

BALMER LAWRIE & CO. LTD
(A Govt. Of India Enterprise)
21, Netaji Subhas Road
Kolkata – 700 001
Phone : (033) 2213-4608 / Fax No. : (033) 22225656

TENDER DOCUMENT NO-04/2017-2018 DT.08.06.2017

FOR PROVIDING HOUSEKEEPING, CLEANING, SANITATION SERVICES & SECURITY SERVICES.

THROUGH CONTRACTUAL BASIS

AT

BALMER LAWRIE & CO .LTD

21 N.S.ROAD, KOLKATA-700001 along with its adjoining premises / LEATHER CHEMICAL DIVISION & ASANSOL PROPERTIES.

2017-2018

INDEX

SR.NO	PARTICULARS	PAGE NO
1	Notice inviting Tender	
2	Draft letter to be submitted by the contractor along with the tender Part-I, Annexure-I	
PART-I – TECHNICAL BID		
3	Details to be submitted by the Contractor Annexure--II	
4	Eligibility Criteria Annexure--III	
5	Terms & Conditions Annexure—IV	
6	Scope Of Work Annexure—V & VI	
7	Draft Indemnity Bond*	
8	Certificate by the agency Annexure-VII	
9	Arbitration	
10	Draft of Purchase Order (shall be executed after acceptance of the tender) *	
11	Draft of letter of Declaration *	
12	Evaluation Sheet	
PART—II --- PRICE BID		
13	Financial/Price Bid Annexure-VIII	

(* Required only if the contract is awarded.

BALMER LAWRIE & CO. LTD
(A Govt. Of India Enterprise)
21, Netaji Subhas Road
Kolkata – 700 001
Phone : (033) 2213-4608 / Fax No. : (033) 22225656

NOTICE INVITING TENDER

Tender Ref. No. BL/Admin / Housekeeping / Security Services 2017-18.

Dated : 08/06/2017

Tender No. 04/2017-2018

Sub : Enquiry for Service Contract for “House Keeping , Cleaning and Sanitation Service” at the Office Building of Balmer Lawrie & Company Ltd. and its adjoining Premises / Leather Chemical Division & Security Services at Asansol Properties (hereinafter referred to as “BL”) at 21, Netaji Subhas Road, Kolkata – 700 001

1. Balmer Lawrie & Co. Ltd.(BL) is a Mini-Ratna-I Public Sector Enterprise, under the Ministry of Petroleum & Natural Gas, Government of India with a turnover of Rs. 2707.34 Core and Profit before Tax of Rs. 219.62 Core during the Financial Year 2013-14. Along with its five Joint Ventures in India and abroad, it is a much-respected transnational diversified conglomerate with presence in both manufacturing and service sectors. Balmer Lawrie is a market leader in Steel Barrels, Industrial Greases & Specialty Lubricants, Corporate Travel and Logistics Services. It also has significant presence in most other businesses, it operates, viz, Performance Chemicals, Logistics Infrastructure etc. In its 150 years of existence, Balmer Lawrie has been successfully responding to the demands of an ever changing environment, leveraging every change as an opportunity to innovate and emerge a leader in industry.
2. Sealed Tenders are invited for the job captioned at the premises referred in above subject. The Tender document along with its accompanying terms and conditions can be downloaded from the website of the Company www.balmerlawrie.com .
3. Any amendment/corrigendum would be hosted on web site www.balmerlawrie.com only.
4. The parties submitting tender will have to deposit the earnest money(EMD) of Rs. 10,000/- (Rupees: Ten thousand only) in the form of Banker’s cheque or Demand Draft drawn on any Scheduled Bank in favour of ‘Balmer Lawrie & Company Ltd.’ and payable at Kolkata.
5. Balmer Lawrie, Kolkata reserves the right to award contract for the above services either to one party or more than one party. Balmer Lawrie also reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders without giving any notice or assigning any reason. The decision of Balmer Lawrie ,Kolkata in this regard shall be final and binding on all.
6. All rights are reserved by Balmer Lawrie and Co. Ltd to reject any tender/s or all without specifying any reason. The Company reserves the right to increase / decrease the area/ services during the period of the contract.
7. Mode of submission of the Bid

Two Part Bids (Part A & Part B) if submitted ONLINE ONLY.

Since this will be e-Tender, documents relating to Technical Bid form to be filled as well as online, along with Price Bid should only be submitted online.

8. Important Dates:

- (i) Date of Advertisement : 08/06/2017
- (ii) Last date for Tender Submission: 28/06/2017 up to 6-00 p.m.
- (iii) The date and time for opening of Technical Bid: 29/06/2017 at 6.00 p.m.
- (iv) The date and time for opening of Price Bid: 30/06/2017 at 3.00 p.m.

(Partho Chatterjee)
Associate Vice President (HR)-ER

BALMER LAWRIE & CO. LTD
(A Govt. Of India Enterprise)
21, Netaji Subhas Road
Kolkata – 700 001

Tender Ref. No. BL/Admin/Housekeeping/2017-2018

Dated : 08/06/2017

Tender No. 04/2017-2018

Conditions for on line bid submission {FOR E TENDER}

1. Procedure for Bid Submission

Online Two Bid tender is invited from our registered or Competent vendors for above mentioned job at our Head office 21, Netaji Subhas Road, Kolkata – 700 001, through our e-Procurement portal available at our web site www.balmerlawrie.com.

The bidders shall submit their eligibility and qualification documents, financial bid etc. in the standard formats prescribed in the Tender documents, displayed in e-Procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc. in support of their eligibility criteria in the e-Procurement web site. However, bulky documents need not be scanned and uploaded but all physical copies/documents of the same should be sending to our office before the tender opening date. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity.

- Registration on e-procurement portal** For registration and online bid submission bidders may contact **HELP DESK of C1India Pvt., Ltd.** details of which is available at our web-site mentioned above or they can register themselves online by logging in to the website through www.balmerlawrie.com

3. Digital Certificate authentication:

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-procurement platform.

All the bidders who do not have digital certificates need to obtain Digital Certificate. They may contact help desk of C1 India Pvt. Ltd.

If you face any difficulty please contact following concern officials.

HELPDESK NOS ARE OPEN BETWEEN 1000 HRS to 1830 HRS IST (MONDAY TO FRIDAY (Exclusions: Balmer Lawrie HOLIDAYS))																	
OFF HOURS & HOLIDAY SUPPORT Helpdesk Team would be reachable in their mobiles during off hours and on holidays. Please refer contact us for resource-wise mobile nos.																	
Please email your issues before your call helpdesk. This will help us serving you better.																	
Contact Nos. and email IDs for Balmer Lawrie helpdesk officers																	
Balmer Lawrie & Co LTD. , 21, Netaji Subhas Road, Kolkata-700 001																	
For Escalation 3: C1 India Mr. Ritabrata Chakraborty (PM), Contact Details:+91 8697910411, E-mail- ritabrata[at]chakraborty[at]c1india[dot]com	Balmer Lawrie e-Tendering Support Staff:																
	<table border="1"><thead><tr><th>Name</th><th>E-mails</th><th>Phone Numbers</th></tr></thead><tbody><tr><td>1. Mr. Tirtha Das</td><td>tirtha[dot]das[at]c1india[dot]com</td><td>+91-9163254290</td></tr><tr><td>2. Mr. Tuhin Ghosh</td><td>tuhin[dot]ghosh[at]c1india[dot]com</td><td>+91-8981165071</td></tr><tr><td>3. Mr. Siva Kumar (Chennai)</td><td>siva[dot]kumar[at]c1india[dot]com</td><td>+91-9042773377</td></tr><tr><td>4. Mr. Ravi Gaiwal (Mumbai)</td><td>ravi[dot]gaiwal[at]c1india[dot]com</td><td>+91-022-66865633</td></tr></tbody></table>	Name	E-mails	Phone Numbers	1. Mr. Tirtha Das	tirtha[dot]das[at]c1india[dot]com	+91-9163254290	2. Mr. Tuhin Ghosh	tuhin[dot]ghosh[at]c1india[dot]com	+91-8981165071	3. Mr. Siva Kumar (Chennai)	siva[dot]kumar[at]c1india[dot]com	+91-9042773377	4. Mr. Ravi Gaiwal (Mumbai)	ravi[dot]gaiwal[at]c1india[dot]com	+91-022-66865633	
Name	E-mails	Phone Numbers															
1. Mr. Tirtha Das	tirtha[dot]das[at]c1india[dot]com	+91-9163254290															
2. Mr. Tuhin Ghosh	tuhin[dot]ghosh[at]c1india[dot]com	+91-8981165071															
3. Mr. Siva Kumar (Chennai)	siva[dot]kumar[at]c1india[dot]com	+91-9042773377															
4. Mr. Ravi Gaiwal (Mumbai)	ravi[dot]gaiwal[at]c1india[dot]com	+91-022-66865633															
close																	

PART – I

ANNEXURE – I

Associate Vice President (HR)-ER
Balmer Lawrie & Co.Ltd
21, N.S.Road
Kolkata-700001

Dear Sir,

SUB: TENDER FOR PROVIDING “HOUSEKEEPING, CLEANING & SANITATION SERVICES” ON CONTRACTUAL BASIS, AT 21, N.S.ROAD ALONG WITH ITS ADJOINING PREMISES AT CHO, KOLKATA & LEATHER CHEMICAL DIVISION AT BANTOLA AND SECURITY SERVICES AT ASANSOL.

Ref. : Tender Notice published in Daily newspaper on 08/06/2017 and in Balmer Lawrie’s Website.

With respect to the tender notice published in above mentioned daily newspaper/BL Website, I / We hereby submit my / our tender in a required format.

I / We have adhered to the requirements prescribed by Balmer Lawrie Kolkata. I / We have carefully gone through the guidelines / terms and conditions and prescribed format and I / We accept the same without any alternations / modifications.

I / We understand that you are not bound to accept the lowest or any tender you may receive.

Thanking you,

Yours faithfully,

Signature of the authorised person and seal of contracting agency/firm/company

Date:

Address:

PART - I

ANNEXURE II

PROFORMA FOR SUBMISSION OF TECHNICAL BID.

