



**विज्ञान नगरी, जे. बी.एस. हलडेन एवेन्यु कोलकाता में रखरखाव, स्वच्छता और हाउसकीपिंग सेवाओं के लिए ई-निविदा दस्तावेज**

**E-TENDER DOCUMENT FOR PROVIDING “UPKEEPING, SANITARY AND HOUSEKEEPING SERVICES IN SCIENCE CITY, J.B.S. HALDANE AVENUE, KOLKATA-700046.”**

**विज्ञान नगरी**

**Science City**

(राष्ट्रीय विज्ञान संग्रहालय परिषद)

(National Council of Science Museums)

संस्कृति मंत्रालय, भारत सरकार

Ministry of Culture, Government of India

जे. बी.एस. हलडेन एवेन्यु, कोलकाता - 700046

**J B S Haldane Avenue, Kolkata 700046**

**E-TENDER NO: SCCY-13023/30/ UPKEEP/2018**

## **INSTRUCTIONS TO THE TENDERERS/BIDDERS FOR E-SUBMISSION OF BIDS ONLINE THROUGH E-PROCUREMENT SITE <https://eprocure.gov.in/eprocure/app>**

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This tender document has been published on the Central Public Procurement (CPP) Portal (URL: <https://eprocure.gov.in/eprocure/app>). The tenderers /bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the tenderers/bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

### **REGISTRATION:-**

- 1) Tenderers/bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link **“Click here to Enrol”** on the CPP Portal. Enrolment is free of Charge.

As part of the enrolment process, the tenderers/bidders will be required to choose a unique username and assign a password for their accounts.

Tenderers/bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for communication from the CPP Portal.

Upon enrolment, the tenderers/bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

Only one valid DSC should be registered by tenderers/bidders. Please note that the tenderers/bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

Bidder then logs in to the site through the secured log-in by entering their user ID & password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS:-**

- (a) There are various search options built in the CPP Portal, to facilitate tenderers/bidders to search active tenders by several parameters. These parameters could include organization name, location, date, value, etc. There is also an option of **‘Advanced Search’** for tenders, wherein the tenderers/bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- (b) Once the tenderers/bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the tenderers/bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- (c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS:-**

- (a) Tenderer/bidder should take into account any corrigendum published on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the

documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and contents of each of the document that need to be submitted.

- (b) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally they can be in PDF / XLS / RAR / DWF formats as mentioned. **Bid documents may be scanned with 100 dpi with black and white option.**
- (c) To avoid the time and efforts required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the tenderers/bidders. Tenderers/bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting the bid just by tagging and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS:-**

- 1) Tenderer/bidder should log into the site well in advance for bid submission so that he/she up loads the Bid in time i.e. on or before the bid submission time as per the system. Bidder will be responsible for any delay due to other issues.
- 2) Tenderer/bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Tenderer/bidder has to select the payment option as "offline" to pay the Tender Fee & EMD and enter details of DD/any other accepted financial instrument.
- 4) Tenderer/bidder should prepare the TENDER FEE & EMD instrument as per the instructions specified in the tender document. Scanned copy of DD/any other acceptable financial instrument as mentioned towards EMD & Tender Fee should be uploaded while online submission of the tender and the original should be posted/couriered/given in person to the Tender Processing Section latest by the last date and time of bid submission or as specified in the tender documents. The details of the DD/any other accepted financial instrument, physically sent, should tally with the details available in the Scanned copy and the data entered during bid submission time otherwise the Tender will be summarily rejected.
- 5) The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the tenderers/bidders. The bidder should ensure that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- 6) Tenderers/bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. The price bid has been given as a standard **Offer Sheet** in .xls format with the tender document, which is to be downloaded and to be filled by all the tenderers/bidders.

Tenderers/bidders are required to download the **Offer Sheet** file, open it and complete the **green coloured (unprotected)** cells with their respective financial

quotes and other details (such as name of the Tenderer/bidder). No other cells should be changed. Once the details have been completed, the tenderer/bidder should save it and submit it online, without changing the filename. If the **Rate Quote Sheet** file is found to be modified by the tenderer/bidder, the bid will be rejected. In e-Tendering, intending tenderer/bidder can quote their rate in figures only. The total amount is generated automatically. Therefore, the rate quoted by the tenderer/bidder in figures shall be taken as correct. The Comparative Statement is also generated automatically by the system. The Comparative Statement and rate quoted by each tenderer/bidder shall be downloaded.

**The manual calculation check of tenders/bids and Comparative Statement, shall be final. In case, any discrepancy is noticed, the decision of appropriate authority of Science City shall be final and binding.**

- 7) The server time (which is displayed on the tender's/bidder's dashboard) will be considered as the standard time for referring the deadlines for submission of the bids by the tenderers/bidders, opening of bids etc. The tenderers/bidders should follow this time during bid submission. The tenderers/bidders are requested to submit the tenders/bids through online e-tendering system to the **Tender Inviting Authority (TIA)** well before the bid submission end date & time (as per Server System Clock).
- 8) All the documents being submitted by the tenderers/bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized tender/bid openers.
- 10) Upon the successful and timely submission of tenders/bids, the portal will give a successful tender/bid submission message & a tender/bid summary will be displayed with the NIT/tender/bid no. or Name of Work and the date & time of submission of the tender/bid with all other relevant details.
- 11) The tender/bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any tender/bid opening meetings.

**ASSISTANCE TO TENDERERS/BIDDERS:-**

- (a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the  
**Tender Inviting Authority (TIA),  
Science City, J.B.S Haldane Avenue, Kolkata-  
700046, Fax No.033-22859895,  
Website: [www.sciencecitykolkata.org](http://www.sciencecitykolkata.org),  
Email: [sctycal@cal.vsnl.net.in](mailto:sctycal@cal.vsnl.net.in) / [sctyncsm1@gmail.com](mailto:sctyncsm1@gmail.com)**
- (b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk Ph. **1800-3070-2232.**

**NOTICE INVITING e-TENDER (e-NIT)**

**No. SCCY-13023/30/UPKEEP/2018**

**Dated 10.07.2018**

**Science City, Kolkata** is a constituent unit of the National Council of Science Museums, Kolkata\* (\*hereinafter referred to as the Science City).

**General terms & Conditions:-**

1. Online e-tenders are hereby invited from reputed, capable and experienced agencies for providing 'Upkeeping, Sanitary and Housekeeping services at Science City, J.B.S Haldane Avenue, Kolkata-700046, on contract basis on payment of **monthly lump sum composite charges for the number of personnel to be deployed as per the departmental estimate as per Govt. of India prescribed rates separately indicating (a) GST component as applicable and (b) Service Charges of the agency. The tenderer should fulfil the following eligibility criteria:-**
  - (i) Should be either registered as a Company under Companies Act 1956/2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for not less than five years as on 30.06.2018. Should be in possession of (a) Trade License (b) PAN Card [in the name of firm/agency or proprietor]: (c) EPF/ PF Registration (d) ESI Registration (e) P-Tax registration (f) Registration under the Shops & Establishment Act (g) GST Registration. The Registered Office or one of the Branch Offices of the tenderer should be located in and around Kolkata. The agency or any of its Partners/Directors etc should not have been black listed/ debarred by any of the government agencies or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including PF/ESI authorities. Further no past contract of such agency should have been terminated in the past 3 years on account of violation of laws or deficiency of services or breach of contract **(To be submitted in bidder's/tenderer's letterhead as per annexure VII).**
  - (ii) Minimum 05 (Five) years experience in executing similar kind of Upkeeping, Sanitary and Housekeeping related jobs in Central Government/ Central Autonomous Bodies/ State Govt/ Central Public Sector Undertakings / Corporate bodies. Tenderer shall attach list of such organizations with contract nos. where the Agency is currently providing/ has earlier provided this kind of service and copies of work order/completion certificate shall be submitted in support of their claim **(To be submitted in bidder's/tenderer's letterhead as per annexure VIII).**
  - (iii) **Minimum annual turnover of Rs. 2 Cr. (Rupees Two Crores) per year during the last 3 (three) financial years.[Tenderer shall attach relevant documents (audited report trading, P/L & BS from authorised Chartered Accountant) as proof with the Technical bid].**

(iv) The Tenderer should meet **any one of the three criteria** as under:

a. Currently providing / earlier provided successfully ONE similar Upkeeping, Sanitary and Housekeeping related services having annual value not less than Rs. 50 Lakh in any Departments/ Autonomous Institutions /Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities/Corporate Sectors during last three financial years.

OR

b. Currently providing / earlier provided successfully TWO similar Upkeeping, Sanitary and Housekeeping related services having annual value not less than Rs. 25 Lakh in any Departments/ Autonomous Institutions/Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities/ Corporate Sectors during last three financial years.

OR

c. Currently providing / earlier provided successfully THREE similar Upkeeping, Sanitary and Housekeeping related services having annual value not less than Rs. 15 Lakh in any Departments/ Autonomous Institutions/ Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities/ Corporate Sectors during last three financial years.

2. The place of work shall be Science City, J.B.S Haldane Avenue located at Kolkata-700046.

3. Important information & dates

EMD Amount	₹ 50,000/-
Cost of tender document/ Tender Fee	₹ 500/-
Tenure and validity	Initially 03 months on trial basis, there after 09 months subject to satisfactory performance of the Agency. The contract may be renewed on year-to-year basis, on the satisfactory performance and services for a maximum period of 03 years including trial period of 03 months, at the discretion of the Science City, Kolkata.

Bid Document Publishing Date & Time	10.07.2018 at 5.00 P.M
Bid Document Download Start Date & Time	11.07.2018 at 9.00 A.M
Bid Document Download End Date & Time	As per system generated
Pre Bid Meeting	17.07.2018 at 03.00 PM
Bid submission Start Date & Time	23.07.2018 at 11.00 A.M
Bid submission End Date & Time	31.07.2018 at 12.00 Noon
Bid Opening (Technical) Date & Time	01.08.2018 at 1.00 P.M.

4. The intending tenderers/bidders must read the terms and conditions of the contract carefully. They should submit their bid only if they consider themselves eligible as per the laid down criteria and if they are in possession of all the documents/registrations required.
5. Information and Instructions for tenderers/bidders posted on website shall form a part of the bid document.
6. The bid document consisting of guidelines for Upkeeping, Sanitary & Housekeeping services, job requirement to be fulfilled and the set of Terms and Conditions of the contract to be complied with and other necessary documents can be seen and downloaded from <https://eprocure.gov.in/eprocure/app>.
7. Out of the online bid documents submitted by intending tenderers/bidders, the technical bids of only those tenderers/bidders shall be opened, who have deposited e- tender document fee & Earnest Money Deposit as specified above duly scanned, uploaded and found in order. The financial bids of only those tenderers/bidders whose Technical Bids are found to be in order and accepted shall be opened by the Tender Evaluation Committee (TEC) authorised for the purpose.
8. Those agencies not registered on the website mentioned above, are required to get themselves registered beforehand.
9. The intending tenderer/bidder must have valid Class II or Class III Certificates with signing key usage (DSC) to submit the bid.

10. The e-Tenders are invited under two envelopes system. The first electronic envelope will be named as Technical Bid Envelope & will contain documents of tenderer's/bidder's satisfying the eligibility conditions, scanned copies tender document fees and EMD, NIT, work plan for execution of Upkeeping, Sanitary and Housekeeping related services etc. and the second electronic envelope will be named as Financial Bid Envelope containing Rate Quote Sheet with detailed break up of composite annual service charges corresponding to the work plan for execution of required services / contract. The bidder shall submit **TECHNICAL BID ENVELOPE** and **FINANCIAL BID ENVELOPE** simultaneously. The technical bids will be evaluated first and there after financial bids of only eligible tenderers/bidders shall be opened. These envelopes shall contain one set of the following documents:-

- a) **TECHNICAL BID ENVELOPE** shall contain the following documents:
- i) Scanned copy of Demand Draft/Pay order or Banker`s Cheque of any Nationalised/ Scheduled Bank towards **Tender Document Fee** in pdf format in favour of **Science City** payable at **Kolkata**.
  - ii) Scanned copy of Demand Draft/Pay order or Banker`s Cheque of any Nationalised/ Scheduled Bank towards **Earnest Money Deposit (EMD)** in pdf format in favour of **Science City** payable at **Kolkata**.

**(Physical Demand Draft at Sl. (i) and (ii) may be submitted to Science City and hard copy of complete Notice Inviting E-Tender endorsing signature and rubber seal of the agency on all the pages on or before 31.07.2018)**

- iii) Scanned copy of Enlistment Order/Registration certificate with appropriate Authority/necessary license as required under the contract labour (Regulation & abolition) Act 1970 or any other act as applicable in pdf format.
- iv) Scanned copies for the proof of eligibility as per Clause No.1(i, ii, iii & iv) and Annexure-VI of Upkeeping, Sanitary and Housekeeping services EXPERIENCE CERTIFICATES/ CONTRACT EXECUTION CERTIFICATE along with **Work Order/Letter of Intent** issued by Govt./ Semi-Govt./ Autonomous/ PSUs / Corporate Sectors and/ with appropriate Authority as per the e-NIT in PDF format.
- v) Scanned copy of undertaking (as per Annexure-“I”) duly signed with agency seal in PDF format.
- vi) **Work plan in PDF format digitally signed showing the deployment pattern of Upkeeping, Sanitary and Housekeeping personnel and how the agency proposes to judiciously render Upkeeping, Sanitary and Housekeeping related services under this contract.**
- vii) **Scanned copies of PAN Card, GSTIN Certificate, Income Tax Returns for last three years and Trade License in PDF format.**

- b) **FINANCIAL BID ENVELOPE** shall contain:



- (i) Rate Quote Sheet in .XLS format.
- (ii) Agency should, furnish, scanned copy of complete break up of their rates showing how they will comply with the minimum wages and other statutory regulations like Basic, VDA, ESI, EPF, Bonus, paid National Holiday, etc and the lump sum composite charges for the number of personnel to be deployed as per the rate prescribed by Govt. of India from time to time separately indicating (a) GST component as applicable and (b) Service Charges of the agency in PDF format with signature & seal. **In the absence of this break up, their tender is liable to be rejected.**
11. E-tenders which do not fulfil any of the above conditions or are incomplete in any respect are liable for **summary rejection**.
12. The Science City does not bind itself to accept the lowest e-tender/bid and has the right to reject or accept any or all the e-tenders/bids; received without assigning any reason whatsoever and it shall remain final and binding on the tenderers / bidders.
13. Canvassing in connection with e-tenders/bids is strictly prohibited and the e-tenders/bids submitted by the tenderers/bidders that resort to canvassing will be liable for rejection on that ground alone.
14. E-tenders incorporating **additional conditions or with deviations from the conditions of contract, the bid not meeting any other requirements stipulated in the e-tender are liable to be rejected.**
15. The tenderer(s) **must declare** in writing that neither he /she nor any of their Directors/Partners are in anyway related to any officer in the National Council of Science Museums, Kolkata, or any of its constituent units as per the format given in **Annexure – I**.
16. Apart from GST as specified above any other tax in respect of this contract will be reimbursed as per the applicable rates that may be prescribed by the Government of India from time to time.
17. Before submitting the e-tender, the tenderer shall assess the quantum of subject services involved after going through the scope of job requirement of Upkeeping, Sanitary and Housekeeping services and conditions of contract and inspect the site, if necessary. No claims for additional payments would be entertained arising out of contractor's ignorance of site conditions.
18. For the purpose of opening of the e-tenders/bids as described in Clause 10 of the Notice Inviting e-tender, it is clarified that only on receiving the (i) **Tender document Fee** and (ii) **EMD, physically in the Science City, Kolkata together with duly signed and stamped copy of the e-tender document** before the bid opening date, the **Technical Bid Envelope** will be opened. After the authority of Science City is satisfied that the documents in the Technical

Bid Envelope are in order, the **FINANCIAL BID ENVELOPE** shall be opened, subsequently by the duly constituted Tender Evaluation committee (TEC) of the Science City. The date, time and venue of opening of Financial Bids shall be published on the CPP portal later.

19. It may be noted that the Technical Bid Envelope which are not found in order as per the requirement of Science City, Kolkata shall be summarily rejected and the decision of the Science City shall be final and binding.
20. Earnest Money is liable to be forfeited if the successful e-tenderer/bidder selected for the Upkeeping, Sanitary and Housekeeping fails to take up the work and sign the formal agreement within 07 days from the date of issue of Letter of Intent to them by the Science City.
21. The successful tenderer will be awarded the services of Upkeeping, Sanitary and Housekeeping by the Science City and given stipulated time which shall be counted from the date of issue of the LOI. During this intervening period, the successful tenderer shall check the work plan / job requirement, visiting hours, visitors' footfall and occupancy rate of different facilities etc. of Science City. The successful tenderer shall also mobilise all its resources including Conservancy personnel, consumable, gadgets and stationery items etc. and sign an Agreement with Science City in approved format on a non-judicial stamp paper of appropriate value.
22. The validity period of the e-tender shall be **03 (THREE)** months from the date of opening of e-tenders. This period may be extended suitably if the decision regarding issue of Letter of Intent is delayed for any reason.

## Appendix to NIT

### 1. SUMMARY OF CONDITIONS OF CONTRACT

Tenure of the Contract	:	Initially 03 months on trial basis there after 9 months subject to satisfactory performance and services of the Agency. The contract may be renewed on year-to-year basis for a maximum period of 03 years including trial period at the discretion of the authorities of Science City.
Tender Fee to be deposited with the e-tender	:	₹ 500/-
Earnest Money to be deposited with the e-tender	:	₹ 50,000/-
<b>2. DEPOSIT / RETENTION MONEY</b>	:	Minimum 1/10 of the annual Value of Contract subject to a maximum of ₹15,00,000/-
Process of submitting the GST compliant bill supported with relevant challans etc. by the successful tenderer	:	Monthly basis duly certified by authorized representative of Science City.

## GENERAL CONDITIONS OF CONTRACT

1. The Agency must note that ***there will be no revision in the service charges of the agency during the entire period of contract.*** However, ***in case of revision of minimum wages or any other statutory charges made by the Government of India, the lump-sum composite service charges shall be revised to that extent of the liabilities arising on that account only.***
2. The Agency must have a local office with a regular telephone and other means of communication like fax/e-mail etc, both in the office as well as in the residence(s), of Partners/Directors.

### RESPONSIBILITIES OF THE AGENCY:-

3. The Agency shall ensure that all statutory wages and allied benefits like P.F., Bonus, ESI etc., as are prescribed by the Government of India from time to time, are paid to personnel deployed for the purpose of this contract. The Agency shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Govt. of India for this purpose and shall also remain liable for any contravention thereof. The Agency shall have to abide by the minimum wage legislations and must pay minimum wage as per law to the personnel deployed by them for the purpose at any time in the premises of Science City.

**Bonus shall be paid once in a year against submission of reimbursement claim supporting with muster roll authenticating its disbursement.**

4. The Agency shall quote their rates based on the rates of minimum wage applicable as per Govt. of India only. The Agency shall submit the proof of having deposited the amount of contributions ***claimed by them on account of ESI and EPF towards the persons deployed at the Science City in their respective names each month while submitting their GST compliant bills for the subsequent month. In case the Agency fails to do so, their bills will be withheld till submission of required documents. Copies of the quarterly, half-yearly & annual returns of GST, ESI, EPF and Professional Taxes shall be submitted after its submission to the concerned authorities.***
5. The Agency shall pay wages to the personnel deployed by them through the respective Bank Accounts latest by the 7<sup>th</sup> of every month and shall produce copy of acquaintance roll and bank remittance statement every month along with their bill for the relevant month.
6. **A Security deposit of minimum  $\frac{1}{10}$  of the annual value of contract, subject to a maximum of ₹ 15.00 lakh payable** in the form of a demand draft/pay order drawn in favour of 'Science City, Kolkata', is to be deposited by the Agency to cover the risk or any loss ***caused to the Science City due to fraud, theft, pilferage due to the negligence on the part of the agency.*** In the event of any such occurrence and/or breach of contract, the amount of compensation, as assessed by the Science City shall be recovered either from the bill for monthly service charges due to the Agency or from their deposit at the discretion of the competent authority of Science City.
7. During the period of this contract, the Agency shall provide proper and adequate service and perform their duties diligently, honestly and to the entire satisfaction of the Science City. The Agency shall constantly keep in touch with the Science City regarding their Upkeeping, Sanitary and Housekeeping services and abide

by all instructions and directives issued by the authority of the Science City in this regard.

***The Agency shall provide necessary superintendence during the execution of the Upkeeping, Sanitary and Housekeeping related assignment for proper fulfilment of their obligations under the contract***

8. ***The agency shall maintain all relevant registers/documents in the premises of the Science City which may have to be presented for inspection by the concerned Labour Authorities. The agency shall also put up a notice board displaying the minimum wages prescribed by the Government of India from time to time.***
9. The Agency shall ensure compliance of all Acts, Rules and statutory orders in force with regard to deployment of their staff in the premises of the Science City for the purpose of this contract and shall keep the Science City indemnified against any liabilities arising out of non-compliance of any of the Acts, Rules or Orders on their part or any liability, claims, losses or damages sustained by them for reasons of any breach of contract, wrongful act or negligence of the agency or any of its personnel engaged for the purpose of this contract.
10. The Agency shall not deploy any unfit persons (or person having any contagious disease) or person above 60 years of age for **Upkeeping, Sanitary and Housekeeping** services in the Science City. In this regard, agency shall submit annual return to the Science City authority in respect of age/date of birth and medical fitness of their deployed **Upkeeping, Sanitary and Housekeeping** personnel. The person(s) found medically unfit / physically deteriorated from the specified standard at any point of time will not be allowed to perform duties and the agency will be responsible to replace such person within 24 hours.
11. The Agency shall ***make periodical Police verification of the particulars of their personnel deployed and*** issue proper identity cards to ***those*** employees ***who are*** deployed ***by them*** at any point of time for the purpose of this contract in order to facilitate verification of their identity by the Science City. They shall always wear the identity card while inside the premises of the Science City.
12. The agency shall maintain complete official records of disbursement of wages/salary showing specifically details of all deduction such as ESI, EPF, P.Tax etc. in respect of all the persons deployed in the premises of Science City. The agency shall maintain a personal file in respect of all its persons, who are engaged for the purpose of this contract. The personal file shall consists of personal details such as name, address, date of birth, residential address and all grievances recorded by the persons viz-a-viz action taken etc.
13. The Agency shall be liable to comply with the directions of the Science City, to remove within 24 hours of receipt of such direction, any member of their staff deployed for the purpose of this contract and shall make immediate necessary alternative arrangements to ensure proper and adequate services.
14. All Upkeeping, Sanitary and Housekeeping personnel deployed by the agency in the Science City shall be in proper uniform. The agency shall at their cost supply uniform and other accessories required for carrying out the Upkeeping, Sanitary and Housekeeping services.

15. The Agency on completion of the specified term of contract or on termination of the contract shall peacefully vacate the premises of the Science City and remove all their persons and materials from the campus after handing over the charge to the new agency.
16. The Agency shall be responsible for observance and compliance of different industrial laws as in force and they shall ensure that no demonstration/agitation of any kind takes place inside or near the premises of the Science City by Upkeeping, Sanitary and Housekeeping personnel engaged by the Agency.
17. The Science City shall have no responsibility for providing living accommodation to the personnel deployed by the Agency.
18. The scope of services shall be as per the requirement of the Science City from time to time. Any extra Upkeeping, Sanitary and Housekeeping related service arising out of special programmes or exigencies and beyond the scope of this agreement shall be negotiated separately by a duly constituted committee. The Agency shall provide the necessary extra manpower corresponding to the requirement of services immediately for which advance intimation would be given by the Science City.
19. The Science City shall pay to the Agency nothing more than the amount as may be due under the contract terms.
20. ***The agency shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof to any person / agency.***

**PAYMENT:-**

21. The payment shall be made through e-payment on monthly basis within 30 days from the date of submission of the proper and pre-receipted GST compliant bill, duly certified by the authorized representative of Science City. In case of Agency's failure to provide requisite services on particular day/days, proportionate deduction shall be made from the bill.
22. The Science City shall reimburse the amount of GST paid by the Agency to the authorities on account of services rendered by them to Science City. The reimbursement shall be admissible on production of proof of deposit i.e. copy of challan by the Agency.
23. Income Tax will be deducted at the prescribed rate from the monthly bill of the Agency and the same would be deposited with the Income Tax Authority by the Science City.

**PENALTY:-**

24. ***In the event of any deficiency in the Upkeeping, Sanitary and Housekeeping services rendered by the agency, any time during the currency of the contract, the Science City shall impose a suitable penalty which may be recovered from the monthly bill(s) of the agency. The decision of the Science City shall be binding on the agency.***

### **TENURE AND VALIDITY:-**

25. In the beginning, the contract shall be on a trial basis for three months only, and thereafter, it would be extended for a further period of nine months, if the performance & services are found to be satisfactory during the trial period of the agency. The contract may be renewed at the discretion of the Science City on year to year basis for a maximum period of three years, including the trial period. ***However, in the event of such renewal of the contract each year, the service charges of the agency shall not be revised. But the liability due to revision of minimum wages and statutory duties & taxes from time to time, shall only be considered for revision.***
26. The contract can be terminated by the Science City at any time without notice in the event of gross risk or gross damage to Science City property due to Agency's failure or persistent failures of the Agency in providing satisfactory service to the Science City and the decision of the Science City in this regard shall be final and binding on the Agency.
27. For reasons other than mentioned in the clause above, the contract can be terminated by either party by providing clear three months notice in writing.

### **ARBITRATION:-**

28. In case of any dispute arising out of this contract between the Science City and the Agency, the matter shall be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by the discussion as aforesaid within a reasonable period then the matter shall be referred for adjudication to the sole arbitration of a person to be appointed by the Director General of NCSM on receipt of an official request with details of the dispute, from either the Science City or the Agency. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modifications amendments and future enactment thereto and of the rules made there under for the time being in force.

**Annexure – I**

(Format for Declarations & Undertaking to be typed on bidder agency's letterhead and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

**DECLARATION -1**

This is to certify that neither we/any of us/ are/is in anyway related to any employee in the National Council of Science Museums, Kolkata, or any of its constituent units.

Date: (Signature of the tenderer with agency seal/rubber stamp)

Place:

**DECLARATION -2**

We hereby declare that we have not quoted any extra condition along with the Part-II (FINANCIAL ENVELOPE) of the e-tender.

Date: (Signature of the tenderer with agency seal/rubber stamp)

Place:

**UNDERTAKING**

This is to certify that we have carefully gone through the job requirement, terms and conditions given in the e-tender document & have clearly understood the terms & conditions of the tender and have accordingly quoted our balanced rates in conformity to minimum wages and statutory payments, after going through all the details as per Annexure – V of E-NIT.

Further, we hereby declare that we have thoroughly inspected the premises of Science City, Kolkata and also studied the departmental estimate for providing the Upkeeping, Sanitary & Housekeeping services including the list of materials required for providing the services as enumerated in the E-NIT and submitting our rate quote sheet (Offer) considering these elements of the E-NIT.

We hereby give an undertaking that we shall provide the Upkeeping, Sanitary and Housekeeping strictly as per the given job requirement during the period of contract.

We also undertake that the physical **EMD and tender fee** instrument shall be deposited by us with the office of **Science City, payable at Kolkata** before the bid opening date. Otherwise **Science City** shall reject the bid and debar us from further tendering in NCSM or its constituent units.

Date: **(Signature of the tenderer with agency seal/rubber stamp)**

Place:



**Details about the museum/centre**

Science City, Kolkata, is built on a plot of 45 acres land. It has three parts – (i) Science Centre, (ii) Convention Centre (iii) Service areas and other open areas including car parking. The entry / exit are being managed through 03 gates out of which 02 gates are regularly used by the visitors and the 3<sup>rd</sup> gate at south eastern side are being used as service corridor.

**About Science Centre part of Science City**

Science Centre part of Science City consists of – (i) Ticket Plaza, (ii) Food Plaza, (iii) Science Park & Butterfly Garden, (iv) Dynamotion building, (v) Space Odyssey, (vi) Science Exploration Hall, (vii) Maritime Centre, (viii) Nature Trail, (ix) Picnic Garden (x) Earth Exploration Hall. Science Centre remains open for visitors from 9.00 a.m. to 8.00 p.m. for all days in a year except Holi. Various short duration shows like SOS, 3D, Time Machine, space Odyssey, Dark ride & Panorama are being conducted continuously between 9 AM – 8PM on daily basis.

**About Convention Centre**

Convention Centre Complex consists of – (i) Main Auditorium (2232 seating capacity), (ii) Mini Auditorium (392 seating capacity), (iii) Seminar Halls , (iv) Entry Plaza, (v) Outdoor exhibition ground and all toilets located in the convention centre complex. The Convention Centre is having a total covered area of 15,000 Sq. mtr. It has an open plaza in front of the Convention Centre. The Auditoria and Seminar halls consists of seating area, make-up rooms, VIP rooms, projection and lighting control rooms, toilet blocks, foyers etc. Basement of the Main Auditorium has AC plant room, electrical control room, dining hall etc. Fairs of big gatherings like Mega Trade Fair, Doctors conference etc. are being organized in the outdoor exhibition ground of approx. 2.75 lakh square feet area.

The Main Auditorium, Mini Auditorium and Seminar halls are used by the outsiders for holding conference, seminars, meetings, conventions, performing arts etc. Except for daily cleaning and maintenance work, the Auditoria and Halls etc., remain closed unless they are used by the outsiders for the said purpose.

The number of days occupancy of Convention Centre during the year 2015-16, 2016-17 & 2017-18 are given below:-

	2015-16	2016-17	2017-18
1) Main Auditorium	152	163	118
2) Mini Auditorium	96	99	72
3) Seminar halls	156	165	121
4) Open Ground	207	253	218

More than 15.50 Lakh people annually visit Science Centre area. The visitors' inflow varies from day to day and month to month. On some public holidays the daily footfall exceeds 35,000 mark. The occupancy of the Convention Centre varies from month to month. About 7.00 Lakh people per year come to Convention Centre for attending seminars, meetings, conventions, functions, performing arts, exhibitions, etc.

### **About service areas and other open areas**

This part consists of Car Parking areas, both in North-West and Southern side of Science City, service roads, garden areas – outside ticketing zone, service areas for A.C. room, cooling towers, pumping station, water body, generator rooms, sewerage treatment plant, etc. Since these areas fall outside the ticketing zone, outsiders can get access to these areas at any time especially during the period from 9.00 a.m. to 8.00 p.m. when the main entrance gate of Science City remains open.

**SPECIFICATIONS FOR THE UPKEEPING, SANITARY & HOUSEKEEPING SERVICES**

1. Complete Housekeeping of all rooms, corridors, staircases and toilets other common areas in the premises with disinfectant materials like phenyl, detergent power, acid, liquid, soap etc. of suitable quality.
2. Complete upkeeping of all metallic items fixed in the toilets such as Water taps, Flush, Valves etc.
3. Complete upkeeping of all basin, sinks, and other toilet fixtures.
4. Complete upkeeping of all EWC/IWC with suitable disinfectant and to maintain those in sparkling condition.
5. Complete upkeeping of glazed tiles and floor area.
6. Complete upkeeping of the floors with appropriate materials and to keep the floor spick & span all the times.
7. Complete upkeeping of the carpets at all times.
8. Complete upkeeping of all auditorium chairs.
9. Complete upkeeping of all the tables, dias, and other furniture & fittings of the Science City.
10. Complete upkeeping of all windowpanes and fixed glasses excluding curtain wall.
11. All the required consumables & equipment for providing complete upkeeping services under the contract shall be provided by the agency as per annexure:- “IV”
12. Complete upkeeping of all the bare doors/columns etc.
13. Shifting of Tables, Chairs, Furniture and exhibit materials as and when required.
14. Complete upkeeping of tables, chairs and other office furniture and equipment, in office and workshop.
15. Complete upkeeping of Convention Centre complex.
16. Complete upkeeping of all gallery exhibits, Reception area, conference hall, wooden partitions, windows, window panel, dusting furniture, ventilators, stone mesh, benches, sweeping all areas. Mopping minimum thrice daily, dusting and removing of cobwebs, removal and disposal of garbage.
17. Special care should be taken for regular upkeep and improvement of food plaza and its adjoining areas which shall always be free from food wastes, food packets and any sort of left-outs so that the infestation of flies, insects etc. can be avoided.
18. Complete upkeep and improvement of all pits and gully trap, master tap etc. In the campus area.
19. Complete upkeep and improvement of entire pathways, including brick and stand stone area in consultation with the Security & Maintenance Officer so that there will be no stagnation of water on the pathways.
20. Disposal of all garbage from all areas detailed at annexure II.
21. The entire job of Upkeep, Sanitary and Housekeeping services at Science City, Kolkata shall be under the overall supervision and control of Security & Maintenance Officer (SMO). The deployed personnel therefore are required to comply with all the law full orders of SMO in furtherance of their work. Misbehaviour or disobedience shall be treated as violation of the discipline and such persons shall be removed and substituted to the satisfaction of the authorities of the Science City.

22. The agency shall ensure scrubbing of all floors in indoor spaces once every month using mechanical scrubbing machine based on a fixed schedule and for all outdoor spaces comprising pathways, foyer etc. Once every quarter. Water jet machines shall be used for cleaning outdoor foyers, pathways etc.

