

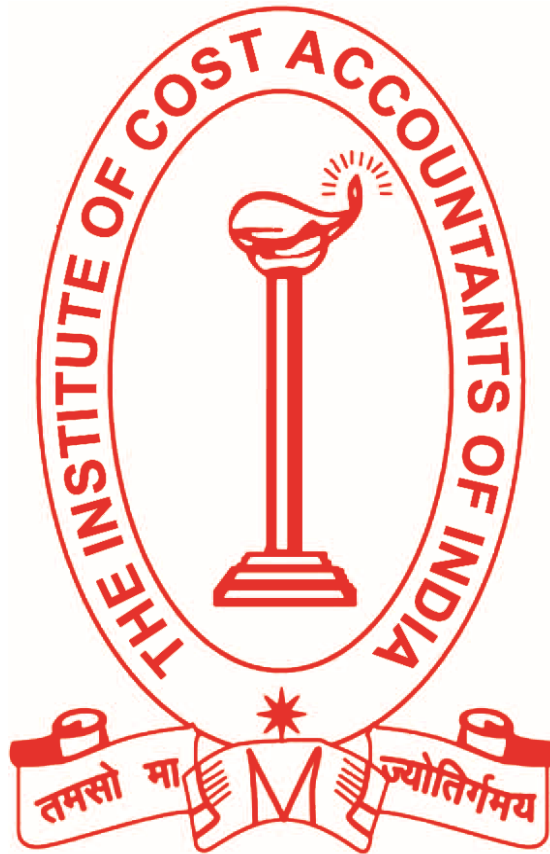
# **TENDER DOCUMENT**

## **CLEANING & HOUSEKEEPING SERVICES**

Last Date of Submission : 1<sup>st</sup> February, 2018, upto 16:00hrs.

Earnest Money – Rs. 10,000/- (ten, thousand only)

Cost of Tender Document – Rs. 2,500/- (two, thousand five hundred only)



**THE INSTITUTE OF COST ACCOUNTANTS OF INDIA  
12, SUDDER STREET, KOLKATA – 700 016**

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THE INSTITUTE OF COST ACCOUNTANTS OF INDIA  
(STATUTORY BODY UNDER AN ACT OF  
PARLIAMENT) CMA BHAWAN, 12, SUDDER STREET,  
KOLKATA – 700 016

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**TENDER NOTICE**

**January 12, 2018**

**Ref.No.:Tender/Admin/2017-18/HK**

**SUBJECT : TENDER FOR PROVIDING CLEANING & HOUSEKEEPING SERVICES**

Sealed tenders are invited from reputed agencies having capacity and proven track record to provide cleaning and housekeeping works with the suitable and uniformed trained manpower for “The Institute of Cost Accountants of India” for a period of one year on contract / outsourcing basis through tendering. For details, visit Institutes website “[www.icmai.in](http://www.icmai.in)”

Tenders duly signed by the Tenderer shall be submitted into two parts in separate sealed envelopes super- subscribing Technical bid and Financial bid. Both the envelopes should be put into a third envelope super- subscribing with “**Tender for Cleaning & Housekeeping Services**” (Bid Reference – **Tender/Admin/2017-18/HK**) and addressed to ‘The Convener, Tender Committee, The Institute of Cost Accountants of India, CMA Bhawan, 12, Sudder Street, Kolkata – 700016 along with earnest money of Rs.10,000/- (Rupees Ten thousand only) & non-refundable cost of tender Rs. 2,500/- (two thousand five hundred only) in the form of Bank demand draft drawn in favour of “**The Institute of Cost Accountants of India**” payable at Kolkata, to be put in the Technical envelope . The tender shall be dropped positively on or **before 4.00 p.m. of February 1, 2018** in the Tender Box of the Institute at 12, Sudder Street, Kolkata – 700016. The tenders have to be submitted within the date & time mentioned in the Tender Notice and The Institute shall not be held liable for any postal or any other delays. Tenders received after the stipulated date & time or without earnest money will be liable to be summarily rejected without giving any reason. The earnest money deposited by the unsuccessful tenderer will be refunded back within 15 days from the date of opening of the financial bid.

The tenders will be opened at the appointed date and time. . The tenderer, if they wish, may present during the opening of the tender on the appointed date and time. First the techno-commercial bid will be opened for technical evaluation. Financial bid will be opened only for those who qualify the techno-commercial bid.

**Convener  
Tender Committee**

## GENERAL TERMS AND CONDITIONS

1. The Institute of Cost Accountants of India does not bind itself to accept the lowest tender and reserves the right to reject or partially accept any or all of the tenders received, without assigning any reason.
2. Tenders, who do not fulfill all or any of these conditions or are incomplete in any respect, are liable to summary rejection without assigning any reason.
3. Tenders incorporating additional conditions are liable to be rejected.
4. Canvassing in any form in connection with tenders is strictly prohibited and the tenders submitted by the Agency who resort to such canvassing are liable to rejection on this ground alone.
5. Before quoting the service charges the Agency may assess the quantum of work involved after going through the specifications of work given in the 'Annexure - I' and physical inspection of the premises on any Working Day (Mon – Friday) during Office Hours. The person to be contacted would be **Sri Kausikmoy Mukherjee, Sr. Officer - Admin**.
6. Along with the tender, the Agency shall submit a detailed work plan showing the number of persons to be deployed and how they propose to render service under this contract. The "work-plan" indicating the services to be rendered under this contract shall be appended as annexure to the tender. It is to be noted that feasibility / acceptability of the rates quoted by the agencies shall be assessed on the basis of their respective work plans. In the absence of this, tender is liable to be rejected.
7. While submitting tender the Agency must note that there will be no revision in the Agency charges comprising their own administrative expenses and profit on any ground whatsoever during the entire tenure of the contract as mentioned in Clause - 25 herein below. However, in case of revision of statutory charges made by the Government, the service charges shall be revised to the extent of the liabilities arising on that account only.
- 8. Agencies or Organizations who have been rejected earlier by the Institute for unsatisfactory performance at this site, need not apply.**
9. The Tenderer shall not sub-contract the mentioned work to any organization, person, firm or its franchise without the prior approval of the Institute.

### CREDENTIALS

10. The Agency must have an office at Kolkata, fully equipped with necessary infrastructure along 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/ Proprietor.
11. The Tenderer /Agency should have a minimum experience of five years in this field or similar type of services and have executed at least two similar works each costing not less than Rs.10.0 Lacs per year during the last three years.
12. The Agency shall furnish Income Tax Return for the last three years along with their tender.
13. The Agency must have following valid statutory Registrations wherever applicable:

- i.) Trade License
- ii.) Registration with EPF
- iii.) Registration with ESI
- iv.) Registration under Contract Labour (Regulation & Abolition) Act 1970 and Rules
- v.) Registration of GST.
- vi.) PAN Number

14. All credentials of the Agency, including financial standing, registration with Govt., support or connection with Govt. Depts. / Organizations, Semi-Govt., Non Govt., Autonomous Body, Public Body, Local Govt. Civil Body and Public Institutions / Organizations etc. together with records of past performance for two years with such institutions, departments, organizations etc., are to be submitted along with the tender. Agencies not having either adequate credentials or the experience to take up contracts of such magnitude, need not submit tenders.

### **RESPONSIBILITY OF THE AGENCY**

15. The Agency shall ensure that all statutory wages and allied benefits like P.F., ESIC etc., as are prescribed by the Government from time to time, are paid to their staff 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. 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 their staff deployed at any time by them for the purpose of this contract.

16. The Agency shall pay wages to the personnel deployed by them by the 7<sup>th</sup> of every month, a copy of which will have to be submitted by the agency along with their bill for the relevant month.

17. The Agency shall maintain all relevant registers in the premises of The Institute of Cost Accountants of India which may have to be presented for inspection by the concerned Labour welfare Authorities. The agency shall also put up a notice board displaying the minimum wages prescribed by the Government from time to time.

18. The earnest money of Rs. 10,000/- has to be deposited by the tenderer in the form of bank draft from any Nationalised bank in favour of The Institute of Cost Accountants of India. The earnest money deposited by the successful tenderer shall be treated as security deposit and the same will be refunded after the Expiry of the contract. The earnest money deposited by the unsuccessful tenderer will be refunded back within 30 days from the date of opening of the financial bid.

19. Cost of Tender Rs. 2,500/- (non-refundable) has to be deposited by the tenderer in the form of bank draft from any Nationalised bank in favour of The Institute of Cost Accountants of India.

20. The Agency shall make proper verification of the particulars of their employees and issue proper identity cards to those employees who are deployed by them at any time for the purpose of this contract in order to facilitate verification of their identity by The Institute of Cost Accountants of India. They shall always wear the identity card while inside the premises of The Institute of Cost Accountants of India. The personnel to be deployed will be governed by codes and ethics of the Institute.

21. 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 Institute of Cost Accountants of India by persons engaged by the Agency.

22. The area and scope of work will be as per the requirement of The Institute of Cost Accountants of

India from time to time. Any extra work arising out of special programmes or exigencies and beyond the scope of this agreement shall be negotiated separately. The agency shall provide the necessary extra manpower corresponding to the requirement of services immediately for which advance intimation would be given before 24 hours by The Institute of Cost Accountants of India.

23. The Institute of Cost Accountants of India shall pay to the Agency nothing more than the amount as may be due under the contract terms.

### **Payment**

24. The payment will be made on monthly basis, the lump sum composite service charges as quoted by the Agency by A/c payee cheque or Bank transfer within 30 days from the date of submission of the proper and pre-receipted bill, duly certified by the authorized representative of The Institute of Cost Accountants of India. In case of the Agency's failure to provide requisite services on particular day/days, proportionate deduction shall be made from the bill.
25. 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 The Institute of Cost Accountants of India.

### **Penalty**

26. In the event of any deficiency in the service rendered by the agency, any time during the currency of the contract, The Institute of Cost Accountants of India shall impose a suitable penalty which may be recovered from the monthly bill(s) of the agency. The decision of The Institute of Cost Accountants of India shall be binding on the agency.

### **Tenure and Validity**

27. The contract would be initially for one year only, and thereafter, if the services are found to be satisfactory during the initial period the contract may be renewed at the discretion of The Institute of Cost Accountants of India on year to year basis for a maximum period of two years, including the initial period as per same terms & conditions read with point 7 (seven).
28. The contract can be terminated by The Institute of Cost Accountants of India at any time without notice in the event of gross security risk or gross damage to The Institute of Cost Accountants of India's property due to Agency's failure or persistent failures of the Agency in providing satisfactory service to The Institute of Cost Accountants of India and the decision of The Institute of Cost Accountants of India in this regard shall be final and binding on the Agency.
29. For reasons other than mentioned in the clause above, the contract can be terminated by either party by providing three months' notice in writing.

### **ARBITRATION AND JURISDICTION**

30. In the event of any dispute arising out of the performance or the interpretation of this Agreement, the Parties hereby agree to make every effort to reach an amicable settlement.

Any dispute, controversy or claim arising out of or relating to this Agreement, or the breach, termination or invalidity thereof shall be settled by reference of dispute to Sole Arbitrator to be appointed by the Secretary of the Institute. The Arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996. The place of arbitration shall be Kolkata only. The language to be used in arbitral proceedings shall be English.

**Particulars of the services required to be rendered by the Agency**

Name of the Institution : The Institute of Cost Accountants of India  
 Number of Floor : G+3  
 Type of Floor : Vitrified tiles

**Total Area - 1 (Approx):**

	Ground Floor	1st Floor	2nd Floor	3rd Floor
Chamber		24	21	10
Hall			3	1
Walk able Passage	2	4	2	1
Toilets	6	5	5	3
Stores (File keeping & others)	4	1	2	1
Terrace				1
Total Area	3900 sft	4200 sft	5700 sft	3000 sft
Roof			1300 sft	3000 sft

Ground  
Floor:-

Passage	1	500 sft
Garage	2	800 sft

**Total Area - 2 (Approx):**

4th floor of EIRC Building - Research & Journal Directorate, 84, Harish Mukherjee Road, Kolkata - 700025				
Chamber	Hall	Walk able Passage	Toilets	Total Area
6	1	(Lobby Reception) 1	2	3200 sft.