1. EARNEST MONEY DEPOSIT (EMD)	Demand Draft No. _____ dated _____ for Rs. _____ (Rupees _____ only) drawn on (Name of the Bank) _____ in favour of Balmer Lawrie & Co. Ltd, Kolkata payable at Kolkata (To be enclosed with Technical Bid in a separate envelope)
--------------------------------	--

Agency/Firm/Company Profile		
Sr. No.	Required Information	
1	Name and registered address of the agency/firm/company	
2	Legal status (individual / proprietor, partnership firm, limited company, corporation, cooperative society, etc.	
3	Name, designation, and telephone nos. of the contact person / persons. Mob No. Fax No. E-mail id	
4	Month and Year of commencement of Housekeeping service business	
5	Statutory details (Photocopies to be attached) <ul style="list-style-type: none">• Registration number of the firm. (as per Shop and Establishment act.)• Registration number under the Contract Labour Act.• Registration number under Labour Welfare Act.• PAN No.	

	<ul style="list-style-type: none"> • RPFC - Registration number • ESI – Registration number • VAT – Registration number • Service Tax – Registration No • GST - Registration No. 				
6	Income Tax Acknowledgement for the last 3 years commencing from A.Y. 2014- 2015 along with gross taxable income declared in income tax returns for Housekeeping service business.		A.Y.	Gross Income	
			2014-2015		
			2015-2016		
			2016-2017		
7	Existing manpower deployed in such housekeeping services.				
List of present and past clients of Housekeeping business (Please use separate sheet for each) as per the following format. The information provided will facilitate evaluation of your Technical Bid.					
Sr. no.	Name of the organization with complete postal address mentioning Private Sector / Govt. Body / PSU / Training Institute.	Name and designation of the contact person with Tel. / Mobile No (s)	Period for which the contract was awarded	No. of persons deployed by your firm / company / cooperative society.	Nature of Work.
8	Financial Capabilities. Pl. provide the following details of your Housekeeping service business & submit last three				

	years audited statement of Accounts from FY 2014-15:			
	Details	2014-15	2015-16	2016-17
	Annual Turnover			
	Net Profit			
	Cash and bank balance including (FDR) as at 31.03.2017. Confirmation certificate from Bank is required to be produced.			
	Fixed Assets / Investments as at 31.03.2017.			
	Capital Accounts Balance as at 31.03.2017.			
9	Any Special award or recognition / certificate from PSU / Govt. Bodies / Training Institution			

ELIGIBILITY CRITERIA

a) Agency should be registered under the following Authority / Acts.

- Contract labour (Regulation and Abolition) Act, 1970.
- Employees Provident Fund & Miscellaneous Provision Act 1952.
- Employee State Insurance Act. 1948
- West Bengal Shops & Establishment Act
- West Bengal Labour Welfare Fund Act & Rules
- Minimum Wages Act 1948

- Payment of wages Act 1936
- Employees' Compensation Act 1923
- Payment of Bonus Act 1965.

Documents to be scanned and uploaded to e-proc portal.

Further the agency shall submit duly certified photo copy of the following:

- PAN Number of the Bidder
- Service Tax No. of the Bidder
- GST Number of the Bidder

[Minimum wages as notified by Government of West Bengal from time to time shall be paid by the Contractor to workmen engaged by him].

b) The contracting agency/firm/company should have the minimum experience of five years as on 31/05/2017 in the similar type of Corporate Office Housekeeping, Cleaning, Sanitation Services & Security Services. The tenders of the contracting agency/firm/company with inadequate experience as mentioned are liable for rejection. (Xerox of P.O. to be enclosed).

c) The Tenderer should possess valid ISO-9001 certification for Housekeeping & Security Services. Copy of certificate has to be attached with the Technical Bid. Certificate Photocopy duly signed by authorized signatory to be enclosed.

d) Average annual turnover for last three financial years should be more than Rs. 60 (Sixty) lakh per annum and to this extent the Agency has to submit the Audited annual report for last three financial years i. e. **2014-15, 2015-16 & 2016-17.**

e) The successful bidder will have to deposit a EMD of **Rs. 10000/- (Rupees Ten thousand only)** by Demand Draft. The EMD shall be refunded after 60 days from completion/termination of contract. EMD shall not bear any interest. The vendor may also submit Bank Guarantee.

f) Agency/Firm should not have been black listed from any Government Department/ CPSE in the past (Notarized undertaking is required to be produced).

g) Must have executed minimum two work orders of similar nature of work in a reputed Company in last 3 years. Copies of work order etc to be attached.

k) The Agency shall submit **EMD of Rs. 10,000/- (Rupees Ten thousand only)** along with the documents of Technical Bid, in the form of Pay order / demand draft drawn on a scheduled bank in favour of Balmer Lawrie & Company Ltd and payable at Kolkata. This EMD will be refunded to the unsuccessful bidder(s) after the finalisation of contract. EMD shall not bear any interest. Without EMD, the bids shall not be considered.

