



**WEST BENGAL STATE FOOD PROCESSING
&
HORTICULTURE DEVELOPMENT CORPORATION LIMITED
(A GOVT. OF WEST BENGAL ENTERPRISE)
BENFISH TOWER (6th Floor)
31, G.N. Block, Sector-V, KOLKATA – 700091
Mail id- wbsfphdcl1@gmail.com**

NIT No.96/WBSFPHDCL/1770/2023-24

Date:22.02.2024

NOTICE INVITING E-TENDER

E-Tenders are hereby invited on behalf of the Department of Food Processing Industries and Horticulture, invites e-Tender for the work as detailed below

Package No.	Description of package	Estimated value (Rs.)	Earnest Money (Rs.)	Cost of Tender Documents (Rs.)	Duration of work	Eligibility of Bidder (Rs.)
A	Security guarding & housekeeping arrangement in the office campus of the Department of Food Processing Industries & Horticulture, Government of West Bengal at 'Benfish Tower', 4 th & 6 th floor, GN-31, Sector-V, Salt Lake, Kolkata – 700091	2,00,00,000/- (apprx.)	4,00,000/-	5,000/-	3 (Three) years, can be extended for further period. Can be curtailed if service found unsatisfactory with one month's notice	Bonafide agencies having credentials in similar nature of work

01. Both Earnest Money and Tender Fee may be deposited by the bidder in favour of : “WEST BENGAL STATE FOOD PROCESSING & HORTICULTURE DEVELOPMENT CORPORATION LIMITED” payable at Kolkata online through his net banking enabled bank account, maintained at any bank or: offline through any bank by generating NEFT/ RTGS challan from the e-tendering portal. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name, Account No., Amount, Beneficiary Bank name (ICICI Bank), IFSC Code and e-Procurement Ref No. Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site. Bidders are also advised to submit EMD of their bid, at least 2 working days before the bid submission closing date as it requires time for processing of Payment of EMD.

02. In the event of e-filing, intending bidder may download the tender documents from the website: <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate and submit the Technical Bid as well as Financial Bid online on or before the last date and time given in the Notice Inviting e-Tender. EMD and Tender Fee should be deposited by the bidder electronically (online) in favour of “WEST BENGAL STATE FOOD PROCESSING & HORTICULTURE DEVELOPMENT CORPORATION LIMITED” payable at Kolkata through ICICI Bank Payment Gateway failing of which the tender will be treated as cancelled.
03. Both Technical document and Financial Bid are to be submitted in technical (Statutory & Non-statutory folder) and financial folder concurrently duly digitally signed in the website <http://wbtenders.gov.in> as per scheduled date and time. The documents submitted by the bidder should be properly indexed and self-attested with seal.
04. The FINANCIAL OFFER of the prospective bidder will be considered only if the TECHNICAL Document of the bidder found qualified by the Departmental Tender Committee of this Department. **The decision of the Departmental Tender Committee / Competent Authority, Department of Food Processing Industries and Horticulture will be final and binding on all concerned and no challenges against such decision will be entertained.**
05. The tenderer can search and download NIT and Tender Documents electronically from computer once he logs on to the website, as mentioned, using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
06. **ELIGIBILITY CRITERIA:**
- A. Financial Requirement**
1. Intending tenderers should produce credentials of a similar nature of completed work of the minimum value of **Rs. 2 Crores (two crores)** during last 3 (three) consecutive years prior to the date of issue of the tender notice or,
 2. Intending tenderers should produce credentials of 2 (two) similar nature of completed work, each of the minimum value of **Rs. 1 Crore (one Crore)** during last 3 (three) years prior to the date of issue of the tender notice.
- B. Technical Requirement**
1. The organization has to produce a current bank solvency certificate of not less than Rs. 1 crore issued by any Nationalized Bank.
 2. The organization must have average turnover at least **Rs.4 Crores** for the last three years ending on 31.03.2023.
 3. The organization must have Facility Management division managing or managed operations in at least 3 or more sites in India, managing all operations without subcontracting the same.
 4. The Organization must be managing all the operations through staff on direct rolls and does not engage sub-contractor(s) for the purpose.
 5. The agency must have valid ESI and PF registration numbers/ Challan. Copy of relevant documents should be enclosed. (Statutory Document)

C. General

1. The bidding firm shall necessarily be a legally valid entity either in the form of a limited company or a private limited company registered under the Companies Act 1956 or Companies Act 2013 as amended, for a period of at least 5 (five) years.
2. It is desired that the organization has an operating office within Kolkata / Salt Lake Area. A certificate with full particulars duly notarized is to be submitted by the selected agency in this regard before commencement of operation.
3. Joint Venture organizations are not eligible to participate.
4. The bidder shall have to comply with the provisions of (a) the Contract Labour (Regulation & Abolition) Act. 1971 and (b) Minimum Wages Act. 1948 (c) West Bengal Private Security Agencies (Regulation) Rules 2007 or any other laws relating thereto and the rules made and order issued there under from time to time.
5. The bidder must have PAN, EPF Registration, ESI Registration, GSTIN etc. in the name of company & the bidder must have valid Trade License for Housekeeping, security for the year 2019-20.
6. The agency has to submit a valid labour license in a single contract of minimum 50 manpower.
7. The company shall furnish the Memorandum and Article of Association.
8. The organization has to submit Private Security Agency Regulation Act 2005 License (PSAR LICENSE).
9. Certificate issued by the Head of Offices of a State / Central Government, State / Central Government undertaking, Statutory / Autonomous bodies constituted under the Central / State statute, on the executed value of completed / running work will be taken as credential. No credential will be considered as valid unless it is supported by work order, certificate schedule or BOQ of work and completion certificate mentioning the date of completion issued by the competent authority. It should contain (a) Name of work (c) Value of executed work (d) Date of Completion of project along with telephone number & detail address for communication of client must be indicated in the Credential Certificate. [Non Statutory Documents]
10. Each Security or House Keeping Personnel must wear uniform and bear identity card. All must be well trained with certificate and must have work experience of at least 3(three) years.
11. Agency shall issue and make it obligatory for its security guards to put on :–
 - (i) an arm badge distinguishing the Agency;
 - (ii) shoulder or chest badge to indicate his position in the organization;
 - (iii) whistle attached to the whistle cord and to be kept in the left pocket;
 - (iv) shoes with eyelet and laces;
 - (v) a headgear which may also carry the distinguishing mark of the Agency.
12. Agency shall supply at least two sets of uniform to Security and Housekeeping personnel. The clothes worn by the private security guard and Supervisor while on duty shall be such that they do not hamper in his efficient performance. In particular they will neither be too tight nor too loose as to obstruct movement or bending of limbs.
13. Every private security guard and Supervisor will carry a notebook and a writing instrument with him.
13. Every private security guard and Supervisor while on security duty will wear and display photo-identity card issued under section 17 of the Act, on the outer most garment above waist level on his person in a conspicuous manner.

14. The organization must have adequate resources and infrastructure to provide training and upgrade the operations as a continuity plan.
15. The bidders will have to furnish an undertaking that he will produce the latest character certificate of each staff from class A Gazetted Officer not below the rank of Sub Divisional Officer. The latest police clearance regarding integrity of each staff engaged by him to be produced to this Department and Police verification will be obtained as and when required by intelligence branch or by competent authority of the Government.

07. MODE OF TENDER

The e-Tender will comprise of Technical and Financial Bids, which the intending agency shall have to make simultaneously. However, Financial Bid submitted by a particular agency will be opened only if the TECHNICAL Document of the bidder found qualified by the Departmental Tender Committee of this Department.

08. SCOPE OF WORK

Armed / unarmed Personnel for the purpose of security, housekeeping personnel and personnel as office attendant cum Supervisor as per ANNEXURE- V & VI may be engaged, as and when required during the next 1 year commencing from the date of agreement with successful bidders. Percentage of service charges per month per person for each zone should be quoted in the respective assigned spaces of the BOQ. Number of personnel may be increased in future for different locations of West Bengal. Agencies/Farm should quote for at least 3(three) zones as mentioned in ANNEXURE-VI and the award of contract will be based on rates quoted.

1. Housekeeping Services:

- a. Environmental upkeep services.
- b. Waste management and proper disposal.

2. Security Services:

- a. Provision of security at each floor for 24 hrs X 7 days.
- b. Key management.

08.1.a. Scope of Environmental Upkeep Service

- (i) Common area cleaning in floors, terrace, machine rooms, service rooms within the office premises, etc.
- (ii) Toilets cleaning, maintaining and replacing toiletries of all ladies/gents toilets of each floor.
- (iii) Cleaning of all around the office periphery within the compound.
- (iv) Cleaning of office rooms / chambers

Daily Schedules:

A. Entrance lobbies:

- (i) Wiping of the entrance glass doors on all the entrances till reachable heights.
- (ii) Cleaning the entire common area at a convenient time without hindering the occupants' movement which includes sweeping, mopping, scrubbing and buffing.

- (iii) Periodical wiping of the entire side walls (Complete dado) – Marble / Granite / Tiles.
- (iv) Periodical dusting and wiping of all fixtures and furniture in all the entrance lobbies.
- (v) Ensuring the shine on the signage everywhere.
- (vi) Removal of dust, etc from the skirting top.
- (vii) Cleaning of all the ceilings and walls for dust, cobwebs, etc.
- (viii) Thoroughly wiping all door handles, latches etc.

B. Toilets:

- (i) Sweeping and mopping of the floor and keeping the floor clean throughout the day.
- (ii) Mopping of all glazed tiles and keeping them clean.
- (iii) Washing of all the urinals, closets and washbasins with mild soap solution/ cleaning solutions at least four times a day.
- (iv) Ensuring the shine on the mirror throughout the day by periodic cleaning using glass cleaner.
- (iv) Replacing toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
- (v) Cleaning all toilet fixtures and fittings.
- (vi) Clearing of the bins in the toilets periodically.

C. Floors:

- (i) Sweeping and mopping of all the floors including terrace.
- (ii) Removal of dust, etc. from the skirting top.
- (iii) Ensuring that all the glass doors, glass partitions are stain free and shining throughout the day by using standard make cleaning solutions.
- (iv) Ensuring that all the signboards are clean at all times throughout the day.
- (v) Ensuring that the walls and ceilings are free from dust, cobweb etc.

08.1.b

Scope of Waste Management Service

- (i) Empty all garbage containers, wipe, clean and replace liners where ever required.
- (ii) Collect the waste papers, empty the garbage bins, waste paper baskets and arrange to carry away from the premises to the common garbage dump.
- (iii) The collection of garbage, food leftovers, waste papers, etc. shall not be done during the normal working hours and also when the officer / official concerned is working at his / her workstation.
- (iv) Keep dump area reasonably in a clean condition.
- (vi) Disposal of collected garbage at nearest dumping ground of local authority.
Necessary permission in this regard should be obtained by the agency.

08.2.a

Scope of Provision of security at each floor:

- The purpose of this service is to provide security at each Office premises.
- (i) Security personnel should be provided at all entrances of the premises as specified in the work order. .
 - (ii) Receives the visitor as soon as he/she reaches the entrance.
 - (iii) Guide the visitors how to reach their destination.

- (iv) Support the visitor if he seeks any information.
- (v) Greet & Escort the VIP from the Entrance to the Office he/she wants to visit.
- (vi) Maintain a register for visitors showing time of visit, duration etc..

08.2.b. Scope of Key Management Service:

- (i) To manage and maintain records of Door Keys movement of the entire office covering all the mentioned floors.
- (ii) Prepare inventory of all the Door Keys of the entire office covering all the mentioned floors.
- (iii) Locking the rooms at the end of office hours.
- (iv) Daily reckoning of keys at the end of office hours.
- (v) Anomaly if any, to be reported to Authority immediately.
- (vi) Monitor door lock maintenance and repair and replacement of keys, if lost, by maintaining all records and taking approval from the authorities.
- (vii) Must be aware of all locations of offices and facilities available in the building.

09. FREQUENCY OF SERVICES

Environmental Upkeep Entrance lobbies

Area	Job	Frequency
Wiping of the glass doors	Wiping with glass duster.	Daily rotation basis.
Thorough cleaning by applying approved glass cleaning chemical.		Weekly by glass Comby.
Door handles, latches, etc	Thoroughly wipe using approved sanitizer	Daily rotation basis
Floors		
Floors including Terrace	Dry mopping, wet mopping with approved cleaning agent.	Daily rotation basis without hindering the occupants' movement
Scrubbing by approved cleaning agent, buffing	Weekly by scrubbing machine without hindering the occupants' movement.	
Glass doors, Glass partitions	Wiping with glass duster	Daily rotation basis
Ensuring that all the glass doors, glass partitions are stain free and shining throughout the day by using standard make cleaning solutions.	Weekly by glass comby	
Signage	Ensuring shine	Daily (Manually)
Walls & Ceilings	Removing cob webs	As and when required (Manually)
Toilets		
Floor	Mopping with approved sanitizer.	Daily, on hourly basis.
	Scrubbing with approved cleaning agent.	Weekly (Manually)
Glazed tiles.	Wet and dry wiping.	Daily
	Scrubbing with approved cleaning agent.	Weekly (Manually)

Urinals, closets and washbasins	Cleaning with approved cleaning agent	Daily (Manually)
Toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc.	Replenish	Daily, as and when required
Toilet fixtures and fittings	Wet and dry wiping	Daily, as and when required
	Keep dry and stain free. Ensuring the shine on the mirror throughout the day	Daily, on hourly basis or as and when required
Ceiling	Removing cob webs.	As and when required (Manually)
Bins in the toilets	Cleaning of bins	Daily, as and when required.
Waste Management Service		
Garbage containers.	Clearance and cleaning. Replace liners.	Daily, as and when required.
Waste paper baskets & garbage bins	Collect the waste papers, empty the garbage bins, waste paper baskets and arrange to carry away from the premise to the common garbage dump.	Daily, as and when required.
Dump area.	Keep it reasonably clean.	Daily, as and when required.
Training Schedule		
<ul style="list-style-type: none"> Once in a month training to be imparted to the staff to ensure best of service standards and review of overall performance. 		

10. DETAILING OF SERVICES

1. Security Surveillance:

- Any abnormality identified by the security staff needs to be reported to authority immediately.
- All registers are to be maintained by the security team diligently and daily.
- Intruders in the building needs to be stopped by the security team.
- Post-closing of office hours they will have to ensure that all the lights in the office building are switched off and all the gates are closed properly.
- The security team must be well versed with all types of fire-fighting gadgets and will have to operate the devices at the time of need.
- The best of the staff who can handle the responsibility needs to be engaged by the service provider for this job.
- The night shift security team will have to ensure hourly patrolling of the office premises and share online reports to the service provider every hour. The same report needs to be kept on record for monthly review.
- Any deviation in service requirement will call for disciplinary action and even termination of contract.

2. Housekeeping services-

- Adequate materials to be available at site to provide the services.
 - The machines should be always in a running condition.
 - Cleaning schedules need to be designed and displayed in open place and implemented by the agency.
 - The toilets should be clean, dry and in the best condition always.
11. No mobilization / secured advance will be allowed.
12. In connection with the work, Arbitration will not be allowed.
13. Bids shall remain valid for a period not less than 180 (one eighty) days from the date of opening of Financial Bid. Bid valid for a shorter period shall be rejected. If the bidder withdraws the bid during the period of bid validity the earnest money as deposited will be forfeited forthwith without assigning any reason thereof.
14. Intending bidders are requested to inspect the site for assessment of nature of work and the duties & the responsibilities to be taken up during execution.
15. **Date and Time Schedule**
- | Sl. No. | PARTICULARS | DATE & TIME |
|---------|--|-----------------------------|
| 1. | Date of uploading (Publishing) of N.I.T. and other Documents(Online) | 22.02.2024 |
| 2. | Documents download start date (Online) | 22.02.2024 |
| 3. | Bid proposal submission start date (Online) | 22.02.2024 |
| 4. | Pre-bid meeting | 28.02.2024 at 03.00 p.m. |
| 5. | Documents download end date (Online) | 15.03.2024 up to 04.00 p.m. |
| 6. | Last date of Earnest Money Deposit (Online) | 15.03.2024 up to 04.00p.m. |
| 7. | Bid proposal Submission end date(Online) | 15.03.2024 up to 04.00 p.m. |
| 8. | Date & Time of opening of technical bids (Online) | 18.03.2024 at 12.00 p.m. |
16. The Bidder, at his own responsibility and risk is encouraged to visit and examine the site of works and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting e-Tender, before submitting offer with full satisfaction, the cost of visiting the site shall be at his own expense.
17. The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids be, no cost of bidding documents shall be reimbursable by the Department. The Departmental Tender Committee, Department of Food Processing Industries & Horticulture, Government of West Bengal reserves the right to reject any application for purchasing Bid Documents and to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have incurred by any Bidder at the stage of Bidding.
18. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned before tendering the bids.
19. Conditional/Incomplete tender will not be accepted under any circumstances.
20. The intending bidders are required to quote the rate on line.

21. The intending agencies shall have to comply with the provisions of (a) the contract Labour (Regulation Abolition) Act, 1971 (b) Apprentice Act, 1961 (c) minimum wages Act. 1948 and (d) the provision of the West Bengal Private Security Agencies (Regulation) Rules or any other laws relating thereto and the rules made and order issued there under from time to time.
22. In case of ascertaining authority of intending bidders at any stage of tender process or execution of work, necessary registered irrevocable power of attorney is to be produced as and when asked for by the Departmental Tender Committee, Department of Food Processing Industries & Horticulture, Government of West Bengal.
23. During the scrutiny, if it comes to the notice to Departmental Tender Committee that the credential or any other paper found incorrect/manufactured/fabricated, that bidder would not be allowed to participate in the tender and that application will be out rightly rejected without any prejudice. **Departmental Tender Committee, Department of Food Processing Industries & Horticulture, Government of West Bengal, reserves the right to cancel the NIT due to unavoidable circumstances without assigning any reason whatsoever, to the bidders and no claim in this respect will be entertained.**
24. In case if there be any objection regarding prequalifying the Agency that should be lodged to the Managing Director , WBSFP&HDCL within 02(two) days from the date of publication of list of qualified agencies and beyond that time schedule no objection will be entertained by the Departmental Tender Committee, Food Processing Industries & Horticulture Department, Government of West Bengal.
25. **QUALIFICATION CRITERIA**
The departmental tender committee will determine the eligibility of each bidder, the bidders shall have to meet all the minimum criteria regarding:
- a. Financial Capacity
 - b. Technical Capacity comprising of personnel & equipment capability.
 - c. Experience/Credential
 - d. The eligibility of a bidder will be ascertained on the basis of the digitally signed documents in support of the minimum criteria as mentioned in a, b, c above. If any document submitted by a bidder is found false, in such cases the eligibility of the bidder/ bidder will be out rightly rejected at any stage without any prejudice.

Special terms & conditions

A. Statutory Liabilities and Taxation:

(i) Must submit proof of compliance.

B. Performance Guarantee:

(i) The organization must not have any record of poor performance, abandoned work, having being blacklisted by any Government organization. Accordingly one undertaking stating the same should be submitted to the Departmental Tender Committee. Registered declaration regarding the same should be submitted by successful bidder at the time of formal agreement.

(ii) The successful bidder must have to submit Bank Guarantee (BG) for the amount equivalent for two months' wage value of the total deployed person in favour of The Additional Secretary to Government of West Bengal, Food Processing Industries & Horticulture Department, which should be valid for entire agreement period and 3(three)months beyond the agreement period.

(iii) Any lapse in service deliveries will be informed to the Agency in writing for immediate improvements. If the Agency fails to improve the same then Contract may be terminated due to non-performance of the agency.

The authority will issue the notice of termination to the agency. Penalty will be imposed @ double of that of the prevailing rate for the default period due to non-performance from the bill of the agency.

(iv) The Agency will be held responsible for any loss, shortage or damage of Govt. materials or property and the cost of the same will be recovered from the bills of the Agency.

(v) The Department will not be any way responsible for any injury, accident or accidental death of any person engaged by the Agency even if such unfortunate incident takes place in course of the work. The question of compensation arising out of such cases shall have to be settled by the Agency itself entirely at its own cost and responsibility.

(vi) The Agency will terminate services of a particular person engaged in this regard if his service is found dissatisfactory and unsuitable for the stipulated job on receipt of any such report from this Department.

(vii) The Department will reserve the right to terminate the contract at any time without assigning any reason after serving a notice of 3 (three) months in advance. However, the Department will hold the discretion to terminate the Contract at any time in case of gross negligence in providing required service.

(viii) The Agency will not be entitled to withdraw from the contract without serving a notice to this effect at least 3(three) months in advance.

(ix) The tenure of contract will be for three year. It may be renewed annually up to five years at the same rate, terms and conditions at the time of engagement subject to satisfaction of this Department and curtailed if service found unsatisfactory.

(x) The Agency Bill is to be submitted every month after payment of wages and other statutory dues. The Office will only process the bill after ensuring that the payment of EPF, ESI & bonus has been paid apart from wages as per minimum wages act

(xi) The organization must demonstrate implementation of adequate checklist and process flow to monitor the operation and guarantee the performance at every point of time.

(xii) The Tender Inviting Authority may withdraw or cancel the tender at any time before issuing work order, without assigning any reason.

Managing Director
WBSFP&HDCL

ANNEXURE – I

SECTION – A: INSTRUCTION TO BIDDERS

General guidance for e-Quotation:

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the contractors to participate in e-Quotation.

- 1) **Registration of Contractor:**
Any contractor willing to take part in the process of e-Quotation will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in> (the web portal of Public Works Department) the contractor is to click on the link for e-Tendering site as given on the web portal.
- 2) **Digital Signature certificate (DSC):**
Each contractor is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount.
- 3) The contractor can search & download NIT & Tender Document(s) electronically from computer once he logs on to the website using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- 4) **Submission of Tenders:**
Tenders are to be submitted through online to the website stated in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).
- 6) **Technical Proposal:**
The Technical proposal should contain scanned copies of the following in two covers (folders):

A. Statutory Cover containing the following documents:

NIQ, Special Terms and Condition, *(Properly downloaded & uploaded the same digitally Signed)*

Tender form no. 2911(ii) *(Properly download & upload the same Digitally Signed Except quoting rate, quoting rate will only encrypted in the B.O.Q. under Financial Bid. In case of quoting any rate in 2911(ii) the tender liable to be summarily rejected).*

Scanned Copy of online payment (NEFT/ RTGS challan) for Earnest Money Deposit (EMD) as prescribed in the NIT, against each serial of work in favour of ‘West Bengal State Food Processing & Horticulture Development Corporation Limited’.

If any corrigendum or addendum is published by the department before tender closing date, please follow and upload the same with digital signature.

B. Non-statutory Cover containing the following documents:

<i>Sl.No.</i>	<i>Category Name/Sub Category Name</i>	<i>Sub Category Description</i>
A.	CERTIFICATES	i. Professional Tax (PT) deposit receipt challan [Up to date as per Govt. Rules]. ii. Pan Card iii. IT, Saral [for last 3 Assessment years]. iv. Valid 15 digit Goods and Services Tax payer Identification Number (GSTIN) under GST Act. 2017. v. Trade Licence. vi. PF certificate & Up to date PF Challan(Current as per Govt. Rules) vii) ESI Registration. [All the above-stated certificates should be in the name of the company/ agency /farm]
B.	COMPANY DETAILS	i. Registration Certificate under Company Act. (If any). ii. Registered Deed of partnership Firm/Article of Association & Memorandum (if any)
C.	CREDENTIAL1	ii. Scanned copy of Original Credential Certificate to be uploaded
D.	Declaration-I	Scanned copy of P.F Registration Certificate & up to date P.F Challan (Current as per Govt. Rules)
E.	Declaration-II	i) Notarized declaration of Man power in its payroll ii) Other Important Document If any.
F	FINANCIAL INFO	As stated in eligibility criteria
I	P/L & Balance sheet for F.Y – 2020-21	Certified by Chartered Accountants
J	P/L & Balance sheet for F.Y – 2021-22	
K	P/L & Balance sheet for F.Y – 2022-23	

- i. Professional Tax (PT) deposit receipt challan for the last six months, Pan Card, IT-Saral for the last three years, VAT Registration Certificate, GSTIN Document.
- ii. Certificate of Incorporation and Certificate of Commencement (in case of Ltd. Company only) under Companies Act, 1956 or Companies Act, 2013 as amended.
- iii. Article of Association & Memorandum of Association.
- iv. Power of Attorney, if any.
- v. All the certificates & documents regarding legal entity, annual turnover, technical capabilities, statutory liabilities and taxation, certification, manpower, machine & performance guarantee as mentioned in prequalification criteria.
- vi. Tax Audited Report along with Balance Sheet & Profit & Loss A/c. for the last 3 (*three*) years (year just preceding the current Financial Year will be considered as year – I)
- vii. List of Technical staffs along with structure & organization.
- vii. Credentials/ Experience certificates mentioning super built up area.

N.B.: Failure of submission of any of the above mentioned documents as stated in Sl. No A. 6. (a) and Sl. No A. 6. (b) will render the bidder liable to be rejected for both statutory & non statutory cover.

Documents:

- 1) The Financial Offer of the prospective tenderer will be considered only if the BID of the tenderer is found qualified by the Departmental Tender Committee
- 2) If any contractor is exempted from payment of EMD, copy of relevant Government Order needs to be furnished.
- 3) Pursuant to scrutiny & decision of the Departmental Tender Committee the summary list of eligible bidders & the serial number of work for which their proposal will be considered will be uploaded in the web portals.
- 4) During evaluation, the committee may summon the bidders & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.
- 5) Financial Proposal
 - i. The financial proposal should contain the following documents in one cover (folder) i.e. Bill of Quantities (BOQ). The contractor is to quote the rate against each zone in the space provided in the BOQ (in figure only) online in the space marked for quoting rate in the BOQ.
 - ii. Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the contractor.
 - iii. Penalty for suppression / distortion of facts:
If any bidder fails to produce the original hard copies of the documents like Completion Certificates and any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the bidder and action may be referred to the appropriate authority for prosecution as per relevant IT Act.
 - iv. Rejection of Bid:
Department of Food Processing Industries & Horticulture, Government of West Bengal reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders on the ground for Employer's action.
 - v. Award of Contract:
The successful Bidder will be notified by acceptance letter / Letter of Acceptance. An Agreement will be executed between the Department of Food Processing Industries & Horticulture, Government of West Bengal and the successful bidder prior to issuance of formal Work Order. All the tender documents including NIT & B.O.Q. will be the part of the contract documents. After receipt of Letter of Acceptance, the successful bidder shall have to submit requisite copies of contract documents along with requisite cost to be deposited.

N.B. Following points may be noted:

1. *Minimum wages must be paid to the employees to be engaged and other amenities like EPF, ESI, Bonus, Gratuity will have to be provided.*
2. *All labour legislations and rules of the land, viz, maximum work hours, monthly holidays, Payment on National Holiday duty etc. are to be followed.*

Sd/-
Managing Director
WBSFP&HDCL

ANNEXURE – II

ORGANISATIONAL CAPABILITY

1. Name of Tendering Company/Firm/Agency:
(Attach certificate of registration or Trade License)
2. Nature of the concern:
(i.e. Private Limited or Limited under Company Act, 1956)
3. Full Address of Registered Office of the firm:
.....
(i) Telephone/Mobile No. :
(ii) FAX No.:
(iii) E-Mail Address:
4. Full address of Operating/Branch Office of the firm (if any):
.....
(i) Telephone/Mobile No. :
(ii) FAX No.:
(iii) E-Mail Address:
5. Valid GST Registration Certificate No.
(Attach attested Copy)
6. Valid Trade License No for Housekeeping and security job.
.....
(Attach attested Copy)
7. PAN/GIR No. of the firm:
(Attach attested Copy)
8. Photocopy of income tax returns for last three financial years 2016-17, 2017-18
& 2018-19 (Attach attested Copy)
9. EPF Registration No.....
(Attach attested Copy)
10. ESI Registration No. :.....
(Attach attested Copy)
11. Professional Tax Registration No. :.....
(Attach attested Copy)

Signature & Seal of bidder

ANNEXURE – III
(On Non-judicial stamp paper of Rs. 100)

UNDERTAKING

1. I, _____ Son/Daughter/Wife of Shri _____, Proprietor/Director/Authorised Signatory of the Agency/Firm, mentioned above, is competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. I/We not have been blacklisted by any Government Department/Autonomous Body or PSU Bodies under the Central/ State Govt. at any time. If anything to the contrary is subsequently found, the bid submitted will be cancelled and EMD/SECURITY DEPOSIT will be forfeited and legal proceedings initiated.
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Dated : Place :

.....
Signature & Seal of bidder

ANNEXURE – IV

GENERAL TERMS AND CONDITIONS

Earnest Money

I. Online Deposition of Earnest Money and Tender Fee

The Tenderers desirous of taking part in the tender have to deposit Earnest Money @ Rs. 4,00,000/- and Tender Fees @ Rs. 5,000/- through ICICI Bank Payment Gateway.

Payment of EMD and Tender Fee should not be made in West Bengal State Food Processing & Horticulture Development Corporation Limited Account directly. It should be deposited through available options on the tendering portal only.

II. Refund of Earnest Money deposit

The Earnest Money of all unsuccessful tenderers will be refunded by the WBFSPHDCL on receipt of application from the tenderers. In case of successful tenderer, the Earnest Money deposit will be released after 180 days counted from the date of commencement of providing service. No interest on Earnest Money will be paid.

III. Forfeiture of Earnest Money deposit

Earnest Money deposit is liable for forfeiture in the event of:

- a) Withdrawal of offers, while offers are under consideration during the validity period.
- b) Any unilateral revision made by the tenderer during the valid period of the offer.

1. Responsive Tenderer

Prospective applicants are advised to note carefully the minimum qualification criteria before tendering the bids.

Conditional/ incomplete tender will not be accepted under any circumstances. Tenderers fulfilling all conditions and criteria set forth and qualifying in the Technical Bid as well as making submission of Financial Bid in stipulated manner shall be considered responsive.

2. Quoting the rates in BOQ

3. The intending tenderers are required to quote the rate online. No offline Tender will be entertained.

All Tender prices shall have to be quoted service charge in the BOQ inclusive of all charges & Taxes to office of the Department of Food Processing Industries & Horticulture at 'Benfish Tower', Salt Lake, Kolkata - 700091.

4. Evaluation of Tenders for qualifying in Technical Bid

All Tenders will be evaluated and compared on the basis of the submitted documents.

The Departmental Tender Committee will determine the eligibility of each bidder through a Tender Committee. The bidders shall have to satisfy all the clauses specified in eligibility criteria.

During scrutiny and before issuing work order, if it comes to the notice of the Tender Inviting Authority that the credential or any other paper is incorrect / manufactured/ fabricated, that bidder would not be allowed to participate in the tender and that application will be rejected without any prejudice.

5. Evaluation of Tender for qualifying in Financial Bid
Evaluation will be done on the basis of qualified technical bids.

6. Disputes

Any dispute arising out of noncompliance of any Terms and Conditions of the Tender, it shall be referred to sole Arbitrator, who shall be appointed by the Corporation in accordance and subject to the provision of the Arbitration and Conciliation Act, 1996. The place of Arbitration will be Kolkata and the language shall be English. The Award of the Arbitrator shall be binding on both the parties. All disputes and Court cases are subject to the Jurisdiction of the Calcutta High Court only.

7. Negotiations

It is clarified that normally no rate negotiation will be done and therefore the Tenderer should quote their lowest prices only, however, the Department may negotiate the rates in exigencies, if required to do so.

ANNEXURE – V

In pursuance of Government Circular No. 45/Stat/14RW/24/2023/LCS/JLC dated 12.12.2023 (may change time to time as per extant orders and circulars), Agencies will be paid the minimum rates of wages for Security personnel and Office attendant (unskilled) for Zone A in the following manner:

Monthly rate: Rs. 9839.00/-

Daily Rate: Rs. 9839.00/26 = Rs. 378.42

To be paid by the office to the Agency

	Description	Daily wages (Rs.)
(A)	Daily Rate (Rs. 9839.00/26)	378.42
(B)	Add E.P.F. @ 13.00% of Rs. 378.42	49.19
(C)	Add E.S.I. @ 3.25% of Rs. 378.42	12.29
(D)	Add Bonus @ 8.33% of Rs. 378.42	31.52
(E)	Service Charge of Agencies (As per FD Order no.3687-F(Y) Dt.02.05.2012 ensuring that the deployment of manpower has already been agreed by the FD i.r.o the Establishment going for the tender)	As offered by the Agencies and duly approved by the Department
(F)	Total [(A)+(B)+(C)+(D)+(E)]	471.42 + Service Charge of Agencies
I.Tax, G.S.T. etc. will be applicable as per extant Government Rules.		