## Scope of work

### **1. Total 8 manpower is required out of which 1 must be lady.**

2. Sweeping and mopping of the entire premises of the Institute's HQ at 12, Sudder Street, Kolkata – 16 and 4<sup>th</sup> Floor of the EIRC building at 84, Harish Mukherjee Road, Kolkata – 25.
3. To clean all toilets using good quality cleaning agents, providing liquid soap / tissue paper.
4. To provide good quality hand wash in all washbasins.
5. Dusting and cleaning of all wooden / steel made furniture's / electric fans and telephone set.
6. Monthly dusting of all false ceiling of all floors of Institute's HQ at 12, Sudder Street, Kolkata – 16 and  
4<sup>th</sup> Floor of the EIRC building at 84, Harish Mukherjee Road, Kolkata– 25.
7. Weekly mopping and cleaning of garage at of the Institute's HQ at 12, Sudder Street, Kolkata – 16.
8. Weekly mopping and cleaning of main roof at the Institute's HQ at 12, Sudder Street, Kolkata – 16 and  
4<sup>th</sup> Floor of the EIRC building at 84, Harish Mukherjee Road, Kolkata – 25
9. Fortnightly special cleaning to be done of all floor / stairs fitting with granite / Johnson tiles using good quality cleaning agents (attached herewith).

## Modus Operendi

### **Shift A (7am - 4pm)**

10. Cleaning and mopping of all floors.
11. Vacuum cleaning of all racks.
12. Cleaning of wall up to reachable heights.
13. Cleaning of all waste baskets and disposal of garbage.
14. Deep Cleaning of verified floors will be done fortnightly.
15. Dusting & Sweeping of Auditorium on regular basis.
16. Dusting & Sweeping of Council Room on regular basis.
17. Deep Cleaning of part of the Terrace covered with vitrified tiles fortnightly and washing with water of the rest area on regular basis.
18. Sweeping and mopping of all staircases on regular basis.
19. Sweeping of canteen on regular basis.
20. Sweeping & dusting of store rooms (as per the work plan).

### **Shift B (9am - 6pm)**

21. Cleaning of all toilets.
22. Disposal of Garbage's.
23. Washing and cleaning with water of the roof tops area on fortnightly basis.
24. Cleaning of computer tables, telephones.



**TECHNICAL BID**

<b>INFORMATION SHEET</b>			
<b>Sl.</b>	<b>Particulars</b>	<b>Information to be furnished by the Agency</b>	<b>For use By ICAI</b>
1	Name of the Tenderer		
2	Address of Head Office / Regd.  Office with telephone no. / Fax  No. / E-Mail, etc.	Address :  Tel No. with STD code:  Fax no. with STD Code:  E-mail address : Contact Persons with designation: (i) (ii)	
3	Address of the other offices/branches  With Telephone no. fax no. E –  Mail address etc.	Address : Tel No. with STD code: Fax no. with STD Code: E-mail address : Contact Persons with designation: (i) (ii)	
4	Ownership pattern(i.e. proprietary concern / Partnership firm		
5	Certified copies of all applicable licenses of issuing authority.		
6	Professional Tax R C No		
7	Shops & Establishment Registration No.		
8	PAN		
9	GST registration number		

10	Whether the firm enclosed the attested copies of ESI, Registration with Code No. EPF Registration or PF exemption, declaration affidavit, PAN / TAN Card GST no.		
11a	Details of EMD i) Amount ii) Draft No. iii) Date issuing Bank		
11b	Details of Cost of Tender i) Amount ii) Draft No. iii) Date issuing Bank		
12	Whether the firm enclosed the notarized affidavit of Undertaking that the workers going to be employed in performance of the contract would be paid min. wages as per orders of Govt. and fulfill all statutory requirements with respect of ESI, EPF, etc. with reference to those workers.		
13	Whether the firm is blacklisted / debarred by any Government / Ministry/Department / PSU or any criminal case is registered against the firm or its owner/partner anywhere in India.		
14	Whether police verification of workers has been undertaken and details of all employees available or not?		

<b>QUALIFYING CRITERIA</b>			
<b>Sl.</b>	<b>Qualifying Criteria</b>	<b>Response of the Agency</b>	<b>For use by ICAI</b>
15	Turnover in last three financial year as per audited Profit & Loss Account	FY 2016-17 : FY 2016-15 : FY 2015-14 :	
16	Full-fledged office and infrastructure at Kolkata equipped with all modern facilities viz. telephone, fax, computer, e-mail address, internet etc.		
17	Whether allow at least 45 days credit payment		
18	Separate declaration as to the authenticity of the information/documents		

**MANDATORY DOCUMENTS TO BE SUBMITTED ALONG WITH ANNEXURE – II**

- a) Last three years Audited Profit & Loss A/c and Balance Sheet
- b) Last three years Income tax return
- d) Documentary evidence (certificates / bills / work orders) supporting the experience of the organisation.

Place: Signature of the authorized signatory of the Tenderer with seal of the Firm

Date: Phone No/Fax No./ Email:

**FINANCIAL BID****(A) Manpower Cost for Cleaning and Housekeeping (Unskilled workers) – Monthly Basis**

Name and Address of the Bidder: \_\_\_\_\_

<b><u>Man Power Cost</u></b> (per person cost on monthly basis)	
	Monthly Cost (in Rs.)
Salary (as per minimum wages) (M.W)	
EPF on M.W.	
ESI on M.W.	
Bonus (8.33 %) (Max ceil Rs. 7000/-)	
Agency charges	
GST	

Subtotal **(A)** \_\_\_\_\_

**(B) Material consumption on monthly basis at the above sites:**

SL.No	Name of Items	Brand	Qty.	Rate/per	Total
H/K-01	Hand Wash	Dettol	10 Ltr .		
H/K-02	Collin	Diversey	2 Ltr.		
H/K-03	Wet Mop With Rod	Best availability	1 Pcs		
H/K-04	Dry Mop	Best availability	1 Pcs		
H/K-05	Spray Guns	Local	2 Pcs		
H/K-06	Garbage Bag (24x30)	Branded	10 Pkt.		
H/K-07	Garbage Bag (17x23)	Branded	10 Pkt.		
H/K-08	Nathalince Ball	Unileaver	2 Kg.		
H/K-09	Scotch Brite	Branded	10 Pcs		
H/K-10	Floor Scrubbing Brush	Branded	6 Pcs		
H/K-11	Stick Broom With Handle	Local	5 Pcs		
H/K-12	Table Duster	opportunity	12 Pcs		
H/K-13	Floor Duster	opportunity	10 Pcs		
H/K-14	Glass Duster	opportunity	10 Pcs		
H/K-15	Bucket (16Ltr.)	Local	1 Pcs		
H/K-16	Mug	Local	1 Pcs		
H/K-17	W.C Brush(Hockey Brush)	opportunity	6 Pcs		
H/K-18	Dry Mop Refill	opportunity	2 Pcs		
H/K-19	Wet Mop Refill	opportunity	6 Pcs		
H/K-20	Soft Broom	Local	6 Pcs		
H/K-21	Urinal Cube	Unileaver	24 Pkt.		
H/K-22	Room freshener	Ambi pure	8 Pcs		
H/K-23	Cobweb Brush	opportunity	2 Pcs		
H/K-24	Odonilo	Unileaver	10 Pcs		
H/K-25	Bleaching Powder	Unileaver	1 Kg.		
H/K-26	Harpic	Best availability	5 Lt.		
H/K-27	Black Hit	Best availability	3 no.s		
H/K-28	Toilet Paper	Best availability	3 no.s		
H/K-29	Floor Cleaner	Best availability	10 Ltr.		
H/K-30	Surf	Best availability	2 Kg.		
H/K-31	Wiper	Best availability	1 Set		

Subtotal **(B)** \_\_\_\_\_

\*\*Rate should be quoted as per materials given, however payment will be made on actual consumption basis

**TOTAL COST**

(A) Subtotal Monthly - Cost of Eight (08) Persons (AI) (in Rs.)	=	_____
(B) Subtotal Monthly - Material Cost (AI) (in Rs.)	=	_____
(A+B) Monthly Grand Total (in Rs.)	=	_____

\*\* Material Charges will be paid on actual consumption basis.

\*\* In the event of changing Minimum Wages the applicable wages will be effective.

Place: Signature of the authorized signatory of the  
Tenderer with seal of the Firm

Date: Phone No. /Fax No. /Email: