



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

**TENDER NOTICE**

**Oct 27, 2021**

**Ref.No: ADMN-HK-2021-23**

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

The Institute of Cost Accountants of India (herein after called Institute) intends to engage one agency having capacity and proven track record to provide cleaning and housekeeping works with the suitable and uniformed trained manpower through the process of tendering. The Institute and the agency identified thereby should form parties to the contract to be signed between the Institute and the selected agency & the terms and conditions.

1.	Type of work	Cleaning & Housekeeping work
2.	Date of Announcement of Tender	<b>27.10.2021</b>
3.	Last date for submission of Tender	<b>16.11.2021 by 16:00 hrs</b> (The Technical bid and Commercial Bid are to be sealed in separate envelope super-scribing Technical Bid and Commercial Bid respectively)
4.	EMD Amount	Rs. 25,000/- (twenty five thousand only)
5.	Performance Security deposit.	Rs. 65,000/- (sixty five thousand only) (To be submitted on the award of contract)
7.	Address of Submission	CMA Bhawan, 12, Sudder Street, Kolkata – 700 016.
8.	Mode of Submission of EOI documents	By hand or through post/courier so as to reach before the due date and time. The EOI submitted through courier must mention on the main envelope 'Expression of Interest for Housekeeping & Cleaning Agency'
9.	Contact Person	Administration Email id : - <a href="mailto:traveldeskkolkata2@icmai.in">traveldeskkolkata2@icmai.in</a> Mobile: 9681818171, Monday to Friday during office hours

The bidders may visit the office for assessment of the work during working days (Monday to Friday) between 15.00 hrs. – 16.00 hrs. Institute shall not be liable for any postal delays whatsoever in receipt of EOI documents and EOI received after the stipulated date and time shall not be entertained. EOIs submitted without EMD will be summarily rejected.



## GENERAL TERMS AND CONDITIONS FOR EMPANELMENT

1. The bid shall be submitted in two separate sealed envelopes, namely technical bid (annexure -1) and commercial bid (annexure-2). Both of technical and commercial bids must be submitted at the same time, in separate sealed envelopes super-scribing the tender no./name/type of bid/name and stamp of the bidder.
2. The contract shall be initially for a period of one year and can be extended for another one year at same rate, terms & conditions, unless it is curtailed or terminated by the Institute owing to deficiency of service, substandard quality of manpower deployed, breach of contract, reduction or cessation of the requirement of work.
3. The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other company/firm/agency/contractor without the prior written consent of this Institute.
4. The agency will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
5. Financial bids of only those agencies that are technically qualified shall be evaluated.
6. Tenders without earnest money shall be rejected on the spot and will be considered technically unqualified. However, bidders registered with micro and small enterprises (MSES) as defined in MSE procurement policy issued by the department of micro, small and medium enterprises (MSME) are exempted from the submission of earnest money (exemption certificate to be submitted)
7. Housekeeping personnel – As per Scope of Work.

Any extra deployment of housekeeping personnel as and when required for any amount of time within the contract period will be provided by the selected tenderer at same rate, terms & conditions.

8. Canvassing in connection with the tender is strictly prohibited and the tender of anyone resorting to canvassing shall be liable for rejection on that ground alone.
9. It shall be the duty of the contracting agency to pay salary/wages to the staff engaged in the service contract of the Institute in time i.e. before 6<sup>th</sup> of every month through cheque or ECS transfer only and it should not be linked with the payment of the Institute to the bidder. The proof of such payment to be provided every month at the time of claiming the charges from the Institute.
10. The Institute shall not be responsible for any financial loss or other injury to any person deployed by the contracting firm in the course of their performing the duties to the Institute
11. The agency shall be liable for due observation and implementation for the statutory conditions / requirements of labour laws as applicable to workman, during the contract period and the contracting agency shall issue monthly pay slip indicating the gross wages & deductions made from the gross wages, to all the workmen/workwomen provided to the Institute.
12. Agency must have following valid statutory registrations wherever applicable.
  - a. Registration with EPF, registration with ESI.
  - b. Registration under Contract Labour (regulation & abolition) act 1970 and rules.
  - c. Registration of GST number.
  - d. EMD exemption certificate, if exempted.
13. It is obligatory on the part of the agency to ensure that wages paid should not be less than the Minimum Wages fixed by the Government of West Bengal from time to time. The Institute reserves the right to fix the wages more than the Minimum Wages fixed by the state government. All relevant statutory requirements must be incorporated in the amount to be paid to each employee.
14. The agency shall enter into an agreement with this Institute for supply of suitable housekeeping staff as per the requirement of the Institute on specified terms and conditions. The agreement will be valid for a period of one years and shall continue to be in force in the same manner, unless terminated in writing by either party. The service charges quoted on each employee/per month basis by the contractor shall be fixed for the duration of the contract.