**NUMBER OF PERSONS TO BE DEPLOYED AT SCIENCE CITY, KOLKATA**

<b>Sl. No</b>	<b>Supervisor</b>	<b>Upkeeping, Sanitary &amp; Housekeeping personnel</b>
1.	01	22

**Annexure:- IV**

<u>List of consumable materials and equipment required per month under Upkeeping, Sanitary &amp; Housekeeping services at science city, Kolkata</u>		
<b>Sl.</b>	<b>Description</b>	<b>Qty</b>
1.	Room spray (Lovin/Airwick /Lakme)	10 Nos (125 gm each)
2.	Colin	10 Nos (500 ml. each)
3.	Harpic	10 Nos (500 ml. each)
4.	HIT spray	06 (400 ml. each)
5.	Odonil cake	20 Pcs
6.	Naphthalene Ball (Bengal Chemical)	1.5 kg
7.	Liquid hand wash (Rozalex/ AMI)	25 litres
8.	Dettol hand wash	01 Litre
9.	Floor cleaner	15 Litres
10.	White phenyl (Raw)	05 Litres
11.	Black phenyl (Raw)	05 Litres
12.	Scotch Brite	15 Nos
13.	Scotch brite with handle [(Floor Scrubber (Red)]	10 Nos
14.	Table duster	24 Nos
15.	Floor duster	24 Nos
16.	Hard broom stick	10 Kg
17.	Phool jharu	10 Nos
18.	Hand gloves	07 pair
19.	Jhul Jharu	02 Nos
20.	Centronila	3 Kg
21.	Wiper wooden 2 ft	03 Nos
22.	Wiper Plastic 2 ft	03 Nos
23.	Wiper Plastic 18"	01 No
24.	Muriatic Acid	15 Litre
25.	Bleaching powder	10 Kg
26.	Flush matic Harpic ball	06 Box
27.	Nirma	15 Kg
28.	Feather Duster	06 Nos
29.	Nose Mask	08 Nos
30.	Paper Roll for toilet	06 Roll
31.	Plastic Bucket (16 Ltrs)	03 Nos
32.	Plastic Mug	05 Nos
33.	Dust pan	03 Nos
34.	Dust Bin	02 Nos
35.	Wooden sticks	05 Nos
36.	Kentucky Mop (complete set)	01 No
37.	Cotton Mop head for Kentucky mop	02 Nos
38.	Toilet Brush	02 Nos
39.	Flexible PVC water pipe ¾" 200 Ft (Supreme)	01 No per year

The approx cost of above materials as per available market rate is Rs. 1.80,000/-per annum inclusive of GST

**List of equipment to be provided by the agency for Upkeeping, Sanitary and Housekeeping Services:-**

1. Vacuum Cleaner, Karcher Wet & dry NT 35/1 jack or equivalent (02 Nos)
2. Mechanized Water jet Machine
3. Mechanized scrubbing machine drier wet/dry mopping machine BR-530 Karcher or equivalent.
4. Automatic Floor Mopping Machine,
5. Hand Grinder for rubbing marble and mosaic flooring,
6. Stain cleaner, BD 7/5C Karcher or equivalent
7. Aluminium telescopic pole 30 Ft (minimum 5 section) with locking collar

**Annexure: - V**

<b>DEPARTMENTAL MODEL CALCULATION FOR UPKEEPING, SANITARY AND HOUSEKEEPING SERVICES IN SCIENCE CITY, KOLKATA</b>			
<b>Sl. No.</b>	<b>Particulars</b>	<b>Supervisor Skilled</b>	<b>Upkeeping, Sanitary and Housekeeping personnel Unskilled</b>
<b>A</b>	Basic Wages (@ Rs. 693/- for Supervisor and Rs. 523/- for upkeep Personnel respectively)	637.00	523.00
	VDA (@ Rs. 36/- for Supervisor and Rs.30/- for upkeep Personnel respectively)	36.00	30.00
	<b>MINIMUM WAGE</b>	<b>673.00</b>	<b>553.00</b>
	EPF @ 13% on Basic wage subject to maximum of Ceiling of Rs.15000/- per month (Rs.15000/- X 12)/365 X 13% and (Rs.523 X 26 X 12/365 X 13%)	64.10	58.12
	ESI @ 4.75% on minimum wages (Rs.673/- X 4.75% for supervisor and Rs. 553/- X 4.75%) for upkeep personnel respectively	31.96	26.26
	Bonus ceiling @ Rs.7000/- (7000/- / 365)	19.17	19.17
	National Holidays ( for 3 days) (673 X 3/365) for supervisor and (553 X 3/365) for upkeep personnel respectively	5.53	4.54
	Rate of wages per man day following minimum wages and other statutory payments)	793.76	661.09
	Rate as per minimum wage and other statutory payments for 26 days	20637.76	17,188.34
	Reliever charges ( @ 1/6th) for Weekly Off	3439.62	2,864.72
	<b>Total per month as per minimum wage and other statutory payments</b>	<b>24077.38</b>	<b>20,053.06</b>
	<b>Present personnel considered for deployment</b>	<b>1</b>	<b>22</b>
	Rate per month for supervisors (1 no.)		24077.38
	Rate per month for upkeep personnel (22 nos.)		4,41,167.32
	<b>Total outlay per month</b>		<b>4,65,244.70</b>
	<b>Total financial implication for 365 days in a year (12 months)</b>		<b>55,82,936.40</b>
<b>Add applicable GST @ 18% (CGST @ 9% + SGST @ 9%) at present</b>		<b>10,04,928.55</b>	
<b>Net Financial implication for one year following Minimum wage and applicable GST (@ 18% at present)</b>		<b>6587864.95</b>	
<b>B</b>	Charges towards use of machinery & equipment & supply of consumable materials for due performance of the contract as per the specifications stipulated in Tender (Inclusive of GST)		<b>1,80,000.00</b> Per Annum (Departmental estimate considering prevailing market price)
<b>C</b>	Administrative Expenditure and profit of the agency for due performance of the services/Contract inclusive of GST @ 18% (CGST@9%+SGST@9% at present		
<b>A+B+C</b>	Gross Financial implication for due performance of the services following minimum wages and other statutory payments, Administrative Expenditure and profit of the agency and GST as applicable (at present @ 18%) and charges towards use of machinery equipment and supply of consumable materials for due performance of the contract as per the specification stipulated in the E-tender inclusive of GST = Total A + Total B +Total C		

**SCIENCE CITY**  
(National Council of Science Museums)  
J.B.S. Haldane Avenue  
Kolkata – 700 046

**INFORMATION IN RESPECT OF THE BIDDER****(All information should be given in the following format with complete details)**

1.	Name of the Agency	
2.	Registration of Agency	
3.	Permanent address (full)	
4.	Telephone/Fax No. Office  After Office hours Mobile No E-Mail ID  Website	
5.	Date of Establishment:	
6.	Type of Agency (proprietorship /Partnership/ Ltd. company /other)(relevant documentary evidence to be attached)	
7.	Business done by the agency in last five years with year-to-year break- up and annual value of single largest contract. (documentary evidence to be attached)	
8.	Proof of financial status of the Company indicating total annual Turnover ( Audited report may be submitted for last three years)	
9.	Bank solvency Certificate (Attach Certificate)	
10.	GST Registration No. (Attach copy)	

: 2:

11.	Income Tax PAN No. (Copy of card to be attached)	
12.	TIN Registration Number (Attach copy)	
13.	Details of Trade License issued by the competent authority (Attach copy)	
14.	Please indicate if any Court Case/ Arbitration proceeding is pending against the agency, if so details thereof and the outcome may please be mentioned	

Certified that the information furnished above are true to the best of my/our knowledge. It is hereby declare that I/we abide by the decision of Science City for registration and short-listing of agencies as technically qualified in e-tender.

Signature with date & seal of the  
Proprietor/Partner/Director/C.E.O.

Place:

Date :

1. Enclosure may be used if the space is found inadequate



**Annexure - VII**

Certified that the agency or any of its partners/Director have not been blacklisted/ debarred by any of the Govt. agencies or department or have not been found guilty of commission of acts of moral turpitude or convicted for any economic offence or violation of any labour laws etc. by any Court or any PF/ESI authorities.

It is further certified that the agency has not been terminated by any of the Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public sector Bank or local bodies/Municipalities during past three years on violation of loss or deficiency of service or breach of contract.

**Date:**

**(Signature of the tenderer  
With agency seal /rubber stamp)**

**Place:**

**Annexure - VIII**

Certified that the agency has undertaken the services of similar jobs of Upkeeping, Sanitary and Housekeeping services at the following Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public sector Bank or local bodies/Municipalities during last five years:

<b>SI.No.</b>	<b>Name of the Office</b>	<b>Details of Service</b>	<b>Duration of contract</b>	<b>Contract Value</b>
a)				
b)				
c)				
d)				
e)				

**Date:**

**(Signature of the tenderer  
With agency seal /rubber stamp)**

**Place:**

**Science City, Kolkata**

**CHECK LIST ON PREPARATION OF BIDS**

Sl.No.	Particulars	Yes/No
1.	Have you filled in and signed the Contact Details Form?	
2.	Have you read and understood various conditions of the Contract and shall abide by them?	
<b>TECHNICAL BID</b>		
3.	Have you enclosed the Tender Fee of Rs. 500.00 and EMD of Rs.50,000.00 in the Technical Bid?	
4.	Have you taken prints of all the Sections of Tender, in the prescribed paper size and signed on all the pages of the tender documents?	
5.	Have you attached with tender the proof of having met the required minimum eligibility criteria?	
6.	Legal Valid Entity: Have you attached the attested Certificate issued by the Registrar of firms/Companies with the tender?	
7.	Financial Capacity: Have you attached Audited Balance Sheets with the tender?	
8.	Registration with Government Bodies like ESIC, EPF, Labour Laws : Have you attached a copy of each of the Registration certificate with the tender?	
9.	Experience: Have you attached the attested experience certificates issued by the Organisations/Government Departments/Corporate Sector for the last five years with the tender?	
10.	Have you attached the copy of work order for Upkeeping, Sanitary & Housekeeping services of last three years?	
11.	Have you attached the proof of authorisation to sign on behalf of the bidder in the Technical Bid?	
12.	Have your Technical Bid been prepared and attached as per the requirements of the Tender?	
<b>FINANCIAL BID</b>		
13.	Have you studied carefully the departmental estimate?	
14.	Have your Financial Bid proposal is duly filled/ complied and uploaded	

## FORMAT FOR ARTICLES OF AGREEMENT

The Articles of Agreement made at Kolkata this ..... **day of** ..... between **Science City, J.B.S Haldane Avenue, Kolkata-700046**, a unit of National Council of Science Museums (NCSM), a society registered under the Societies' Registration Act of West Bengal, 1961, having its office at **Sector-V, Block-GN, Bidhanagar, Kolkata-700091** (hereinafter referred to as Science City, which expression shall unless repugnant to the context, mean and include its successors, executors, administrators and assigns) **ON THE ONE PART.**

**And**

....., (hereinafter referred to as the Agency, which expression shall unless repugnant to the context, mean and include their respective heirs, executors, administrators, legal representatives and assigns) **ON THE OTHER PART.**

WHEREAS Science City is desirous of getting the Visitors' service by way of "Upkeeping, Sanitary & Housekeeping Services of the premises of Science City, Kolkata and issued an e-tender with detailed scope of work describing the services and conditions of contract as at Annexure-III which shall be an integral part of contract.

AND WHEREAS the financial bid made by the said Agency in response to the said e-NIT has been accepted as the most competitive and accordingly, a Letter of Intent (which forms part of this agreement) was issued to the Agency vide letter of intent No. SCCY-..... dated .....

NOW THEREFORE, it is hereby agreed and declared by and between the parties hereto as follows:-

1. Science City remains open daily from 9.00 AM to 8.00 PM on all the 364 days in a year (except Holi/Dol) and the agency has to provide required uninterrupted service throughout the year. Hence, it is essential to keep adequate reserve man power for replacing their personnel during their weekly off/leave etc.
2. The Agency shall ensure that all statutory wages and allied benefits like P.F., Bonus, ESIC etc., as are prescribed by the Government of India from time to time, are paid to personnel deployed for the purpose of this contract. The Agency shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Government of India for this purpose and shall also remain liable for any contravention thereof. The Agency shall have to abide by the minimum wage legislations and must pay minimum wage as per law to the personnel deployed by them in the campus of the Science City for the purpose of this contract at any time in the premises of the Science City.

*Bonus shall be paid once in a year by the Agency and subsequently it will be submitted as the reimbursement claim supported with muster roll authenticating its disbursement.*

3. The Agency shall quote their rates based on the rates of Minimum Wage, applicable as per Govt. of India only. The Agency shall submit the proof of having deposited the amount of contributions *claimed by them on account of ESI and EPF towards the persons deployed at the Science City in their respective names each month while submitting their GST compliant bills for the subsequent month. In case the Agency fails to do so, their bills will be withheld till submission of required supporting documents. Copies of the quarterly, half yearly and annual returns of GST, ESI, EPF and Professional Tax shall be submitted after its submission of the concerned authority.*
4. The Agency shall pay wages to the personnel deployed by them through the respective Bank Account latest by the 7<sup>th</sup> of every month and shall produce copy of the Acquaintance Roll and bank statement every month along with their bill.
5. A security deposit of minimum one tenth of the annual value of contract, subject to a maximum of Rs.15,00,000/- (Rupees Fifteen Lakhs) payable in the form of a demand draft/pay order drawn in favour of Science City is payable at Kolkata is to be deposited by the Agency to cover risk or any loss **caused to the Science City due to fraud, theft, pilferage due to negligence on the part of the agency.** In the event of any such occurrence and or breach of contract, the amount of compensation, as assessed by the Science City, shall be recovered either form the bill for monthly service charges due to the Agency or from their security deposit, at the discretion of the competent authority of Science City.
6. During the period of this contract, the Agency shall provide proper and adequate service and perform their duties diligently, honestly and to the entire satisfaction of the Science City. The Agency shall constantly keep in touch with the Science City regarding their Upkeeping, Sanitary & Housekeeping services and abide by all instructions and directives issued by the authority of the Science City in this regard.  
**The Agency shall give or provide all necessary superintendence during the execution of the Upkeeping, Sanitary & Housekeeping related assignment for proper fulfilling of their obligation under the contract.**
7. The Agency shall maintain all relevant registers in the premises of the Science City which may have to be presented for inspection by the concerned Labour Authorities. The Agency shall also put up a notice board displaying the minimum wages prescribed by the Government of India from time to time.
8. The Agency shall ensure compliance of all Acts, Rules and statutory orders in force with regard to deployment of their staff in the premises of the Science City for the purpose of this contract and shall keep the Science City indemnified against any liabilities arising out of non-compliance of any of the Acts, Rules or Orders on their part.