Each security personnel and office attendant will be paid in the following manner:

To be paid by the Agency to the security personnel and office attendant

	Description	Daily wages (Rs.)
(G)	Daily Rate (Rs. 9839.00/26)	378.42
(H)	Less E.P.F. @ 12.00% of Rs. 378.42	45.41
(I)	Less E.S.I. @ 0.25% of Rs. 378.42	.94
(J)	Add Bonus @ 8.33% of Rs. 378.42	31.52
(K)	Total [(G)-(H)-(I)+(J)]	456.29
	Monthly payment for each security personnel and office attendant	11863.54 11864.00 (Rounded off)
I.Tax, G.S.T. etc. will be applicable as per extant Government Rules.		

In pursuance of Government Circular No. 45/Stat/14RW/24/2023/LCS/JLC dated 12.12.2023 (may change time to time as per extant orders and circulars), Agencies will be paid the minimum rates of wages for Supervisor (semi-skilled workers) for Zone A in the following manner:

Monthly rate: Rs. 10822.00/-

Daily Rate: Rs. 10822.00/26 = Rs. 416.23

To be paid by the office to the Agency

	Description	Daily wages (Rs.)
(A)	Daily Rate (Rs. 10822.00/26)	416.23
(B)	Add E.P.F. @ 13.00% of Rs. 416.23	54.10
(C)	Add E.S.I. @ 3.25% of Rs. 416.23	13.53
(D)	Add Bonus @ 8.33% of Rs. 416.23	46.67
(E)	Service Charge of Agencies (As per FD Order no.3687-F(Y) Dt.02.05.2012 ensuring that the deployment of manpower has already been agreed by the FD i.r.o the Establishment going for the tender)	As offered by the Agencies and duly approved by the Department
(F)	Total [(A)+(B)+(C)+(D)+(E)]	530.53 + Service Charge of Agencies
I.Tax, G.S.T. etc. will be applicable as per extant Government Rules.		

Supervisor (semi-skilled workers) will be paid in the following manner:

To be paid by the Agency to the Supervisor (semi-skilled workers)

	Description	Daily wages (Rs.)
(G)	Daily Rate (Rs. 10822.00/26)	416.23
(H)	Less E.P.F. @ 12.00% of Rs. 416.23	49.94
(I)	Less E.S.I. @ 0.25% of Rs. 416.23	1.04
(J)	Add Bonus @ 8.33% of Rs. 416.23	34.67
(K)	Total [(G)+(H)+(I)+(J)]	501.88
	Monthly payment for Supervisor (unskilled)	13048.88 13049.00 (Rounded off)
I.Tax, G.S.T. etc. will be applicable as per extant Government Rules.		

In pursuance of Government Circular No. 45/Stat/14RW/24/2023/LCS/JLC dated 12.12.2023 (may change time to time as per extant orders and circulars), Agencies will be paid the minimum rates of wages for Guard with Fire Arms (Skilled workers) for Zone A in the following manner:

Monthly rate: Rs. 11905.00/-

Daily Rate: Rs. 11905.00/26 = Rs. 457.88

To be paid by the office to the Agency

	Description	Daily wages (Rs.)
(A)	Daily Rate (Rs. 11905.00/26)	457.88
(B)	Add E.P.F. @ 13.00% of Rs. 457.88	49.52
(C)	Add E.S.I. @ 3.25% of Rs. 457.88	14.88
(D)	Add Bonus @ 8.33% of Rs. 457.88	38.14
(E)	Service Charge of Agencies (As per FD Order no.3687-F(Y) Dt.02.05.2012 ensuring that the deployment of manpower has already been agreed by the FD i.r.o the Establishment going for the tender)	As offered by the Agencies and duly approved by the Department
(F)	Total [(A)+(B)+(C)+(D)+(E)]	560.42 + Service Charge of Agencies
I.Tax, G.S.T. etc. will be applicable as per extant Government Rules.		

Guard with Fire Arms (Skilled workers) will be paid in the following manner:

To be paid by the Agency to the Guard with Fire Arms (Skilled workers)

	Description	Daily wages (Rs.)
(G)	Daily Rate (Rs. 11905.00/26)	457.88
(H)	Less E.P.F. @ 12.00% of Rs. 457.88	54.94
(I)	Less E.S.I. @ 0.25% of Rs. 457.88	1.14
(J)	Add Bonus @ 8.33% of Rs. 457.88	38.14
(K)	Total [(G)+(H)+(I)+(J)]	552.10
	Monthly payment for Supervisor (unskilled)	14354.6 14355.00 (Rounded off)
I.Tax, G.S.T. etc. will be applicable as per extant Government Rules.		

ANNEXURE – VI

Sl. No.	Zone	Establishment	District	Prospective requirement			Total	Zone Total
				Security Personnel				
				Armed	Unarmed	House-Keeping		
1.	A	Benfish Tower, Salt Lake, Kolkata	Kolkata	0	9	6	15	15
TOTAL							15	15