15. However, the agreement can be terminated by either party giving 2 (two) months notice in advance. If the service provider fails to give two months notice in writing for termination of the agreement, two months wages, etc. and any suitable amount due to the service provider from this Institute shall be forfeited in favour of the Institute.
16. Institute may ask clarifications if any during the evaluation and the bidders are expected to respond. Lack of response from them will enable the Institute to arrive at its own decision about such bids.
17. Once the order is placed, it will be the vendors' responsibility to make the project functional. Any additional cost incurred for completing the project and for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.
18. That on the expiry of the agreement as mentioned above, the service provider will clear all the contract workers accounts by paying them all their legal dues. In case of any dispute on account of termination of employees or non-employment by the workers of the service provider, it shall be the entire responsibility of the service provider to pay and settle the same.
19. The Institute reserves the right to award the contract in full or part to any tenderer/applicant without assigning any reasons.
20. The selected vendor should provide the electronic challan cum return (ECR) in respect to wages, EPF, EPS etc. For each manpower along with the bill every month.
21. The rate shall include all statutory dues like E.P.F., E.S.I., GST, service charges and employee, Deposit link insurance scheme etc.
22. Institute may ask the documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.
23. The quoted rates of offer quoted through tender will be valid for a period of 90 days.
24. Before award of contract, all original documents will be checked by the Institute and at that time attested photo copies are required to be furnished.
25. In case, tie is observed in the price bid, the applicant with greater experience since commencement of the entity will be considered for the award of contract, if otherwise eligible.
26. The Institute is not bound to accept the lowest offer and reserves the right to cancel any or all the tenders without assigning any reasons thereof.
27. In case of tie, the experience of the bidders will be next criteria for evaluation of awardee.
28. Tenders incorporating additional conditions are liable to be rejected.
29. Agencies or Organizations who have been rejected earlier by the Institute for unsatisfactory performance at this site, need not apply.
30. The Agency shall maintain all relevant registers in the premises of the Institute 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.

#### **ESSENTIAL REQUIREMENTS:**

1. The applicant should not have been blacklisted by any government/government agency during its entire period of existence. Self certification in this regard must be submitted.
2. The tenderer/applicant should be a registered organization preferably working in multiple states.
3. The tenderer/applicant should have minimum turnover of 50 lakhs per annum.
4. Must have a full fledged office in Kolkata.

#### **PERIOD OF CONTRACT:**

1. The period of contract shall be one year from the date of award of contract and the same can be extended for another one year upon mutual agreement of parties at same rate, terms and conditions.
2. The agency shall deploy its resources immediately after the contract is signed.



### **CANCELLATION/ TERMINATION OF CONTRACT:**

1. It is not obligatory on the part of the management to accept the lowest offer; management may summarily reject any or all the offers against the tender without assigning any reason to the bidders participating in the tender.
2. If at any point of time during the period of contact, it is observed by the Institute that the service rendered by the contracting agency are not to the satisfaction of the Institute or any terms of contract are violated, the Institute reserves the right to terminate the contract with immediate effect without any notice or compensation thereof.

### **SETTLEMENT OF DISPUTE**

1. All disputes regarding interpretation of the contents of the agreement or its implementation shall be resolved by mutual discussion/reconciliation in good faith by the agency and The Institute of Cost Accountants of India.
2. This agreement shall be governed by the laws of India for the time being in force and subject to exclusive jurisdiction of courts at Kolkata.

### **FINANCIAL TERMS AND CONDITIONS:**

1. The Institute can fix CTC per month per job category which in any case shall not be less than the Minimum Wages prescribed by the Government of West Bengal. This fixed CTC includes all expenses incurred for each person deployed under specific job category which will be inclusive of all statutory charges.
2. Submission of earnest money deposit (EMD) of Rs. 25,000/- DD in favour of "The Institute of Cost Accountants of India", payable at Kolkata is one of the compulsory conditions for the qualification of technical bid. The bidders who are registered with Micro and Small Enterprises (MSES) as defined in MSE procurement policy issued by the department of micro, small and medium enterprises (MSME) are exempted from the submission of earnest money.
3. The DD towards EMD submitted by the unsuccessful bidders will be returned on or before 30 days after the award of the contract. No interest on EMD & on Performance Security will be paid by the Institute. The EMD of the successful bidder will be converted into Performance Security as mentioned in below point.
  - A. Performance Security – to ensure due performance of the contract, performance security of Rs. 65,000/- (rupees sixty five thousand only) to be paid by the successful bidder to whom the contract was awarded. The bidder, if deposited EMD will deposit a sum of Rs. 40,000/- as deposited EMD will be converted in Performance Security and total deposit will be Rs. 65,000/-.
  - B. Performance Security should remain valid for a period of sixty days beyond the date of completion of the contract.
  - C. The performance Security would be refunded to the successful bidder on receipt on completion of the contract. No interest would be paid on the amounts.
  - D. The Institute reserves the right to deduct appropriate amount from the security deposited in lieu of any unpaid statutory dues or any other dues. In case of pendency of any dispute related to non- payment/less payment of salary/non compliance of statutory obligations by the manpower agency contractor which may results into financial liabilities for the institute, in such cases the institute reserves its right to withhold such performance security deposit for a period beyond 2 year after expiry / termination of the contract or otherwise the amount will be refunded without any interest.
4. The Institute reserves the right to pay allowance and any internal adjustment about the payment to contractual staff which will be instructed to the successful bidder and the successful bidder has the obligation to fulfill the requirement of the Institute.
5. Payment terms and condition – the payment of the contract will be made on monthly basis.

**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**

- ✚ Sweeping and mopping of the entire premises of the Institute's HQ at 12, Sudder Street, Kolkata – 700 016 and 4<sup>th</sup> Floor of the EIRC building at 84, Harish Mukherjee Road, Kolkata – 700 025.
- ✚ To clean all toilets.
- ✚ Dusting and cleaning of all wooden / steel made furniture's / electric fans and telephone set daily.
- ✚ Monthly dusting of all false ceiling of all floors of Institute's HQ at 12, Sudder Street, Kolkata – 700 016 and 4<sup>th</sup> Floor of the EIRC building at 84, Harish Mukherjee Road, Kolkata– 700 025.
- ✚ Weekly mopping and cleaning of garage at of the Institute's HQ at 12, Sudder Street, Kolkata – 700 016.
- ✚ Weekly mopping and cleaning of main roof at the Institute's HQ at 12, Sudder Street, Kolkata – 700 016 and 4<sup>th</sup> Floor of the EIRC building at 84, Harish Mukherjee Road, Kolkata – 700 025
- ✚ Fortnightly special cleaning to be done of all floor / stairs fitting with granite / Johnson tiles.
- ✚ Two person at each floor should be deployed during office time of the Institute.
- ✚ One person at 4<sup>th</sup> floor of the CMA Bhawan, 84, Harish Mukherjee Road, Kolkata – 700 016 should be deployed during office hours.
- ✚ One lady person specifically for taking care of ladies toilets should be deployed during office time of the Institute.

## Modus Operandi

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

- + Cleaning and moping of all floors.
- + Vacuum cleaning of all racks. (Vacuum cleaner will be provided by bidder)
- + Cleaning of wall up to reachable heights.
- + Cleaning of all waste baskets and disposal of garbage.
- + Deep Cleaning of verified floors.
- + Dusting & Sweeping of Council Room.
- + Deep Cleaning of part of the Terrace covered with vitrified tiles fortnightly and washing with water of the rest area.
- + Sweeping and moping of all staircases.
- + Sweeping of canteen.
- + Sweeping & dusting of store rooms (as per the work plan).

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

- + Cleaning of all toilets.
- + Disposal of Garbage's.
- + Washing and cleaning with water of the roof tops area.
- + Cleaning of computer tables, telephones.



05.	<p>Address of the other offices/branches</p> <p>With Telephone no. fax no. E -Mail address etc.</p>	<p>Address :</p> <p>Tel No. with STD code:</p> <p>Fax no. with STD Code: E-mail address :</p> <p>Contact Persons with designation:</p> <p>(i)</p> <p>(ii)</p>	
06	<p>Ownership pattern(i.e. proprietary concern/ Partnership firm / Pvt. Ltd. Co. / Public Ltd Co. etc.(with documentary evidence)</p>		
07	<p>Detailed profile of the organization, Manpower, specialization of staff, variety of services etc</p>		
08	<p>Certified copies of all applicable of issuing authority.</p>		
09	<p>Professional Tax R C No</p>		
10	<p>Shops &amp; Establishment Registration No.</p>		
11	<p>Income Tax PAN</p>		
12	<p>GST no.</p>		
13	<p>CIN No. In case of limited company</p>		



<b>QUALIFYING CRITERIA</b>			
Sl.	Qualifying Criteria	Response of Applicants	For use by ICAI
12.	Turnover in last three financial year as per audited Profit& Loss Account	FY 2017-18 : FY 2018-19 : FY 2019-20 :	
13.	Empanelled as Service Provider with Central Govt/Depts or State Govt./Depts. Or autonomous body and three leading Private Sectors. (with documentary evidence)	Central Govt/Depts State Govt/Depts. Autonomous body Private Sectors	
14.	Full-fledged office and infrastructure at Kolkata equipped with all modern facilities viz. telephone, fax, computer, e-mail address, internet etc.		
15.	Whether agreeable to at least 45 days credit payment		
16.	Separate self-declaration as to the authenticity of the information/documents		

**DOCUMENTS TO BE SUBMITTED ALONG WITH ANNEXURE – 1**

- a) Incorporation Certificate.
- b) Last three years Audited Profit & Loss A/c and Balance Sheet
- c) Last three years Income tax return
- d) Last three Service tax/GST return
- e) EPF Registration no. document of Monthly Return submitted for the last two months.
- f) ESIC Registration no. document of Monthly Return submitted for the last two months.
- g) Last three years Experience Certificate from existing principal employer/past principal employer should be enclosed.
- h) List of Arbitration cases (if applicable).
- i) Self certificate regarding Black list/non black listing of company
- j) EMD exemption letter, if exempted.

**Commercial Bid (A)**

(To be kept in a Separate envelope Super-scribing Commercial Bid)

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

Cost (per person cost on monthly basis)	
	Monthly Cost (in Rs.)
Salary (as per Current minimum wages) (M.W.) [will be allowed to modify as per circulation of Labour Commissioner, Gov. of W.B.]	
EPF on M.W. [will be allowed to modify as per circulation of Labour Commissioner, Gov. of W.B.]	
ESI on M.W. [will be allowed to modify as per circulation of Labour Commissioner, Gov. of W.B.]	
Bonus (8.33 %) (Max ceil Rs. 7000/-)	
Agency charges	
GST	

Total .....

Place:

Signature of the authorized signatory of the

Tenderer with seal of the Firm

Date:

Phone No. /Fax No. /Email: