

University of Calcutta



REQUEST FOR PROPOSAL

e-Tender no. L/16/22/21-22 dated 31.05.2021 for engagement of Security Guard (unskilled) and Cleaning Personnel (unskilled) for cleaning and dusting of documents and carrying operation etc. in the Central, Campus and some departmental libraries of the University of Calcutta



University of Calcutta
87/1 College Street
Kolkata-700073

E-Tender no.: L/16/22/21-22

Date: 31.05.2021

NOTICE INVITING TENDER

University of Calcutta invites e-tenders comprising Technical bid and Commercial bid from experienced and financially resourceful agencies working under Government organization / Govt. undertakings / Autonomous Bodies / Educational Institutions for engagement of Security Guard(unskilled) for maintaining safety and security of old and rare documents preserved in the Central, Campus and some departmental libraries and also Cleaning Personnel(unskilled) for cleaning and dusting of documents and carrying operation etc. in the Central, Campus and some departmental libraries of the University for a period of 3(three) years. The selected bidder is required to adhere to the terms & conditions of this document and any deviations to the same shall not to be acceptable.

The bidder (also called the vendor or bidder in this document) appointed under the said document shall own the single point responsibility for fulfilling all obligations and providing all services required for successful implementation of the work for a **period of 3 (Three) years** .

Deputy University Librarian
University of Calcutta

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IMPORTANT DATES

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other documents (Online)	31-05-2021 ; 03:00 pm
2	Start of downloading documents (Online)	31-05-2021 ; 03:00 pm
3	Start of Bid submission (Online)	31-05-2021 ; 03:00 pm
4	Close of Bid Submission (Online)	15-06-2021 ; 02:00 pm
5	Date of opening of technical bid (Online)	17-06-2021 ; 02:00 pm
6	Date of uploading list of Technically Qualified Bidders (Online)	To be communicated later
7	Date of opening of Financial Bid (Online)	To be communicated later

ABOUT UNIVERSITY OF CALCUTTA LIBRARY SYSTEM

The University of Calcutta Library system consists of the Central Library, campus libraries and some departmental libraries of the University. The libraries are spread over eight major campuses. Departmental libraries are located within the department concerned. The University Library, at present, has a collection of more than ten lakh books. Besides books, the eight campuses of the University together possess nearly two lakh bound journals, Ph.D. theses, proceedings of conferences, reports, maps, standards, patents, manuscripts, CD-ROMs, etc. along with required furniture. The Central, campus and departmental libraries serve the entire University community.

The names of the Central, Campus, Departmental Libraries are as follows :

1. Central Library, College Street Campus
2. Technology Campus Library, Salt Lake
3. Rajabazar Campus Library, Rajabazar
4. TPSP Digital Library, Bullygunge Campus
5. Alipur Campus Library, Alipur
6. Law Campus Library, Hazra Road
7. Library of the Department of Economics, B.T. Road
8. Library of the Department of Home Science, Judges Court Road
9. Library of the Department of Jute & Fibre Technology, Bullygunge

SCOPE OF THE WORK

Security Guard (unskilled)	Maintaining safety and security of old and rare documents preserved in the Central, Campus and some departmental libraries of the University
Cleaning Personnel (unskilled)	Cleaning and dusting of documents and carrying operation etc. in the Central, Campus and some departmental libraries of the University

Total Nos. of Security Guard (unskilled) required = 48 Nos (Both Male & Female).

Total Nos. of Cleaning Personnel (unskilled) required = 42 Nos (Both Male & Female).

1. The Security Guard shall have to check all library materials coming inside and going outside of the library and shall have to maintain gate pass, etc. as per requirement and direction of the University Library Authority. The Security Guard shall have to check the membership card, entry pass, etc. of the members, visitors and or any other person in both the gates of the library and in all floors of the library (in case of Central Library, Ground to 10th Floor).
2. The Cleaning Personnel shall have to remove dust from books, book shelves / book racks tables, chair, almirahs, and other furniture of the entire library and also mopping floors everyday in all floors of the library (in case of Central Library, Ground to 10th Floor).
3. The Libraries will provide all required cleaning materials, consumables and other articles required for the hygienic cleaning and dusting of the campus.
4. While performing the job, the Agency or its employees shall always act in a way so that no unreasonable embarrassment or inconveniences is caused to the users of the library.
5. The Agency and its employees shall work as per the direction of library authority.
6. Job specified should be done on every day. But if necessity arises any or all these job shall have to be performed on written or verbal instructions of the library authority.