9. The Agency shall not deploy any unfit persons (or person having any contagious disease) or person above 60 years of age for **Upkeeping, Sanitary and Housekeeping** services in the Science City. In this regard, agency shall submit annual return to the Science City authority in respect of age/date of birth and medical fitness of their deployed **Upkeeping, Sanitary and Housekeeping** personnel. The person(s) found medically unfit / physically deteriorated from the specified standard at any point of time will not be allowed to perform duties and the agency will be responsible to replace such person within 24 hours.
10. The Agency shall make periodical Police verification of the particulars of their employees and issue proper identity cards to those employees who are deployed by them at any point of time for the purpose of this contract in order to facilitate verification of their identity by the Science City. They shall always wear the identity card while inside the premises of the Science City.
11. The Agency shall be liable to comply with directions of the Science City to remove within 24 hours of receipt of such direction, any member of their staff deployed for the purpose of this contract and shall make immediate necessary alternative arrangements to ensure proper and adequate services.
12. All Upkeeping, Sanitary & Housekeeping personnel deployed by the Agency in the Science City, shall be in proper uniform. The Agency shall at their cost supply uniform and other accessories required for carrying out the services as per contract.
13. The Agency on completion of the specified terms of contract or on termination of the contract shall peacefully vacate the premises of the Science City and remove all their persons and materials from the campus after handing over the charge to the new Agency.
14. The Agency shall be responsible for observance and compliance of different industrial laws as in force and they shall ensure that no demonstration/agitation of any kind takes place inside or near the premises of the Science City by security personnel engaged by the Agency.
15. The Science City shall have no responsibility for providing living accommodation to the personnel deployed by the Agency.
16. The scope of services shall be as per the requirement of the Science City from time to time. Any extra Upkeeping, Sanitary & Housekeeping related service arising out of special programme or exigencies and beyond the scope of this agreement, shall be negotiated separately by a duly constituted committee. The Agency shall provide the necessary extra manpower corresponding to the requirement of services immediately for which advance intimation would be given by the Science City.
17. The Science City shall pay to the Agency nothing more than the amount as may be due under the contract terms.

18. The agency shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof to any person / agency.
19. The payment shall be made through e-payment on monthly basis within 30 days from the date of submission of the proper and pre-receipted GST compliant bill, duly certified by the authorized representative of Science City. In case of the Agency's failure to provide requisite services on particular day/days, proportionate deduction shall be made from the bill.
20. The Science City shall reimburse the amount of Goods and Service Tax (GST) as applicable and paid by the Agency to the authorities on account of services rendered by them to the Science City. The reimbursement shall be admissible on production of proof of deposit i.e. copy of challan by the Agency.
21. Income tax will be deducted at the prescribed rate from the monthly bill of the Agency and the same would be deposited with the Income Tax Authority by the Science City.
22. In the event of any deficiency in the Upkeeping, Sanitary & Housekeeping services rendered by the agency, any time during the currency of the contract, the Science City shall impose a suitable penalty, which may be recovered from the monthly bill(s) of the agency. The decision of the Science City shall be binding on agency.
23. In the beginning, the contract shall be on a trial basis for three months only, and thereafter, it would be extended for a further period of nine months, if the performance & services are found to be satisfactory during the trial period of the Agency. The contract may be renewed at the discretion of Science City on year-to-year basis for a maximum period of three years, including the trial period. However, in the event of such renewal of the Contract each year, the Service charges of the Agency shall not be revised. But the liability due to revision of minimum wages and statutory duties & taxes from time to time, shall only be considered for revision.
24. The contract can be terminated by Science City at any time without notice in the event of gross risk or gross damage to Science City's property due to agencies' failure or persistent failures of the Agency in providing satisfactory service to the Science City and the decision of Science City in this regard shall be final and binding on the agency.
25. For reasons other than mentioned in the clause above, the contract can be terminated by either side by providing clear three months' notice in writing.
26. In case of any dispute arising out of this contract between the Science City and the Agency, the matter shall be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by the discussion as aforesaid within a reasonable period then the matter shall be referred for adjudication to the sole arbitration of a person to be appointed by the Director General of NCSM on receipt of an official request with details of the dispute, from either the Science City or the Agency. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modifications amendments and future enactment thereto and of the rules made there under for the time being in force.

In witness whereof the parties hereto have set their respective hands the day and the year and the place hereinabove written:

Signed by for and on behalf of the Science City:-

In presence of 1) \_\_\_\_\_

\_\_\_\_\_

2) \_\_\_\_\_

Signed by for and on behalf of the said M/s....., by  
the authorized signatory:-

.....

\_\_\_\_\_

In presence of 1) \_\_\_\_\_

2) \_\_\_\_\_



**Item Rate BoQ**

Tender Inviting Authority: Director, Science City, Kolkata

Name of Work: Rate Quote Sheet for Upkeeping, Sanitary & Housekeeping Services” at Science City, J.B.S Haldane Avenue, Kolkata-700046”

Contract No: SCCY-13023/ 30/UPKEEP/2018

Name of the Bidder/ Bidding Firm / Company :							
<b>PRICE SCHEDULE</b>							
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )							
NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	GST in percentage 18% (CGST 9% + SGST 9%)	TOTAL AMOUNT Without GST in Rs. P	TOTAL AMOUNT With GST in Rs. P	TOTAL AMOUNT In Words
1	2	6	13	15	53	54	55
1	Upkeeping, Sanitary & Housekeeping services at science city, J.B.S. Haldane avenue as per scope of job requirement and required number of upkeeping personnel mentioned at Annexure - III of the NIT for composite annual service charges.						
1.01	Composite annual service charges following minimum wages and other statutory dues excluding Agency's administrative expenditure and profit and GST as applicable ( at present @ 18%) as per Annexure - V of E-tender	5582936.40		18.0000	0.00	0.00	INR Zero Only
1.02	Agency's charges (Profit and administrative expenditure as per Annexure V of E-tender) per annum			18.0000	0.00	0.00	INR Zero Only
1.03	Annual Charges towards use of machinery & equipment & supply of consumable materials per annum for due performance of the Upkeeping, Sanitary & Housekeeping Service contract as per the specifications stipulated in Annexure - IV of E-tender (Inclusive of GST).	180000.00		0.0000	0.00	0.00	INR Zero Only
2	Rate for deployment of additional Upkeeping person for 8 hours per day as and when required. as per Annexure - V of E-tender	579.26		18.0000	0.00	0.00	INR Zero Only
3	Rate for deployment of Earth Excavator (JCB) for 08 hours per day including tiffin allowance & GST as and when required basis.	8000.00		0.0000	0.00	0.00	INR Zero Only
<b>Total in Figures</b>					<b>0.00</b>	<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>			<b>INR Zero Only</b>				