



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



TENDER NOTICE

17th October, 2024

Ref. LTC/ADMN-HK-2024-25(2)

SUBJECT: TENDER FOR PROVIDING CLEANING & HOUSEKEEPING SERVICES

The Institute of Cost Accountants of India (hereinafter called Institute) intends to engage one agency having the capacity and proven track record to provide cleaning and housekeeping works with 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	17 th October, 2024
3.	Last date for submission of Tender	7 th November, 2024 (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. 36,500/-
5.	Performance Security deposit.	5 % of the Order Value (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 'Tender for Housekeeping & Cleaning Agency'
9.	Contact Person	Administration Email id: - admin.kolkata@icmai.in . 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 1500 hrs. – 16.00 hrs. Institute shall not be liable for any postal delays whatsoever in receipt of bid after the stipulated date and time shall not be entertained. Tenders submitted without EMD will be summarily rejected.



GENERAL TERMS AND CONDITIONS

1. The bid shall be submitted in two separate sealed envelopes, namely Technical Bid-cum-Information Sheet (Annexure 1) and Financial Bid (Annexure 2).
 1. Technical Bid-cum-Information Sheet in separate sealed envelope should be super-scribed with “Technical Bid for Housekeeping Services of the Institute”.
 2. Financial Bid in separate sealed envelope should be super-scribed with “Financial Bid for Housekeeping services of the Institute.
 3. **All documents as per checklist and the sealed envelopes for Technical Bid and Financial Bid should be placed in separate sealed envelope (main envelope) super-scribed with “Bids for Providing Cleaning & Housekeeping Services at the Institute.”**
 4. **EMD to be submitted in a separate envelope along with Bid submission.**
2. 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.
3. 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.
4. To accept bid quoting NIL charges/consideration/abnormal charges will be the decision of the Institute.
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 6th 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.

1. Registration with EPF, registration with ESI.
2. Registration under Contract Labour (regulation & abolition) act 1970 and rules.
3. Registration of GST number.
4. 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. All relevant statutory requirements must be incorporated in the amount to be paid to each employee.

14. 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.

15. 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.

16. No additional charge other than the quoted rate should be imposed either to the Institute or to the deployed workforce.

17. 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.

18. This will be the responsibility of the successful bidder to provide all items including cleaning agents for the mentioned scope of work.

19. Institute may ask the documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.

20. The quoted rates of offer quoted through tender will be valid for a period of 90 days.

21. 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.

22. 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.

23. 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.

24. The Institute reserves the right to award the contract in full or part to any tenderer/applicant without assigning any reasons.

25. Tenders incorporating additional conditions are liable to be rejected.



26. Agencies or Organizations who have earlier provided unsatisfactory performance at this premises / site, need not apply and if applied will be not be acceptable for the Institute.

27. 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.

LIQUIDATED DAMAGES-

1. Liquidated damages of Rs. 500/- per person will be levied on the service provider for short supplying of manpower or inefficient manpower.
2. If the personnel are found missing from the place of duty, for any reason liquidated damages of Rs. 500/- per instance shall be deducted from service bill provider.

CONDITIONS & CRITERIA FOR EVALUATION:

1. Financial bids of only those agencies that are technically qualified shall be evaluated.
2. 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 arrive at its own decision about such bids.
3. Evaluation criteria –

Attributes	Points
Experience	Minimum 8 years – 30 points
	For Every additional year – 2 points upto 10 points
Experience with State/Central /PSU	Minimum 2 entities – 5 points
	For Every additional entity - 1 point upto 5 points
Turnover	Minimum annual average 1 crore – 20 points
	For Every additional 50lakhs - 2 points upto 10 points
Full-fledged office in Kolkata with at least 5 numbers of manpower on payroll (copy of ECR of PF has to be submitted)	Minimum - 10 points
	For every additional manpower in payroll – 2 points upto 10 points

4. Minimum Qualifying points will be 65 (Sixty-five)
5. The eligibility will start only after fulfilling the minimum eligibility criteria in each category and the additional point will be considered afterwards.

PERIOD OF CONTRACT:

1. The contract shall be initially for a period of one and can be extended for another two years (on a year to year basis) 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 and further can be extended for another.
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.
3. 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.

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. Any additional charge not covered under this tender shall not be imposed either on the Institute or on the deployed staff.
2. The successful bidder would be the technically qualified bidder having lowest (L1) Financial Bid on the basis of the Agency Service Charges (%).
3. Submission of Earnest Money Deposit (EMD) of Rs. 36,500/- 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 the Ministry of Micro, Small and Medium Enterprises (MoMSME), Government of India are exempted from the submission of earnest money, subject to submission of relevant certificate.
4. The DD towards EMD submitted by the unsuccessful bidders will be returned within 30 days after the award of the contract to the successful bidder. No interest on EMD 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, 5% of the Contract Value, to be paid by the successful bidder to whom the contract was awarded. The bidder, who deposited EMD will deposit the remaining balance (5% of Contract value – Rs. 36,500) as deposited EMD will be converted in Performance Security. Performance Security may be furnished in the form of an account payee demand draft or bank guarantee from a commercial bank or online payment.
 - B. Performance Security should remain valid for thirty (30) months from the date of commencement of the contract. No interest would be paid on the amounts.
 - C. 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/noncompliance of statutory obligations by the contracting bidder 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 six months after expiry / termination of the contract or otherwise the amount will be refunded without any interest.