CONTRACT PERIOD

- a) The contract shall be **valid for 3 (Three) years**, but the University reserves the right to curtail or to extend the validity of contract on mutually agreed terms and conditions for such period as may be agreed to.
- b) The University can terminate the contract with three-month notice in case the services are not found satisfactory. In such a case, the University will pay on actual work basis for the duration for which the services were used during the period in question.
- c) The Agency will be required to give three month's notice in writing of their intention to leave or discontinue their service. This contract can be terminated with a notice period of three months by the either side.

MONTHLY CHARGES

Monthly charges : Monthly charges of all the security and cleaning personnel(unskilled) deployed for the services shall be governed by the Minimum Wages, Act, 1948, Payment of Bonus Act, 1965, provisions of EPFO and ESIC. All statutory recovery & remittance with reporting requirements shall be taken care by the Agency.

The consolidated monthly charges paid to the Agency deployed will be in two parts - i) Service charge and ii) Security / Cleaning charge.

Service Charge will be determined on the basis of highest score on QCBS method and will be remain fixed for entire period of the contract.

Security / Cleaning charge is the minimum wage of the Security / Cleaning personnel as provided by order of the Finance / Labour Department, Govt. of West Bengal from time to time and their entitlements to E.S.I., E.P.F. and Bonus, as may be applicable, as laid down under G.O. No. 3790-F(Y), dated 21.07.2014 of the Finance(Audit) Department, Govt. of West Bengal. It will be variable according to the variation of minimum wages stipulated by the Finance / Labour Department, Govt. of West Bengal from time to time.

The bidder will be required to comply with the scope of the work as above.

ELIGIBILITY CRITERIA

Technical Criteria

Bidders have to comply all the following eligibility and technical requirements and they have to submit the required supporting documents along with their bids. No deviations are acceptable. The detailed format is attached at Annexure-VI. The bidder is to complete the same in all respect and submit accordingly.

- a) The bidder must have been registered on or before March 31, 2015 in the similar line of business. *A copy of incorporation/ establishment certificate is to be submitted.*
- b) The bidder must have a full-fledged service office at Kolkata. *A copy of the address proof is to be submitted.*
- c) The Bidder should be neither blacklisted by any Government Dept., nor is any criminal case registered/ pending against the bidder or its owner/ partners anywhere in India. *A duly completed notarized certificate to this effect is to be submitted as per Annexure-II.*
- d) The average annual turnover of the previous three financial years (2018-19, 2019-20 & 2020-21) should be at least Rs. 10.00 Crore. *Duly completed Annexure-III along with copies of duly signed profit & loss accounts and audited balance sheets are to be submitted.*
- e) The bidder should have experience of successfully completed housekeeping contracts during the last seven years in PSU/ Government Bodies/ Autonomous Bodies/ Multi National Company/ University/ Board/ Academic Institutions as follows:-
 - three similar contracts valuing not less than Rs. 1.0 Crore per annum; OR
 - two similar contracts valuing not less than Rs. 1.5 Crore per

annum; OR

- One similar contract valuing not less than Rs. 3.0 Crore per annum.

Duly completed Annexure-IV along with copies of work orders and work completion certificates issued by the clients are to be submitted. The work completion certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work.

- f) The bidder should have at least two number currently running and satisfactory performing contracts of similar work and among them, one must be in Kolkata or its adjacent areas (in Howrah and in North 24 Parganas and South 24 Parganas districts). (*Duly completed Annexure-V along with copies of work orders and performance certificates issued by the clients are to be attached.*)
- g) The bidder must participate as a single entity. No consortium or group of companies will be allowed. Any deviation from this will be considered as a breach of contract and ISI will have non-negotiable liberty to take necessary action against such activities.
- h) The bidder, if selected, shall be single point of contact with ISI and shall be solely responsible for the execution and delivery of the work.
- i) The bidder should have all relevant facilities and logistics available to execute the work.
- j) Any revelation at a later date regarding suppression of facts will be considered to be a breach of contract and the Institute will have full liberty to take appropriate action against the bidder concerned.

Technical Documents

Statutory Documents

Following documents are to be provided.

- a) Firm Incorporation/Establishment Certificate
- b) PAN details
- c) GSTIN (**The participant bidder or agency must submit a declaration mentioning that the GST payment has been up-to-date and there is no default of GST payment with duly signed supporting documents, failing which his or her tender will be rejected**)
- d) EPF Registration
- e) ESI Registration
- f) Labour License
- g) Address Proof of Bidder's Office in Kolkata.
- h) Fresh Solvency Certificate from scheduled or nationalized bank for at least Rs. 1.00 Crore.

Non-Statutory Documents

- a) Duly completed Annexure-I (Self-declaration for acceptance of all terms & conditions of tender documents)
- b) A duly completed Annexure-II (notarized certificate stating neither blacklisted nor having any criminal case registered/ pending against the bidder)
- c) A duly completed Annexure-III (annual turnover details) along with supporting documents
- d) A duly completed Annexure-IV (experience details) along with supporting documents
- e) A duly completed Annexure-V (running contact details) along with supporting documents

N.B.: If there is any deficiency in the Statutory or Non-statutory documents, the tender may be summarily rejected. During evaluation, the committee may summon bidders and seek clarification/information or additional documents or original hard copy of any of the documents already submitted. If these are not produced within the stipulated time frame, the bid may be liable for rejection.

Financial Bid Details

- a) Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information.
- b) **The consolidated monthly charges will be in two parts - i) Service charge and ii) Security / Cleaning charge.**
- c) **Bidder shall quote only the service charge on per head per month basis in the BOQ for overhead expenditure and the management fees which includes all the liabilities of the contractor such as cost of uniform, shoes, safety items whenever requires and identity cards of personnel deployed, etc. complete.**
- d) Conditional bids/offers will be summarily rejected.
- e) ***NIL or Negative service charge in BOQ shall be treated as unresponsive and shall be rejected.***
- f) **Vendor should quote only the service charge on per head per month basis in BOQ, mentioning of service charge anywhere else shall be liable for rejection.**
- g) **The bidder need not to quote the Security / Cleaning charge which is the minimum wage of the Security / Cleaning personnel as provided by order of the Finance / Labour Department, Govt. of West Bengal from time to time and their entitlements to E.S.I., E.P.F. and Bonus, as may be applicable, as laid down under G.O. No. 3790-F(Y), dated 21.07.2014 of the Finance(Audit) Department, Govt. of West Bengal.**

Even though bidders may satisfy the above requirements, they may be disqualified if

- a) they have made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document;
- b) there is any record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- c) confidential inquiry reveals facts contrary to the information provided by the bidder;
- d) confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

SUBMISSION OF TENDER

Instruction to Bidder

- 1 Bids for the tender are to be submitted through online mode to the website <https://wbtenders.gov.in> in two folders at a time for each work, one is Technical bid and other is Financial Bid, before the scheduled date and time using the Digital Signature Certificates.
- 2 Online bid submission (Bidder/Contractor) process is given in <https://wbtenders.gov.in> portal; please download the pdf file.

- 3 Possession of a valid DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies.
- 4 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the Portal.
- 5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6 The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.
- 7 The portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for ready reference.

The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.

Online Bid Submission Procedure

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

- *Packet-1:* Duly Completed Scanned PDF of Registration Certificate Details.
- *Packet-2:* Duly Completed Scanned PDF of PAN Card.
- *Packet-3:* Duly Completed Scanned PDF of GSTIN with declaration as mentioned in the Statutory documents.
- *Packet-4:* Duly Completed Scanned PDF of EPF Registration.
- *Packet-5:* Duly Completed Scanned PDF of ESI Registration.
- *Packet-6:* Duly Completed Scanned PDF of Labour License.
- *Packet-7:* Scanned PDF of Address Proof of Bidder's Office in Kolkata.
- *Packet-8:* Scanned PDF of Bank Solvency Certificate.
- *Packet-9:* Scanned PDF of this document (Modified NIT) (*duly signed and stamped on each page*).

Cover-2: The file should be saved in a PDF version and should comprise of the following items:

- *Packet-1:* Duly Completed Scanned PDF copy of Annexure-I.
- *Packet-2:* Duly Completed Scanned PDF copy of Annexure-II.
- *Packet-3:* Duly Completed Scanned PDF copy of Annexure-III with supporting documents.
- *Packet-4:* Duly Completed Scanned PDF copy of Annexure-IV with supporting documents.
- *Packet-5:* Duly Completed Scanned PDF copy of Annexure-V with supporting documents.
- *Packet-6:* Duly Completed Scanned PDF copy of Annexure-VI.
- *Packet-7:* Duly Completed Scanned PDF copy of Annexure-VII.

Cover-3: The BOQ should be downloaded from the website and should comprise of the following item:

Packet-1: Financial Bid in XLS version Filled with all relevant information.

EARNEST MONEY DEPOSIT

- a) The bidders need to submit EMD of Rs. 10,00,000/- (Rupees Ten Lakh only) through Bank Draft in favour of 'University of Calcutta' or through NEFT or RTGS or Bank Transfer at the given account as mentioned in the Portal along with their bids.
- b) Exemption of EMD will not be accepted in any case, failing which the tender will be rejected.**
- c) EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender.
- d) The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- e) No interest will be paid on the EMD (if any).

Action to be taken in the cases of suppression / distortion of facts

Submission of any false document by the bidders is strictly prohibited and in such cases, the concerned bid(s) shall be rejected.

EVALUATION OF BID

The Bidder would be selected on the basis of Quality and Cost Based Selection (QCBS) i.e. on the basis of ranking and evaluation of Technical and Financial Bids by the concerned Tender Committee of the University and Committee's decision would be final. The Committee will decide on the parameters to be used for determining the suitability and adequacy of the bids.

The process of selection of the successful bidder would be determined as under :

Stage – 1: Verification of Technical Eligibility (as per clause 6.1)

Only those bidders who satisfy the required technical criteria would be considered eligible for Stage – 2.

Stage – 2: Technical Criteria Evaluation (as per clauses 6.2.1 & 6.2.2)

Following parameters carrying 60 marks will be used to evaluate the Bidder's technical credentials.

Sl. No.	Particular	Marks Breakup		Allocation of Marks		
				Min.	Max.	Actual
1.	Firm's existence as per tender clause 6.1(a)	5 to 7 Years	5	5	15	
		> 7 to 10 Years	10			
		> 10 Years	15			
2.	Average annual turnover of the previous three	10 to 15 Crores	5	5	15	
		> 15 to 25 Crores	10			
		> 25 Crores	15			
3.	Number of years' experience in Providing	2 to 5 Years	5	5	15	
		> 5 to 10 Years	10			
		> 10 Years	15			
4.	Operational Contracts as per tender clause 6.2	2 to 3 Contracts	5	5	15	
		4 to 5 Contracts	10			
		> 5 Contracts	15			
Total Marks of Stage -2 Evaluation		Maximum Marks	60			
		Qualifying Marks	30			

Only those bidders who will score minimum 30 (out of maximum 60) in technical evaluation will be considered eligible for Stage – 3.

Stage – 3: Presentation of Technically Qualified Bidder's Office at Kolkata and a Client Site in Kolkata (Visit to Technically Qualified Bidder's Kolkata Office and a Client Site in Kolkata)

After the technical evaluation, the Tender Committee will go through the presentation of the Technically Qualified Bidder's Office at Kolkata and also of a Client Site

in Kolkata of Stage-2 qualified bidders to verify their claims and credentials to serve the Institute. The Tender Committee may inspect physically or otherwise as per their convenience to verify the presentations. Following parameters carry 40 marks will be used to evaluate the bidder's credentials based on the Kolkata office and site visit of the bidder.

Format for Evaluation of Bidder's Office and Client Site			
Sl. No.	Particulars	Allocation of Marks	
		Max.	Actual
1.	Status of Kolkata Office (10: if head office; 5: service office)	10	
2.	Quality of Housekeeping Service in client site	10	
3.	Maintenance of Equipments in client site	10	
4.	General Feedback of the Tender Committee	10	
Total Marks of Stage -3 Evaluation		Maximum Marks: 40	
		Qualifying Marks:20	

Total Marks on Technical Bid			
Sl. No.	Particular	Allocation of Marks	
		Max.	Actual
1	Total Marks in Technical Criteria (Stage-2)	60	
2	Total Marks in Site Visit (Stage-3)	40	
(Stage-2 + Stage-3) Marks		100	

Note: The bidders have to make necessary arrangements for the above mentioned visits on the prescribed date and time by the Housekeeping Tender Committee of the Institute.

The marks of technical evaluation is normalized in the scale of 10 as under :

$$\text{Technical Bid Score} = \frac{\text{Marks in Technical Bid obtained by the Bidder} \times 10}{\text{Highest marks of Technical Bid obtained by any Bidder}}$$

For example, consider total marks obtained in technical evaluation by three bidders A, B & C are as follows:

Bidde	Total Marks of Technical Evaluation
A	80
B	55
C	90

Then the technical scores for the bidders would be as follows:

Bidder	Technical Score (TS)
A	8.89
B	6.11
C	10.00

Stage – 4: Financial Bid Evaluation

The financial bids of bidders who have scored minimum of 50% marks in each of the stage - 2 and Stage-3 will be opened.

Note: Bidders quoting NIL or Negative Service Charges will be cancelled from the tendering process.

The financial bid (Service Charges) is mapped in the scale of 10 as under:

$$\text{Financial Bid Score} = \frac{\text{Lowest Service Charges Quoted by any Bidder} \times 10}{\text{Service Charges Quoted by the Bidder}}$$

For example, consider the three bidders A, B & C quoted the following rates for **Service Charges**

Bidder	Service Charges Quoted in Rs.
A	425
B	300
C	850

Then financial score of the bidders would be as follows:

Bidder	Financial Score (FS)
A	7.06
B	10.0
C	3.53

Stage-5: Combiner Score and Successful Bidder

The score of technical proposal would be given 60% weightage, and the financial proposal would be given 40% weightage. The weighted combine score combining technical bid score (TS) and financial bid score (FS) shall be used to rank the bidders on the basis of formula as given below:

$$\text{Combined Score} = 60\% * TS + 40\% * FS.$$

For the given example, the normalised Combined Score would be as follows:

Bidder	Technical Score (TS)	Financial Score (FS)	Combined Score (0.6*TS + 0.4*FS)	Remarks
A	8.89	7.06	8.16	Winner
B	6.11	10.	7.67	
C	10.00	3.53	7.41	

- The successful bidder will be the one who has the maximum combined score in Stage-5. (For the example, Bidder A will be the successful bidder with Service Charges 4.25%)
- The purpose of the five-stage selection process spelt out above is to get the services which combine optimally the quality and price.

IMPORTANT: The portal recommended L₁ bidder may not be the winner of the tender.

PAYMENT TERMS

- a) No advance payment will be made in any case.
- b) All deployed personnel should get the salary by 7th day of the month for the preceding month as per applicable value and for the maximum days applicable. The salary should be made direct to the employee's bank saving account and no other mode of payment is acceptable. Salary slips are to be provided to all the employees on monthly basis.
- c) The consolidated monthly charges which includes Service charge and Security / Cleaning charge (as stated in the 'Monthly Charges' para of this document) alongwith the statutory applicable taxes of the Govt., if any, will be paid to the Agency from the University on submission of original invoice based on the actual personnel supplied by the Agency.
- d) Following documents are to be supplied along with the Agency's invoice
 - individual payslip,
 - approved attendance sheet,
 - proof of salary payment,
 - authorized statutory challans viz PF, ESI, GST,
 - Order of Minimum Wages as declared by Govt of West Bengal (for every change).
failing which the bills will not be processed.
- e) If as a result of post payment audit any overpayment is detected in respect of any work done by the Agency or alleged to have done by the Agency under the tender, it shall be recovered by the University from the Agency.
- f) If any underpayment is discovered, the amount shall be duly paid to the Agency by the Institute.
- g) The Agency should make payment to the workers by 7th day of the month and there should be no linkage between this payment and settlement of the Agency's bill from the Institute.

TERMS AND CONDITIONS

1 . Awarding of Contract

University of Calcutta will award the contract to the successful bidder whose bid has been valued as per price and other criteria. University of Calcutta reserves the right not to accept the lowest price bid without assigning any reason whatsoever and the bidder will not challenge such decision in any forum whatsoever. University of Calcutta also reserves the right to split the order and / or drop any line item as per requirement.