Note :-

- The Bidders who do not meet all the above mentioned Minimum Eligibility Criteria i.e. (a) will not be considered for further evaluation and will be disqualified.
- The Agency should quote rate per month [excluding service tax as applicable]

GENERAL TERMS AND CONDITIONS OF CONTRACT

1. **The contract shall remain valid for a period of 2 (Two) years with effect from 01st July 2017 to 30th June 2019, which can be extended by a further period of 1 (one) year subject to satisfactory performance.**
2. The contract shall automatically stand terminated on 30th June 2019 at the close of business hours, unless extended by specific orders.
3. The contractor shall have to submit an INDEMNITY BOND on Rs.100/- non-judicial stamp paper duly registered as per the draft. This indemnity bond has to be submitted by the contractor immediately on Balmer Lawrie placing the Work Order on successful bidder.
4. The contractor shall be given a suitable place during the contract period for storing the material required to provide the services to the Institute as per the contract. The place so provided should be used only for the performance of the duties and not for any other purpose.
5. The contractor shall have no tenancy rights on the space provided. The space provided shall have to be vacated immediately on expiry/termination of the contract. Contractor should handover the vacant space and peaceful possession of the space provided.
6. The contractor shall abide by all the provisions of the Contract Labour (Regulation and Abolition) Act., 1970 and Government of West Bengal Rules to this effect.
7. The workmen engaged by the contractor shall not have any right/claim over the various facilities enjoyed by Balmer Lawrie employees. All the workmen employed by the contractor should be well mannered and should be in proper uniform.
8. A complete list of the workmen engaged by the contractor together with their detailed bio data and latest photograph should be submitted to Balmer Lawrie by the contractor. Any changes should be informed to Balmer Lawrie in writing immediately.
9. Balmer Lawrie reserves the right to reject any particular workman placed/employed, under the contract in the Institute's premises.
10. In case of lapse on part of the workmen of the contractor, the contractor should take corrective disciplinary action against such workmen. In case the contractor fails to take any action against the defaulter, Balmer Lawrie reserves its right to take any suitable/legal action against the contractor.
11. The information regarding the monthly payment of wages, statutory benefits etc., paid to the workmen shall be submitted by the contractor to Balmer Lawrie in the prescribed form along with the monthly bill. Documentary evidence substantiating the submission of PF & ESI contribution for the month for each of the contractor's workmen must be submitted along with the monthly bills.
12. While making payment , Balmer Lawrie will make the following deductions :
 - The income tax deduction at source as per the government regulations.
 - The amount equivalent to any damage/loss etc., done by the workmen employed by the contractor to carry on the job at Balmer Lawrie.
 - Any other charges, fines, penalties and such other deductions.
 - Any other claims made by the employees of the contractor against Balmer Lawrie in its capacity as a principal employer.
13. The contractor shall be responsible for the safety of his workmen and should follow all rules and regulations pertaining thereto. In case of any damage to property or persons, the contractor shall be responsible and should take out necessary personal insurance policies for this purpose. Contractor should indemnify Balmer Lawrie for any claims arising from the above. The necessary licenses etc., as per contract labour law shall be obtained by the contractor.

14. Right of Acceptance / Rejection

- a) Tenders received after due date or found incomplete in any respect or conditional will not be considered.
- b) All the documents submitted should be duly self attested & original must be produced for verification, when demanded.
- c) BL reserves the right to reject the tender or part thereof without assigning any reason whatsoever.
- d) the right to accept or reject any or all the tenders without assigning reason(s) thereof.
- e) The bidders are required to understand the work properly before quoting the rates. Submission of tender by the Bidder will imply that it has read the Tender document and made himself fully aware of the work.
- f) Mere issue of tender document and submission of offer does not necessarily qualify for consideration of offer. BL reserves the right to accept or reject any tender or lowest tender either in part or in full without assigning any reason whatsoever. Decision of the Company in this connection shall be final.

Note :-

- (i). **Corrigendum, if any issued for the tender shall form part of the tender document. Corrigendum will be posted on the Company website i.e. www.balmerlawrie.com , only. Hence, bidders are requested to visit the website regularly and note the corrigendum / amendments to the tender without fail and submit the offer accordingly. The Bidders may also contact Shri Dilip Kumar Das, Head (Administration & CSR) at the address and contact number mentioned above. BL is not responsible for ignorance of corrigendum.**
- (ii). **It must be noted that after last date of receipt of tender documents no interim query will be entertained.**

Technical Bid and Price Bid should be submitted online.

15. Manpower Deployment

- a) The number of staff to be engaged by the Agency/ Contractor per day for the execution of the work to the satisfaction of BL shall be required to be assessed by the Agency based on the Scope of work as elaborated at Annexure-V and based on the Site inspection (Clause 24) which the Agency may choose to undertake at their interest *before submission of the bid*.
- b) The staff engaged by the Agency shall not be considered as employees of the BL and the staff will not claim for any kind of right regarding the employment on the BL and other related benefits.
- c) The staff engaged by the agency/ Contractor shall be paid their salary within 7th of the following month. All other statutory payments including bonus shall be paid as per the applicable rules. In case the same is not paid by the contractor within the time period, BL as principle employer reserves the right to make the payment & recover the same from the agency/contractor.

- d) The staff so engaged by the Agency for BL should behave in a good disciplined manner with the employees of BL. If any sanitary staffs do misbehave with any employees of BL, the Agency is required to take necessary action against him/her and if advised by BL, the staffs is required to be removed by the Agency immediately from the duty.
- e) The Staff appointed by the Agency/ Contractor for BL should be between 18 years to 45 years of age & medically fit for such jobs. The workers deployed by the contractor should not suffer from any infectious disease.
- f) The Agency/ Contractor shall be responsible for providing necessary tools & tackles to their staff as may be required for effective performance of the work or as may be suggested by the Officer In charge of BL and BL shall not bear any cost or responsibility whatsoever in the matter. Without Uniform and essential items, the staff will not be allowed to perform the duty.
- g) The agency/ Contractor must issue identity card with photo, name etc, which they are required to display while in the premises of BL to check their presence in BL.
- h) The staff of the Agency/ Contractor shall invariably wear proper and clean uniform to be provided by the Agency while on duty and they shall be well dressed and keep a nameplate written legibly above the pocket of their shirts. The cost on this account shall be borne by the Agency.
- i) BL shall not provide any residential accommodation in the premises for staff employed by the Agency.
- j) The agency/ Contractor shall ensure compliance of all applicable statutory Rules & shall indemnify BL against any such claims from its workmen or their family members.
- k) The agency/ Contractor shall be responsible for the safety & security of its employees & shall comply with all applicable Safety rules & regulations.
- l) The agency/ Contractor shall depute their Supervisors who shall supervise & ensure satisfactory services along with compliances of al Statutory provisions. All employees of the agency shall be under the administrative control of the Supervisors.
- m) On finalisation of the contract , the Agency/ Contractor shall furnish the list of persons employed with their photographs & full addresses; contact number etc to the Officer in Charge of BL. Changes if any will have to be communicated by the Agency to the Officer-In-charge of BL within 21 days.
- n) If any malafied practices / damages / illegal work / or damage to the sanitary system etc is done by any of the employees of BL, the Agency should immediately inform the Officer-in-Charge.
- o) The Agency/contractor will have to undertake any other additional work as assigned to him from time to time and supply additional manpower as and when need arise with 12 (Twelve) hours prior notice.
- p) The Supervisor should have minimum 2 years experience in Housekeeping and sanitation and he/she should have written skills in English. He / She should be provided with mobile phone service at the cost of the Agency and be responsible for all the staff deployed by the Agency in BL and for all instruments/equipments and ensure that consumable items are of proper quality and in proper condition.
- q) The Agency/ Contractor shall insure all the personnel employed at his own cost for the execution of the work against any personal injury that may be sustained during the execution of the work and BL shall not defray such expenses / cost on account of such Insurance cover. The documentary evidence shall be submitted before the beginning of the contract work.
- r) The Staff of the Agency/ Contractor shall not cause any annoyance or nuisance while discharging duties at the premises.

18. Statutory and Safety compliance

- a) **The rates quoted should be on monthly basis, which include all expenses and Government Taxes, or any other taxes levied by the Government as per prevailing rate applicable from time to time excluding Service Tax.**
- b) **The Agency/ Contractor must pay the minimum wages to their workers as notified by Govt. Of West Bengal and subsequently revised from time to time. [The Agency is required to submit the rate break-up against their Price Bid as per Annexure – I of Price Bid]**

The 'Onus' for producing the copy of notification of the appropriate Government revising the minimum wages from time to time will be the responsibility of the Agency.

- c) The Agency/ Contractor shall be fully responsible for all liabilities, which may arise in respect of its staff due to any Industrial Dispute or Compensation payable under the Employee's Compensation Act, or any other Industrial legislation or any other legal matter and in the event if any liability comes to be borne by BL, the same shall be recoverable from the agency. BL shall not be responsible for the staff employed by the agency.
- d) The various records required to be maintained under the applicable labour laws and labour legislation, should be made available for Scrutiny by the Agency/ Contractor to the authorised representative (s) of BL & other Statutory Authorities as and when required.
- e) Agency/ Contractor shall abide by all laws of the land including labour laws (ESI, PF Bonus, Income Tax, Service Tax or any other extra taxes levied by the Government) Companies Act, Tax Deduction liabilities, Welfare measures of its employees and all other obligation that are not essentially enumerated and defined herein and BL shall not be responsible or be involved in any way what-so-ever.
- f) The Agency/ Contractor should abide by the rules, regulations, bylaws, statues, etc., made applicable by the Central, State Government and other local authorities for execution of the up keeping and Sanitation jobs.
- g) All safety & security Rules, Regulations and practices prevalent should be strictly followed by the Agency. Safety gears/ PPE like helmets, safety belts etc wherever necessary should be made available by the Agency to its workers deployed to work at BL.
- h) The Agency/ Contractor shall be responsible for any injury or loss caused to the workmen engaged by the Agency/ Contractor in the due performance of the work as specified in this Tender.
- i) The Agency/ Contractor shall be responsible for payment of any compensation under the Employees' Compensation Act, 1923 that may arise and other statutory requirements with regard to his personnel engaged for execution of the work under this Tender at his own cost.
- j) The Agency shall ensure that all its employees covered under the ESI Act are duly issued ESI Cards.

19. Termination of Contract

The contract can be terminated by giving one-month notice in writing by either side. However, BL reserves the right to terminate the contract by giving *one week notice* if the contractor is neglecting the work and not able to perform its duty effectively to the satisfaction of BL risk purchase clause.

20. Other Requirements

- A) The Officer – In charge & Supervisor of the Agency himself has to visit once in a week and check the BL premises and should have to check that persons are working properly or not.
- B) The Agency shall be solely responsible for the damage to the BL property due to negligence during work and cost of all such damages will be recovered from the amount payable to the agency.
- C) In the event of failure while carrying out work assigned under the contract to the satisfaction of BL, BL reserves the right to get the work done through alternate sources at the cost and risk of the contractor.
- D) All *equipments* used for sanitation work and housekeeping should be kept in good working condition. In case of any fault, it should be repaired urgently so that work should not suffer.
- E) All Agency's equipments, tools, tackles, articles, and personnel etc. shall be at the sole risk of the Agency.
- F) During inspection, if the sanitation work is found to be properly not done, the agency shall be penalized.
- G) **BL shall make payment within a week after submission by the Agency of detailed bill with challans of PF, ESI paid by the Agency to the Government in respect of its workmen deployed by them to work in BL as a part of this Tender.**
- H) If any dispute arises regarding interpretation of any of the provisions of the contract or the implementation of the contract or any matter emanating out of the contract to take place with the successful bidder, the decision of Sr. Vice President (HR), Head Office shall be final and binding to the agency.
- I) The Agency/ Contractor shall not be permitted to assign or subcontract the work or any part of the work awarded in their favour.
- J) The contractor should provide services with branded material and consumables. BL will not be responsible for any increase in the rates or tax on materials, sanitary items or consumable during the pendency of the contract.

Note: Water & electricity to operate the equipments will be provided free of cost by BL
- K) The contractor shall provide all required tools to the sanitary persons from the date of commencement of the contract to attend the respective Housekeeping and Sanitation work in the Head Office campus.
- L) **Maintenance of any kind of statutory records related to manpower or equipments shall be the whole and sole responsibility of contractor / Agency.**
- M) Payment of bill to the Agency shall not be made in advance in any case.
- N) **The Agency shall engage his staff only after prior police verification** and shall provide a list of such staff along with their permanent address to BL.

- O) The agency shall maintain the requisite records in respect of the manpower deployed , quantity and type of material/consumable used for Housekeeping & Sanitation and that may be checked by the Officer In-charge and any of his Authorised representative at any time.
- P) The Agency shall fully satisfy itself about the quantity and type of material/consumable/equipments to be used for Housekeeping & Sanitation before submitting the bid. For the same, the Agency may choose to inspect the site as specified in Clause 14 of this Tender.**
- Q) Income Tax with surcharge shall be deducted at source as per rules.

21. Court Jurisdiction

In case of any dispute, the matter will be subject to Jurisdiction of the Court at Kolkata only.

22. Term of Contract

The term of the contract shall be of 2 (Two) years which can be extended by a further period of 1 (one) year subject to satisfactory performance.

23. Validity of Offer

The Bid shall remain valid for 60 (sixty) days from the date of the tender.

24. Site Inspection

- a) The Bidders are requested to understand the work properly before submitting the bid. The Bidders, after receipt of the tender document, may visit the site, collect information and satisfy himself about the location and accessibility of site, nature/extent/character of work and obtain required clarifications, if any, in connection with the execution of the work.
- b) Details of the Contact person is given below who can be contacted by the Bidders on any working day from Monday to Friday between 10 AM to 5 PM.

Shri Dilip Kumar Das
Head (Administration & CSR)
21, Netaji Subhas Road
Kolkata – 700 001
Phone : (033) 2213-4608

- c) No claim, of any nature on any ground of inadequate information or knowledge or misunderstanding or otherwise in any respect of the site, work involved etc., shall be admissible.
- d) It must be noted that after last date of receipt of tender documents no query will be entertained.

25. List of Equipments to be provided by the Agency

The Agency will arrange for cleaning machine, equipments & tools themselves at their own cost and the number and the type of such equipments to be used for effective discharge of the work is left to the discretion of the Agency for which the Agency may refer to the Scope of Work (at Clause 17) and may undertake a Site inspection if they so choose, as per Clause 14 of this Tender. Such machines, equipments, tools etc which the Agency choose to deploy for effective discharge of the work shall be kept during the contract period at the BL site only at the place assigned by BL on the Agency's supervision & risk.

The illustrative list of such equipments , tools etc to be used every month is as under :-

- Floor scrubbing machine (1 no.)
- Plastic drums and trolley for Garbage removal
- Hand gloves, shoes
- Plastic buckets and mugs
- Rubber squeeze
- Toilet brush
- Any other equipment as required

26. *List of Sanitary Material (Per Month)*

The Agency will arrange for branded Sanitary and Housekeeping material of good quality at their own cost and the quantity of such material to be used for effective discharge of the work is left to the discretion of the Agency for which the Agency may refer to the Scope of Work (at Clause 17) and may undertake a Site inspection if they so choose, as per Clause 14 of this Tender. Such material shall be kept by the Agency at the BL site only at the place assigned by BL on the Agency's supervision & risk.

The illustrative list of items to be used every month is as under :-

- a) Soft Brooms.
- b) Hard Brooms.
- c) Wet Mops.
- d) Dry Mops.
- e) Napthalene Balls.
- f) Sanicubes.
- g) R Toilet Cleaner/ Harpic / Acid
- h) Floor Cleaner.
- i) R Glass Cleaner (Conc.).
- j) Bathroom Cleaner.
- k) Nylon Scrubber.
- l) Scrubbing Pads.
- m) Liquid Soap in small containers in all the wash rooms every morning.
- n) Table/Glass Duster.
- o) Floor Duster.
- p) Navi / Majik.
- r) Floor wiper.
- s) Toilet brush.
- t) Odonil cake for Toilets.
- u) Plastic drums (of adequate size.).
- v) Disposable Plastic Bags to be put in waste box in each floor.

Scope of work-1

Sl. No	Work Description (Kolkata)	Frequency
1	Old Building : Cleaning and mopping etc of the entire Main Building (Ground floor, Mezzanine floors, 1 st to 4 th floor) including passage, balconies, corridors, lobby, common area ,staircase, ingress and egress etc at the old Building and the Drive way adjacent to the old Building. Special brasso polishing of all brass flower pots.	Monday to Saturday
2	New Building (at the rear of the old building) Cleaning and mopping etc of the entire Ground floor, 1 st floor, 4 th floor, (5 th floor as when as required) Roof top, Basement (including Car Parking space), Officers' Tiffin Room, Drive way and balconies, corridors, lobby, common area, staircase from Ground floor to 6 th floor.	Monday to Saturday
3	Cleaning and washing of all toilets of the Old Building in all the floors (Ground to 4 th floor) and Ground floor, 1 st floor to 4 th floor and at the Basement of the new (rear) building including cleaning of walls and windows of the toilets.	Monday to Saturday
4	Dusting of Furniture and Fixtures	Monday to Saturday
5	Cleaning of surrounding water drains.	On Saturday
6	Applying Bleaching powder, Phenyl in the surrounding drains and drain mouth and open pits.	Monday to Saturday
7	Cleaning of Lift at the old Building from the inside.	Monday to Saturday
8	Checking & putting Naphthalene balls & sanicube in the all urinals & wash basins and placing hand washing soap in small containers, Odonil, Toilet papers in all toilets / washrooms in all the floors of the Old Building (Ground to 4 th floor) and Ground floor, 1 st floor and at the Basement at the new building.(5 th floor as when as required).	Monday to Saturday
9	Manhole Cleaning Work.	As required
10	Removal of cobweb from toilets, corridors & staircase and removing unwanted plants/trees etc at the ground floor	On Saturday
11	Terrace cleaning work..	Monday to Saturday
12	Cleaning of Generator Room and Pump Room	Monday to Saturday
13	Collection of Garbage and Waste Materials and disposing off the same at the KMC's collection Box/Vat placed at the rear of the Building compound.	Monday to Saturday
14	Cleaning of all Doors / window glass and glass panes in all floors of the Old Building and in the Basement and 1 st floor of the New Building.	Monday to Saturday
15	Watering of all the plants placed in earthen or plastic or brass tubs within and outside the building premises at 21 NS Road, Kolkata – 700 001	Monday to Saturday

Total Area is approximately 50,000 sq. ft

The Scope of Work also includes all other factors which fall under the Agency' responsibilities as mentioned herein in the Tender document.

Scope of work-2

Sl. No	Work Description (Asansol)
1	Providing of Security Services (guarding of office premises, residential premises and other properties of ours).
2	Maintaining of entry control system including issue of entry passes etc. and other security system as decided by us time to time.
3	Maintaining gate pass system for equipments and goods.
4	Implementation of various security related measures as decided by us.
5	Effective monitoring and control of the security staff deployed at sites.
6	Training development and welfare of the security staff deployed at sites.
7	Discharging of all liabilities in respect of the security staff deployed at sites in terms of salary, PF, ESI, Uniforms, Bonus, arranging relievers and other statutory obligations.

Break-up of the Rate [per month / per person]

- Minimum Wages-Un-skilled (as per Notification of Govt. of WB) for the period June 2017 to December 2017. Rs.
- ESI [employers' contribution @ 4.75% of Minimum. Wages Rs.
- PF & Administrative charges [employers' contribution] @13.61% Rs.
- Bonus – Rs.
- Cost of cleaning materials [lump sum] Rs.
- Service charge of Service Provider Rs.
- Service Tax as applicable Rs.
- GST as applicable Rs.

I / We do hereby confirm that the above mentioned monthly rate for the Security Services job as per the scope of work specified at Para – 17 of this Tender document at Asansol is inclusive of all and valid for two years.

SIGNATURE, DESIGNATION AND SEAL OF THE AGENCY

Name of Agency:

Full Postal Address:

Telephone No. :

E-mail ID:

Mobile No. :

PLACE: _____

DATE: _____

Draft

INDEMNITY BOND

This INDEMNITY made this _____ day of _____ 2017 between (hereinafter referred to as the “Indemnifier”, which expression shall unless excluded by or repugnant to the context includes its executors, administrators, legal representatives and assigns) of the ONE PART and..... (hereinafter referred to as “the Company” which expression shall unless excluded by or repugnant to the context includes its executors, administrators, legal representatives and permitted assigns) of the OTHER PART

WHEREAS

Whereas by our Housekeeping, Cleaning & Sanitation Services contract agreement dated _____ between _____ and _____. I agree to provide Housekeeping, Cleaning & Sanitation Services for the period of two year w.e.f. _____.
(Set out brief detail of Transaction/Tender/Agreement)

NOW THESE PRESENT WITNESSES AS FOLLOWS:

Pursuant to the said Agreement and in consideration of the premises, we, the Indemnifier hereby agree and undertake to indemnify and keep indemnified the Company, its Directors/Employees against all actions, claims, costs, damages, proceedings, suits or any other consequences whatsoever which shall or may be brought or made against the Company and/or its Directors/Employees by anyone whomsoever or which the Company may pay, suffer or sustain due to non-compliance of terms and conditions of or representation therein by or on behalf of the Indemnifier

IN WITNESS WHEREOF THE above named (Name of Indemnifier) has/ have executed these presents on the day, month and year first written above

Signed and delivered by the within named

.....

.....

IN THE PRESENCE OF

Signature(s) of the Indemnifier(s)

WITNESS:

Arbitration

In the event of any dispute or difference whatsoever arising under the contract or in connection therewith including any dispute relating to existing meaning and interpretation of the contract shall be referred by the parties of this contract, for decision, to the sole arbitrator, who shall be the Senior Vice President (HR) of BL or any other officer of the company nominated by the said Senior Vice President (HR) in that behalf. In the event of such an Arbitrator to whom the matter is originally referred, is transferred or vacates his office by resignation or otherwise or refuses to act or is incapable of acting for any reason whatsoever the Senior Vice President (HR) of BL shall appoint another person to act as Arbitrator in his place in accordance with the terms of this contract. Such person(s) shall be authorized to proceed from the stage at which, his predecessor left it.

There will be no objection to any such appointment that the arbitrator appointed is an officer of the company or that he had to deal with the matter to which this contract related or that in the course of his duty such officer has expressed views on all or any of the matter on dispute or difference. No person other than the Senior Vice President (HR), BL or his nominee can act as an Arbitrator.

The venue of arbitration shall be Kolkata only. The award of the Arbitrator shall be final and binding on the parties.

The provision of Arbitration and Conciliation Act, 1996, and the rules framed there under shall govern the arbitration proceedings, if any.

**SUB: - (1) ANNUAL MAINTANANCE OF HOUSEKEEPING & MECHANIZED
SANITATION WORK AT THE HO PREMISES OF BALMER LAWRIE &
CO. LTD and (2) NOTICE FOR ENLISTMENT OF CIVIL ENGINEERING
CONTRACTORS**

CERTIFICATE

With reference to the above, we hereby solemnly certify that the particulars given are true to the best of my knowledge and belief.

I have gone through the terms and conditions contained in this Tender document and shall abide by the same in letter and spirit, if Balmer Lawrie & Co. Ltd award the contract to our firm/agency.

SIGNATURE, DESIGNATION AND SEAL OF THE AGENCY.

- a) Name of the Firm
- b) Name of the Proprietor
(Chief of the Firm with Mobile No.)
- c) Registration No. and date of Registration
- d) Labour License No.
(Under Section 12(2) of the contract Labour Regulation and Abolition Act. 1970)
- e) License No. (under Shops and Establishments Act)
- f) Full Postal Address :
- g) Telephone No. :
- h) Fax No :
- i) E-mail :
- j) Mobile No. :

PLACE: _____

DATE: _____

NB:

The Bidders must comply with the tender specifications and all terms and conditions of the Tender.
No deviations shall be permitted

Proforma for submission of Price Bid**PRICE BID (ONLINE ONLY)**

LOCATION	Scope of Work (Kolkata)	Rate per month
		Without Service Tax
BALMER LAWRIE & CO. LTD 21, NETAJI SUBHAS ROAD KOLKATA – 700 001 (MAIN & NEW BUILDING)	Scope of work as specified at Annexure-V of the Part 1 (Technical) Bid	

(In Words)

Rupees _____

Proforma for submission of Price Bid**PRICE BID (ONLINE ONLY)**

LOCATION	Scope of Work (Asansol)	Rate per month
		Without Service Tax
BALMER LAWRIE & CO. LTD (SECURITY GUARD AT ASANSOL)	Scope of work as specified at Annexure-VI of the (Technical) Bid.	

(In Words)

Rupees _____

Break-up of the Rate [per month / per person]

- Minimum Wages-Un-skilled (as per Notification of Govt. of WB) for the period June 2014 to December 2014. Rs.
- ESI [employers' contribution @ 4.75% of Min. wages Rs.
- PF & Administrative charges [employers' contribution] @ 13.61% Rs.
- Bonus – Rs.
- Cost of cleaning materials [lump sum] Rs.
- Service charge of Service Provider Rs.
- Service Tax as applicable Rs.
- GST as applicable Rs.

I / We do hereby confirm that the above mentioned monthly rate for the housekeeping / sanitation job and security services as per the scope of work specified at Para – 18 & 19 of this Tender document at 21, NS Road, Kolkata – 700 001 is inclusive of all requisite consumables and materials and shall be valid for two years.

**SIGNATURE, DESIGNATION AND
SEAL OF THE AGENCY**

Name of Agency:

Full Postal Address:
Mobile No. :

Telephone No. :

E-mail ID:

PLACE: _____

DATE: _____