5. The successful bidder has the liability to pay overtime to the contractual manpower as per rules applicable to Government of West Bengal.
6. The Institute reserves the right to pay allowance / incentive 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.

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 (Lobby Reception)	Toilets	Total Area
6	1	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 4th 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 4th 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 4th 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.
- + One person should be earmarked to be available on each floor of the premises for both of the mentioned shifts A & B (preceding para)
- + Only ladies staff should be deployed for Ladies toilets.
- + One person at 4th floor of the CMA Bhawan, 84, Harish Mukherjee Road, Kolkata – 700 016 should be deployed during office hours.
- + Any Machineries, cleaning agents, or any other materials required for cleaning work such as Floor scrubbing machine, Mop and bucket, Scrubbing pads or brushes (appropriate for floor type), Cleaning solutions, Microfiber cloths, Safety goggles and gloves, Dust Vacuum Cleaner, Dry Vacuum Cleaner, Mop, Duster etc will be provided by the successful bidder.
- + Wooden furnishers to be washed properly, proper cleaning agent to be used for projector screen, proper dusting with vacuum cleaner to be done to sound system installed apparatus, entire racks, cables, mikes (auditorium and conference both), chairs of auditorium, sofas of conference hall, other required work. Agency may ask to perform other cleaning job in the said sites addition to said job and they may also visit to sites to assess the quantum of job.
- + There has to be a duty roster for daily work done against each items mentioned above, that need to be supervised, ticked for satisfactorily carrying out the work, by the selected vendor on day to day basis.

Modus Operandi

Shift A (7am - 3pm)

- + 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 (10am - 6pm)

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





TECHNICAL BID-cum-INFORMATION SHEET TO BE FILLED BY BIDDER

1	Name of the Bidder										
2	Address of Kolkata Office										
3	Contact person & Designation										
4	E-mail Address										
5	Contact Number										
6	Year of Incorporation/Establishment										
7	Turnover (in Rs.)	F.Y. 2020 – 21									
		F.Y. 2021 – 22									
		F.Y. 2022 – 23									
8	Empaneled as service provider during last 5 years in Central / State Govt. / PSUs / Autonomous Body / Statutory Body (in numbers / count)	Central Govt.									
		State Govt.									
		PSUs									
		Autonomous Body									
		Statutory Body									

Declaration –

I/We on behalf of organization have understood the job involved and agree to all the terms and conditions as indicated in this EOI/Tender Notice.

I/We on behalf of organization are not debarred and / or / blacklisted by Central State Govt. / PSUs / Autonomous Body / Statutory Body or by the Institute.

I/We on behalf of organization declare that all the facts stated and documents submitted are true to the best of our knowledge and belief.

I/We on behalf of organization undertake that in case the above is found false/fake the tender may be summarily rejected without assigning any reason.

Seal of the organisation

Signature :

Name :

Designation :

Date :



CHECK LIST OF DOCUMENTS TO BE SUBMITTED

Please write YES or NO		
1.	Proof of Establishment, Commencement & Continuity of Business and Annual IT Return for each year business	
2.	GST Registration	
3.	EPF Registration Certificate	
4.	ESIC Registration Certificate	
5.	Professional Tax Registration Certificate	
6.	Electricity Bill / Rent Agreement of Office	
7.	ECR of EPF & ESIC of employees	
8.	Audited P/L Accounts & Balance Sheets	
9.	Work Orders / Performance Certificates	
10.	EMD / Supporting document(s) for EMD exemption	
11.	Detailed profile of the organization, management, manpower, specialization of staff, variety of services etc.	
12.	Sealed Envelope containing Technical Bid	
13.	Sealed Envelope containing Financial Bid	
14.	Any additional information, please add separate sheet(s)	

Seal of the organisation

Signature :

Name :

Designation :



Commercial Bid

(To be kept in a Separate Envelope Super-Scribing Commercial Bid)

Name and Address of the Bidder: _____

Sl.no.	Particulars	Rate per month / in Rs.
1.	Consolidate pay for the work mentioned in this tender LTC/ADMN-HK-2024-25	
Rs. in words/-		

Applicable taxes would be extra

Place:

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

Date:

Phone No. /Fax No. /Email:

CONVENER – Limited Tender Committee