2 . Amendment of Invitation

University of Calcutta reserves the right to add / modify/delete any portion of this document by issuance of a Corrigendum, at any time 1 day prior to the deadline for submission of proposals that would be published on the website. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

3 . Amendment of Proposals

In order to allow the prospective Bidders reasonable time to make amendment(s) in their proposals, the University of Calcutta may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on the University of Calcutta.

4 . Rejection of Bid

Any deviation will make the bid liable to rejection.

5 . Bid validity : 180days

6 . Discrepancies and Adjustment thereof

In the case of discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder, shall be taken as correct. In the case of discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm.

7 . Disputes and Arbitrations

In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said disputed difference shall be referred to the sole arbitration of University of Calcutta or any other person appointed by the University of Calcutta. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred to vacates his office by way of resignation or otherwise or refuses to do works or neglects his work or being unable to act as arbitrator for any reason whatsoever, the University of Calcutta shall appoint another person to act as the arbitrator in the place of the outgoing arbitrator and the person so appointed shall be entitled to proceed further with reference from the stage at which it was left by the predecessor. The bidder shall have no objection in any such appointment in that the arbitrator so appointed is an employee of the University of Calcutta. The adjudication of such arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re- enactment thereof or any rules made there under. The arbitration shall be held in Kolkata only.

8. Deployment time period

All the Security / Cleaning personnel must be deployed by the Agency within 15 days from the date of issuance of the Work Order by the University Librarian.

9. Deployment Locations of Security Guard (unskilled) and Cleaning Personnel (unskilled)

Name of the Central, Campus, Departmental Libraries
Central Library, College Street Campus
Technology Campus Library, Salt Lake
Rajabazar Campus Library, Rajabazar
TPSP Digital Library, Bullygunge Campus
Alipur Campus Library, Alipur
Law Campus Library, Hazra Road
Library of the Department of Economics, B.T. Road
Library of the Department of Home Science, Judges Court Road
Library of the Department of Jute & Fibre Technology, Bullygunge

Total Nos. of Security Guard (unskilled) required = 48 Nos.

Total Nos. of Cleaning Personnel (unskilled) required = 42 Nos.

10. Payment & other Terms and conditions

The monthly bill in triplicate is to be raised by 10th of every month and submitted to the University Librarian. Payment will be made on the basis of the monthly attendance sheet certified by the controlling officer of the University Library of the respective campuses or head of the department of the concerned departmental libraries.

- a) One day in any period of seven days as may suit the local convenience shall be the day of weekly rest. A normal working day shall consist of eight and half hours of work including interval for half-an-hour for rest.
 - b) Pro-rata deduction will be made in case of absence of any manpower at any day. To arrive at daily rates, monthly rates will have to be divided by 26 and to be rounded off to the nearest rupee and to arrive at weekly rates, daily rates will have to be multiplied by 6. Payment will not be deducted on University holidays.
 - c) The personnel to be deployed must be experienced and possess reading and writing ability. The name and full contact address with recognised identity of the engaged personnel are to be submitted to the University. The Agency will be required to take appropriate action with the police as required under laws. All statutory obligations are required to be made by the Agency.
 - d) All the Labour Laws/ Enactments imposed by the Government from time to time must be complied by the Agency in respect of his or her personnel wherever applicable.
 - e) The Agency shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour Regulation & Abolition Act 1970), EPF, ESI etc. with regard to the personnel engaged by him for works. It will be the responsibility of the Agency to provide details of manpower deployed by him, in the Library and to the Labour Department.
 - f) The Agency shall be liable and responsible to provide all the benefits viz. Professional Tax, Provident Fund, ESI, Bonus, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by competent authority against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month.
 - g) The consolidated monthly charges which includes Service charge and Security / Cleaning charge (as stated in the 'Monthly Charges' para of this document) alongwith the statutory applicable taxes of the Govt., if any, will be paid to the Agency from the University on submission of original invoice based on the actual personnel supplied by the Agency.
 - h) The Agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The University shall, in no way be responsible for settlement of such issues whatsoever.
 - i) The University shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
 - j) All liabilities arising out of accident or death of the personnel(s), deployed by the Agency in the Library premises, while on duty shall be borne by the Agency.
 - k) The antecedents of staff deployed shall be got verified by the Agency from local police authority and an undertaking in this regard to be submitted to the University.
-

