs.ac.in](http://www.wbuhs.ac.in)

Phone: (EPBX) 2321-3461 Fax: 2358-0100

**Tender Reference No. : OG/WBUHS/2019-20/2081**

**Date: 09.01.2020**

**NOTICE INVITING E - TENDER FOR SELECTION OF AGENCY TO PROVIDE SCAVENGING AND HOUSEKEEPING SERVICES FOR THE WEST BENGAL UNIVERSITY OF HEALTH SCIENCES**

(Through Pre-qualification)

(Submission of Bid through NIC e- tender portal)

The Registrar, West Bengal University of Health Sciences, Kolkata having its office at DD-36, Sector-I, Salt Lake, Kolkata- 700064 is going for e - tender in the NIC Portal for selection of agency for providing Scavenging and Housekeeping Services in University campus. Necessary earnest money to be submitted for participation in the Tender through online process as mentioned later:

**1. General Instructions:**

In the event of e-filing, intending bidder may download the tender documents free of cost from the website : <http://wbtenders.gov.in> and [www.wbuhs.ac.in](http://www.wbuhs.ac.in) directly with the help of Digital Signature Certificate or & necessary earnest money may be remitted to the office of the Registrar, West Bengal University of Health Sciences.

**2. Submission of bids:**

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

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

THE TIME SCHEDULE FOR OBTAINING THE BID DOCUMENTS, PRE BID MEETINGS, REGISTRATION WITH THE TENDERING AUTHORITIES, THE SUBMISSION OF BIDS AND OTHER DOCUMENTS ETC. WILL BE AS PER THE LIST PROVIDED IN CLAUSE NO 24 AS GIVEN BELOW.

**4. ELIGIBILITY FOR QUOTING:**

The invitation to bid is open to all for procurement of above work having the requisite credentials and certificates as mentioned below.

**5. SUBMISSION OF THE TENDERS:**

The tender is to be submitted in a two Bid System ONLINE.

**[A] Technical Bid "A":**

**COVER "A"**

(a) Statutory Cover containing the following documents:

**"BID A": PART I**

*(Single File Multiple Page Scanned)*

B	Certificate of Registration
C	Application in the prescribed format as given in Annexure I.

**BID A": PART II**

NON-STATUTORY/ MY DOCUMENTS containing the following documents:

Sl. No.	Category	Sub Category	Sub Category Description
A.	Certificates	A1. Certificates	1. PAN Card of the authorized signatory 2. Professional Tax Registration certificate 3. GST Registration certificate 4. GST Return Certificate.
B.	Company Details	B1. Company Details	1. Certificate of country of origin 2. Registration with Registrar of Companies
C.	Credential	Credentials	Credential of achieving at least in one financial year during the last financial year minimum turnover of Rs. 50 Lakhs in similar nature of work.
D.	Financial Info	Payment Certificate 1	1. Income Tax Returns submitted for the Financial year 2016 - 17 2. Income Tax Returns submitted for the Financial year 2017 - 18 3. Income Tax Returns submitted for the Financial year 2018 - 19
		Payment Certificate 2	1. GST Returns (of the last quarter) for the year 2017 - 18 2. GST Returns (of the last quarter) for the year 2018 - 19 3. GST Returns (of the current quarter) for the year 2019 - 20
		P/L & Bl. Sheet	1. P/L & Balance sheet for last 3 years
		P/L & Bl. Sheet	
		P/L & Bl. Sheet	

**COVER "B"****[B] FINANCIAL BID "B"**

(i) BOQ in INR (in excel sheet)

The folder as "Financial bid" shall contain

- (a) Rates are to be quoted in Indian currency (INR) 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.

**6. Evaluation of the tenders:****1. 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. It 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 withdrawal by any tenderer at any stage subsequent to the opening of tender.
- (c) Failure / Refusal to enter into agreement for providing service at accepted rate and terms and conditions within specified time.
- (d) 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.



## 7. Earnest Money Deposit (EMD):-

Each Tenderer has to submit, unless exempted under the existing order of the Govt. of West Bengal, Earnest Money through RTGS/NEFT/Net Banking at an amount as mentioned below. If the bidder does not provide the EMD in respect of in Bid A, the bid of the respective bidder shall be treated as cancelled.

Item Name	Earnest Money Deposit
Scavenging Services at WBUHS	Rs. 25000.00

The Earnest Money of the Tenderer will liable to be forfeited if the Tenderer withdraws his / her Tender as a whole or for any particular item or items at any stage after the opening of the E – Tender, or refuses to enter into written agreement for any of all of the items of his accepted Tender within the time specified when requested to do so / fails to furnish within the stipulated time.

## 8. Online Payment Procedure: Login by the Bidder:

- An intending bidder shall login to the e – procurement portal of the Government of West Bengal at <https:wbtenders.gov.in> using his login ID and Password.
- The bidder will have to select the particular tender and arrange payment of the required EMD amounting to Rs. 25,000.00 (Rupees Twenty Five Thousand only) by selecting from either of the following payment modes:
  - Net Banking** (any of the banks listed in the ICICI Bank Payment Gateway) in case of payment through the ICICI Bank Pa2yment Gateway. On selection of net banking as the payment mode, the bidder will be redirected to the webpage of ICICI Bank Payment Gateway (along with a string containing a Unique ID) from which the Bank through which the transaction is intended will have to be selected. The bidder will then receive a confirmation message confirming success of the transaction. If the transaction is successful, the amount paid by the bidder will get credited in the in the respective pooling account of the University towards collection of EMD. If the transaction fails, the bidder will have to try for payment again by going back to the first step.
  - RTGS/NEFT** – In case of offline payment through Bank Account in any bank: On selection of RTGS/NEFT as the payment mode, the e – procurement portal will show a pre filled challan and the details required to process RTGS/NEFT transaction. The bidder will have to print the Challan and use the pre – filled information to make RTGS/NEFT payment using his Bank account. Once payment is made, the bidder will have to come back to the e – procurement portal after expiry of a reasonable time (T+2 days) to enable the RTGS/NEFT process to complete, in order to confirm the payment and continue the bidding process. If the transaction is successful, the amount paid by the bidder will get credited in the respective pooling account of University towards collection of EMD. If the payment verification is unsuccessful, the amount will be returned to the bidder's account. The bidder will have to try again for payment by going back to the first step.

## 9. Refund of EMD:-

After declaration of Award of Contract (AOC) through the e – procurement portal, the EMD will be automatically refunded to the unsuccessful bidder (s) in the same route to the account from where the transaction was processed within a reasonable time, as per the rules of E – Tender Portal.

## 7. UNIFORM:

The agency should provide their personnel two sets of terry-cotton dresses, belt, barrel, line yards, shoes, 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



authority 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.

#### 8. MANPOWER:

- (i) The selected agency should accept the personals those are at present deployed under the current agencies working in this institution. (as per Annexure A).
- (ii) The duties of all categories of personal should be rotated periodically, as and when required by the authority.

#### 9. DEPLOYMENT TERMS:

- i. The personnel engaged by the agency may be deployed anywhere under the Jurisdiction of The West Bengal University of Health Sciences as and when required.
- 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 University authority under any circumstances at any point of time.
- iii. All categories of working men and women of the agency shall perform duties in well dressed uniform provided by the agency under the instruction of The Registrar, West Bengal University of Health Sciences. Any personnel of the agency without wearing uniform shall not be allowed to perform duty.
- iv. The deployment will be done for a period of (03) Three Years but it can be terminated by 90 days notice from 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 same terms & conditions at any time during the contract period.
- 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.
- ix. All personnel shall have to perform shift duties as required.

#### 10. PROCESS OF SELECTION:

- i. The process of selection will be made on the basis of:
- ii. Verification of credentials submitted by the Tender Form and Tender Form itself.
- iii. Total amount of Service Charge (%) of Minimum Wages Rate quoted by the tenderer for the entire work/services.

#### 11. WAGES & STATUTORY PROVISIONS:

The agency shall pay its personnel remuneration commensurate with minimum wages as per latest order of Government of West Bengal within the 5<sup>th</sup> of every month positively (to be maintained strictly) and shall provide statutory coverage of EPF, ESI, Bonus, Leave, Professional Tax and Service Tax. This is applicable to all categories of personnel in the housekeeping facility. The supervisor should be paid at the rate of Semi Skilled Wages as fixed by the Govt. of West Bengal.

The agency shall have to submit the full details of the personnel, their wages and statutory deduction against EPF, ESI, P. Tax etc. as per enclosed proforma as per BOQ. The agency shall submit copies of monthly challans / returns of EPF, ESI and P. Tax etc. to The Finance Officer, West Bengal University of Health Sciences along with monthly bill for processing along with attendance sheets being duly countersigned by the concerned authority of the Department / Section.

As a principal employer the agency will indemnify the Department against any claim on account of any deployed strength.

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



## 12. CLEANING & MANAGEMENT CLEANING:

- i. The office floors, chambers, common areas, stair cases, drivers rest room, rooftops, Lift room / cage, Pump room, Electrical rooms, open spaces, campus roads, gardens etc. 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 9.00 AM. The sweeping personal has to be remained present at their respective floor till the department / section remains open.
- ii. Sufficient number of baskets to be kept in each floor and will be emptied and the garbage will be carried to garbage dump inside the premises.
- iii. Cleaning of glass panels by using good quality cleaning products shall be done weekly.
- iv. Sweeping/cleaning the area to be swabbed with net cloth and long handle sweep sticks everyday. Stair cases will be swabbed daily. The premises to be kept dry and clean.
- v. 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.
- vi. The personal may have to clean used cups and dishes / plates etc., if authority requires.
- vii. Mechanical Scavenging maybe introduced along with the manual cleaning.

## 13. 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 Odour 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 should be supplied by the University as per the requirement submitted by the agency well in advance so that such services are not hampered in any manner.

## 14. PAYMENT TERMS:

The attendance of the personnel will be governed by the Supervisor, recruited by the agency, in the attendance register as well as in Biometric attendance in specified hour.

Payment will made on 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.

On the basis of wage which the EPF, ESI, P.T. will be calculated shall be governed by the Minimum Wages Act of Government of West Bengal.

Rate should be quoted for full month. Extra payments for off days 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.

After selection, a formal agreement shall have to be executed with the authority of The West Bengal University of Health Sciences

15. The appropriate authority of the West Bengal University of Health Sciences reserves the right to terminate the contract prematurely in case of failure to satisfy the terms of contract.
16. All the terms and conditions laid down in tender documents shall have to 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 cannot 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.

#### 17. LEGAL JURISDICTION:

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

#### 18. Dates & Information's:

Sl. No.	Description	Date (s)
01	Date of uploading of N.I.T. Documents (Online) from this end.	11.01.2020 at 9 am
02	Documents download / sell start date (Online)	11.01.2020 at 10 am
03	Date of Pre Bid Meeting at The West Bengal University of Health Sciences, DD-36, Sector I, Salt Lake, Kolkata – 700 064.	14.01.2020 at 02 pm
	Pre Bid Meeting Place: Auditorium of The West Bengal University of Health Sciences, DD – 36, Sector I, Salt Lake, Kolkata – 64.	
04	Bid submission starting (Online)	16.01.2020 at 9 am
05	Bid submission closing (Online)	10.02.2020 at 6 pm
06	Bid Opening (Bid A - Technical Bid)	13.02.2020 at 1:30 pm
07	Date of uploading list for Technically qualified bidder in Bid A (Online)	To be notified
08	Date & Place for opening of Financial Bid (Bid B) (Online)	To be notified
09	Date of uploading of list of bidders along with the approved rate	To be notified

THE REGISTRAR, WEST BENGAL UNIVERSITY OF HEALTH SCIENCES RESERVES THE RIGHT TO CHANGE THE ABOVE SCHEDULE IN CASE OF ANY EXIGENCIES AFTER PUTTING UP A NOTICE IN THE DEPARTMENTAL WEBSITE AND OFFICE NOTICE BOARD.

# **FORMAT FOR CHECK LIST**

Sl. No.	Items	Please Mark <input checked="" type="checkbox"/>		Page No.
		Yes	No	
01.	Application submitted as in Annexure B			
03.	Authorization letter of signatory from the Company, IF ANY			
04.	Self Attested photocopy of PAN Card of the authorised signatory			
05.	Self Attested Photocopy of Trade Licence.			
06.	Self Attested Photocopy of GST Certificate, any other certificate whichever is applicable.			
07.	Self Attested Photocopy of IT Return of last Three Financial Years.			
08.	Profit & Loss Statement for the Last Three Financial Years.			
09.	Audited Balance Sheet for Last Three Financial Years			
10.	Proof related to submission of EMD. If exemptions availed, supporting documents in relevant to that to be submitted.			
11.	Copy of NIT signed with seal by the bidder in all pages			

**ANNEXURE A**

<b>Sl. No.</b>	<b>Category of Personal</b>	<b>Name of the Post</b>	<b>Number of Personal</b>
01.	Semi Skilled	Supervisor	01
02.	Unskilled	Sweeper	12



**ANNEXURE B**

**APPLICATION FORMAT**

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

To  
The Registrar,  
West Bengal University of Health Sciences  
DD-36, Sec-I, Salt Lake,  
Kolkata- 700064

**Sub:** E – Tender for selection of Agency for Scavenging and Housekeeping service of West Bengal University of Health Sciences

**Ref:-** Tender Notice No. OG/WBUHS/2019-20/2081 of dated 09.01.2020

Sir,

Having examined the pre-qualification & other documents published in the N.I.T, I / we hereby submit all the necessary information and relevant documents for evaluation:

1. That the application is made by me / us on behalf of ..... In the capacity of.....duly authorized to submit the offer. The authorization letter from the Company is attached in Annexure II.
2. I am / We accept the terms and conditions as laid down in the NIT mentioned above and declare that I / we shall abide by it for throughout the tender period.
3. I am/ We are offering rate for the following item / items and assured supply to The West Bengal University of Health Sciences as per the E – Tender Notice.
4. I am / we are submitting the declaration for EMD as mentioned in NIT and submitting the EMD in the Financial Bid.
5. The Authorization letter from the Company is attached in Annexure C.
6. I/We understand that:
  - (a) Tender Selection Committee can amend the scope & value of the contract bid under this project.
  - (b) Tender Selection Committee reserves the right to reject any application without assigning any reason;

**Date:-**

**Signature of applicant with seal**

**Contact no :**

**Land-phone :**

**Mobile :**

**e-mail address :**

**ANNEXURE C**

**Authorization Letter**

**(To be issued in the Letter Head of the Company and duly signed and stamped)**