- l) The Agency shall withdraw such employees who are not found suitable for any reasons immediately on receipt of such a request by the Library Authority and a replacement of same category have to be made immediately within maximum period of 3 days.
- m) The Agency shall ensure that the personnel deployed are medically fit. The agency shall withdraw such employees who are not found medically suitable by the office immediately on receipt of such a request by the University.
- n) The personnel deputed to Library shall not ordinarily be changed by the agency without advance intimation to the Library Authority, in any circumstances unless there is a specific request from the Library Authority.
- o) The Agency has to provide the photo identity cards to the persons deployed by them for carrying out the work. These cards are to be constantly displayed & in case of loss of photo ID card a report is to be lodged with local police station in addition to intimation to the University by the respective worker.
- p) The Agency's personnel working in the libraries of the University should be very polite, cordial, positive and efficient while handling the assigned work. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
- q) The Agency will have to remove from the office any debarred person(s) or who is found incompetent or for his/her/their misconduct and the Agency shall forthwith replenish such requirements.
- r) The Agency shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the University authority.
- s) The Agency's personnel shall not divulge or disclose to any person any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.
- t) The Agency shall not deploy any sub-contractor or transfer the contract to any other person / Agency in any manner.
- u) The personnel deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services from the University Authority.
- v) The personnel engaged by the Agency shall be the liability of the Agency and it shall be the duty of the Agency to pay their wages every month, in time.
- w) **Agitation or indiscipline attitude of the Agency's personnel in the campus will not be allowed in future. In this respect the agency will be liable and responsible only to maintain peace and safety, security of the campus. Failing which strong disciplinary action will be taken upon the agency and his or her tender agreement may be terminated. In this respect, the decision of the University Authority will be final.**

11. Termination of contract

University authorities reserve the right to terminate the contract without showing any reason in case of deterioration of services.

[ANNEXURE - I](#)
UNDERTAKING

To
The University Librarian
University of Calcutta
87/1, College Street, Kolkata-700073

Date:

Ref: - Tender No. L/16/22/21-22 dated
28.05.2021

(Notice Inviting Tender for engagement of
Security Guard(unskilled) and Cleaning
Personnel(unskilled) in the Central, Campus
and some departmental libraries of the
University of Calcutta)

Sir,

1. I/we hereby submit our tender for engagement of Security Guard(unskilled) and Cleaning Personnel(unskilled) in the Central, Campus and some departmental libraries of the University of Calcutta along with other required documents.
2. I/we submit **EMD** through NEFT or RTGS or Bank Transfer.

Particular	Amount	Transaction No. & Date	Bank Name
EMD	Rs.10,00,000/-		

3. This is to certify that I/we before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
4. I/we shall provide trained Security Guard(unskilled) and Cleaning Personnel(unskilled). Full manpower will be engaged on daily basis for the Services sought under this contract as per given schedule or as per instructions issued by the Central Library of the University.
5. I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.
6. I/we agree that the payment will not be made for the work not carried out in any of the above areas.
7. I/we agree to pay minimum wages, bonus, EPF, ESI, and other statutory payments on or before 10th day of every month.
8. Substitute Security Guard(unskilled) and Cleaning Personnel(unskilled) will be made available as and when required. Extra manpower if any called during conference/ meetings etc. will be provided on 24 hours' notice.
9. Two sets of uniforms, identity card and one pair of shoes will be issued to all the Security Guard(unskilled) and Cleaning Personnel(unskilled) within 15 days of award of work and it will be replaced as and when required and all the expenditure will be borne by me/us.
10. I/we abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Bonus, PF, ESI, uniform and other allowance thereof and any other charges applicable from time to time. I/we will time and shall be fully responsible for any violation.

Thanking you
Yours faithfully,

(Authorized Signatory with Seal)

Name:

Designation:

Contact No.:

ANNEXURE - II

NOTARIZED AFFDAVIT
(to be provided on letter head of the Bidder)

Ref : - Tender No. L/16/22/21-22 dated 28.05.2021

(Notice Inviting Tender for engagement of Security Guard(unskilled) and Cleaning Personnel(unskilled) in the Central, Campus and some departmental libraries of the University of Calcutta)

I hereby certify that the our firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Place:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

ANNEXURE – III

ANNUAL TURNOVER DETAILS

Ref : - Tender No. L/16/22/21-22
dated 28.05.2021

(Notice Inviting Tender for engagement of Security Guard(unskilled) and Cleaning Personnel(unskilled) in the Central, Campus and some departmental libraries of the University of Calcutta)

Bidder's Annual Turnover for last three Financial Years		
Sl. No.	Financial Year	Turnover in Rs.
1	2020-21	
2	2019-20	
3	2018-19	

Note: Supporting documents (copies of duly signed profit & loss accounts and audited balance sheet) are to be attached along with the Annexure-IV.

Date:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

Place:

ANNEXURE - IV

EXPERIENCE DETAILS

Ref : - Tender No. L/16/22/21-22 dated 28.05.2021

(Notice Inviting Tender for engagement of Security Guard(unskilled) and Cleaning Personnel(unskilled) in the Central, Campus and some departmental libraries of the University of Calcutta)

List of Completed Housekeeping Service Contracts					
Sl. No.	Name of the Client with contact details	Order No. & Date	Duration		Contract Value
			From	To	
1					
2					
3					
4					
5					

Note: Supporting documents (work order and work completion certificate issued by the clients) are to be attached along with the Annexure-III.

Date:



Authorized Signatory

Name:

Designation:

Contact No.:

Email:

Place:

ANNEXURE - V
RUNNING CONTRACT DETAILS

Ref : - Tender No. L/16/22/21-22 dated 28.05.2021

(Notice Inviting Tender for engagement of Security Guard(unskilled) and Cleaning Personnel(unskilled) in the Central, Campus and some departmental libraries of the University of Calcutta)

Sl. No.	Name of the Client with Contact Details	Order No. &	Contract Value
1			
2			
3			
4			

Note: Supporting documents (work order issued by the clients and performance certificate from clients) are to be attached along with the Annexure-V.

Date:

Place:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

ANNEXURE - VI
ELIGIBILITY AND TECHNICAL COMPLIANCE SHEET

Ref: - Tender No. L/16/22/21-22 dated 28.05.2021

(Notice Inviting Tender for engagement of Security Guard(unskilled) and Cleaning Personnel(unskilled) in the Central, Campus and some departmental libraries of the University of Calcutta)

Sl. No.	Particulars	Compliance by the Bidder (Yes /
1	Scope of Work as per tender document	
2	Tender Fee and EMD as per tender document	
3	Incorporation/Establishment Certificate as per tender document	
4	PAN Card as per tender document	
5	GST Registration Certificate as per tender document	
6	EPF Registration as per tender document	
7	ESI Registration as per tender document	
8	Labour License as per tender document	
9	Address Proof of Kolkata Office as per tender document	
10	Bank Solvency Certificate as per tender document	
11	Undertaking as per tender document [Annexure-I]	
12	Certificate as per tender document [Annexure-II]	
13	Annual Turnover details as per tender document [Annexure-III]	
14	Signed Profit & Loss Accounts and Audited Balance Sheets of previous three years as supporting documents of Annexure-III	
15	Experience details as per tender document [Annexure-IV]	
16	Work Orders and Work Completion Certificates as supporting documents of Annexure-IV	
17	Running Contract as per tender document [Annexure-V]	
18	Work Orders and Performance Certificates as supporting documents of Annexure-V	

Date:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

Place:

ANNEXURE - VII

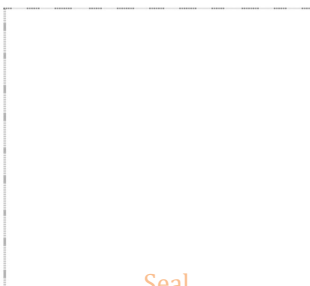
COMPANY PROFILE

Ref : - Tender No. L/16/22/21-22 dated 28.05.2021

(Notice Inviting Tender for engagement of Security Guard(unskilled) and Cleaning Personnel(unskilled) in the Central, Campus and some departmental libraries of the University of Calcutta)

Name of the Party		
Date of Incorporation/ Establishment		
PAN Number		
GST Identification Number		
EPF Registration		
ESI Registration		
Labour License		
Office Postal Address		
Local (Kolkata) Office Address		
Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	
Contact Details of the In-charge of Kolkata Office	Name	
	Designation	
	Email	
	Phone	

Date:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

Place: