

**WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT**  
**CORPORATION LIMITED**

**( WEBEL )**

Facility management services related to conservancy service & up-keeping / maintenance of horticulture / operation & preventive maintenance of electrical installation / operation of lift / operation & preventive maintenance of water supply at Rajarhat (phase 2) IT Park.

**TENDER DOCUMENT**

**Rs.500/-**

**WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT  
CORPORATION LIMITED (WEBEL)**

**Notice Inviting Tender**

**NIT No: EC:07:Rajarhat (phase 2): FMS:2021-22:013**

**Date:11.10.2021**

WBEIDCL invites sealed tenders from the contractors for Providing Facility Management services for Kalyani IT Park (phase 2) under WBEIDCL. Details of tender are as under :

1	<b>Name of Work</b>	FACILITY MANAGEMENT SERVICE RELATED TO CONSERVANCY SERVICE & UP-KEEPING / MAINTANANCE OF HORTICULTURE / OPERATION & PREVENTIVE MAINTENANCE OF ELECTRICAL INSTALLATION / OPERATION OF LIFT / OPERATION & PREVENTIVE MAINTENANCE OF WATER SUPPLY / AT RAJARHAT (phase 2) IT PARK.
2	<b>Tenure of contract</b>	One year from date of placement of LOA/ WO
3	<b>Earnest Money deposit</b>	Rs. 15000/- (Rupees fifteen thousand only) in form of Demand draft/Pay Order drawing in favour of west Bengal Electronics Industry development Corporation Limited.
4	<b>Security Deposit</b>	As per Clause 'E' of General Terms & Conditions.
5	<b>Cost of tender documents</b>	Rs.500/- (Rupees five thousand only) Per tender document in form of demand draft/Pay Order (non-refundable) in favour of West Bengal Electronics Industry Development Corporation Limited. The same has to be submitted before opening of cover-I of the tender on the scheduled date.
6	<b>Availability of Tender documents</b>	Tender document will be available at the official website of WBEIDCL, <a href="http://www.webel.in/tender.html">www.webel.in/tender.html</a> on and from 11.10.2021. The agencies have to download the tender document from website (For any query please dial 23392-313/377).
7	<b>Date and time Pre-bid Meeting</b>	Webel Bhawan, Block-EP & GP, Sector-V, Salt lake, Kolkata-700091; 3:00 P.M on 26.10.2021.
8	<b>Last date and time of receipt of tenders</b>	Up to 3.00P.M. on 29.10.2021.
9	<b>Address at which the tenders are to be submitted</b>	WBEIDCL (Webel), ID & M Dept, Webel Bhavan,(1 <sup>ST</sup> Floor) Block-EP & GP, Sector-V, Salt lake, Kolkata - 700 091
10	<b>Date and time of opening of cover-I</b>	3.30 P.M on 29.10.2021.
11	<b>Date and time of opening of cover-II</b>	It will be informed to the bidders later on.
12	<b>Place of opening tenders</b>	Webel Bhavan, Block-EP&GP, Sector -V, Salt lake, Kolkata-700 091
13	<b>Validity of offer</b>	For a period of 180 days from the date of opening of cover-II of tender

14. Tender will have to be submitted in two parts i.e. Cover -I and Cover-II separately, sealed and Super scribed with the name of the work.

**Cover-I :-** As per clause J.(2) of General Terms & Conditions.

**Cover-II :-** As per clause J.(3) of General Terms & Conditions.

No other condition stipulated in Cover-II, other than unconditional general rebate, shall be accepted. All pages of the Tender Document, including the duplicate copy, should have original signature with official seal of the tender.

15. Cover-I will be opened on 29.10.2021 at 3.30 P.M in presence of WBEIDCL officials for only those Tenderers who will submit cost of Tender Document as above.

After examining the Cover-I of the tender, WEBEL will open the Cover-II as per scheduled date and time of only those eligible tenderers who have satisfied the requirements of Cover-I.

Delays in submission of any part arising out of the postal irregularities any other at any stage will not be considered. Also the WEBEL will not be responsible for damage in transit in case of Postal Delivery.

In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time or will be intimated by WEBEL.

# Annexure -“ A”

## GENERAL TERMS AND CONDITIONS (GTC)

### A. SCOPE OF WORK :-

Facility Management Service related to conservancy service & up-keeping , maintenance of horticulture, operation & preventive maintenance of electrical installation, operation of lift, operation & preventive maintenance of water supply at Rajarhat (phase 2) IT Park .

### B. INSTRUCTION TO BIDDER :-

1. Physical inspection of facility and mentioned build-up area as exists in various premises and ascertaining all concerned ground reality prior to quoting rates.
2. Complying with all statutory rules and regulation as applicable to the instant scope of work.

### C. CONTRACT PERIOD :-

One year from date of placement of LOA/WO.

### D. THE INTENDING BIDDER SHOULD HAVE:-

- 1) Experience with Facility Management services in any IT Park/Office/Commercial premises.Under Govt., Semi-Govt., PSU or reputed private Companies during last 3 years.
- 2) a) Bidder should have annual turnover of Rs. 65 lakh or aboveduring the last financial year ending 31.03.2021 and  
b) Aggregate of turn over during the last three financial years should be Rs130 lakhs or above.

Audited balance sheet is to be submitted in support of the above.

- 3) Contractor should have credential with proper completion certificate or progress certificate executing similar facility management service/maintenance works.
- 4) Contractor must have valid Trade License, P.F & ESI registration details, GST registration- regular type, PAN No.

**(The contractor should note that WBEIDC representative(s) may visit the working place of the bidder to ascertain the service quality of the bidder).**

### E. PAYMENT:-

- 1) Applicable tax will be deducted at source.
- 2) Applicable Tax shall be paid as per actual.
- 3) EMD will be retained only in respect of successful bidder and returned to unsuccessful bidders after placement of LOA/WO with successful bidder. The EMD thus retained

will form a part of the security Deposit, as will be deducted from each and every bill of the successful bidder.

- 4) Security deposit @ 10% after adjusting the above EMD from each and every bill will be deducted and retained (subject to maximum of the month's bill value) till completion of work. The same will be returned without interest after satisfactory completion of work (after one year) and compliance of all statutory rules.

**F. VALIDITY OF OFFER :-**

180 (one hundred & eighty) calendar days since date of submitting offer.

**G. NO DEVIATION :-**

The priced offer will nowhere contain any deviation from terms contained herein.

**H. SPECIAL TERMS :-**

WBEIDCL reserves the right to accept or reject any offer in part or whole, without assigning any reason at any stage of the tendering process.

**I. EXECUTION OF AGREEMENT :-**

~~An agreement in standard format shall have to be executed in a period of 30 days since placement of LOA.~~

**J. SUBMISSION OF PROPOSAL :-**

- 1) Rate as will be quoted shall include only service charges & cost for supplying uniform and shoes to their workers (once a year) of the bidder.

**2) In cover-I :-**

- i. Copy of document concerning establishment and incorporation of the company.
- ii. Audited Accounts for year ending on last three financial years
- iii. PAN.
- iv. P.F. Registration particulars in Kolkata/district head quarter.
- v. ESI Registration particulars in Kolkata / district head quarter.
- vi. GST Registration number.
- vii. Electrical contractor's license.
- viii. Statement of works, work order, satisfactory completion certificate and final bill payment details in support of credential and experience during last 5 years ending on 31.03.2021 in respect of requirement vide item D (4) above.
- ix. Earnest Money deposit (EMD) amounting to Rs.15000/- ( Rupeesfifteen thousandonly ) in form of Bank draft/Pay Order in favor of 'West Bengal Electronics Industry Development Corporation Limited ' drawn on any scheduled/ nationalized bank located in Kolkata.
- x. The MOM of pre-bid meeting, if any, duly signed with seal.

**3) In cover-II :-**

Tender Document in duplicate, duly signed with seal in all pages by the authorized signatory as token of unqualified acceptance to all of its term, with BOQ duly filled in, where total figure shall have to be written in figures and words as well.

- 4) Proposal as above to reach in sealed envelopes containing J(2) and J(3) above on or before 3.00 P.M on 29.10.2021 to the office of Advisor (ID&M) WebelBhavan, Block EP&GP, Sector - V, Kolkata - 700 091.

**K. ACCEPTANCE CRITERIA :-**

- a) Document vide J(2) will be examined.
- b) Agency found qualified in J(2) will be eligible for opening the Price Bid vide J(3).
- c) Non compliance to any term as above will call for cancellation of proposal as sent.

**L. PRE-BID MEETING :-**

The above meeting will be held on 26.10.2021 at 3.00 P.M on the office of Advisor (ID&M), WBEIDCL, WebelBhavan, Block EP&GP, Sector - V, Kolkata - 700 091 to clarify any point, as may be raised by the bidder.

**M. TERMINATION OF LOA/WO :-**

The above termination will be effected for non-compliance to term of LOA/ WO, GTC, STC & other bid document. 30 days notice for necessary rectification will be served and in case such notice stands unattended, the LOA/WO will be cancelled with forfeiture of security deposit, thus accumulated without any further reference.

**N. MONTHLY BILL:-**

The contractor will raise the monthly bill constituting the followings :

- a) **Labour cost** :It consists of wages, PF, ESI, Bonus, etc. as per the rules of Govt. of West Bengal. Apart from the above,tiffin allowance, conveyance allowance, HRA and washing allowance as mentioned in clause (8) of Special Terms and Conditions are also to be added.
- b) **Cost of Materials** : As per Clause ( 15) of Special Terms and Conditions.
- c) **Service charges** :It is the cost of service charges as quoted by the agency in Annexure "D". The agency should quote this rate considering the scope of work which includes but not limited to the managing the duties of the workmen, maintaining the attendance & leave register of the workmen, PF and ESI registration of the workers&keeping record of regular contribution, **providing them tools and tackles (minimum toolkit to be provided to the electrician and plumber at expense of contractor) as required to**

**perform their duties**, preparing the duty roaster, maintaining the stock register of the materials, maintaining complaint register, any incidental expenses to manage and carry out the works as described, etc.

In case the agency fails to engage the required man power or WBEIDC advises the agency to engage the reduced man power than as mentioned in 13 a(iv) of Special Terms & Conditions in the initial months or as long as felt necessary by the client (WBEIDCL), the service charges will be reduced on pro rata basis considering the actual deployment in comparison to the numbers mentioned in clause 13a(iv) of Special Terms & Conditions.

In case, WBEIDC advises to engage reduced man power and pro rata service charges comes below 50% of the quoted value, minimum 50% of the service charges will be paid to the agency. Payment of minimum 50% of service charges will not be applicable if the agency fails to engage the required man power.

However, if increased man power is engaged, the service charges as quoted in Annexure "D" will be considered for payment without any upward revision or pro rate increase.

d) **Goods & Service Tax**: As applicable.

**It may be noted that applicable Tax will be deducted from the monthly bill. Security deposit @ 10% on the above mentioned (a) labour cost and (c) service charges after adjusting the Earnest Money deposit from each and every bill will be deducted and retained as per clause E (4) of General Terms and Conditions.**

O. **BILL FOR UNIFORM SUPPLY:-**

After supplying the uniform (2 sets per head) and shoes (1 pair per head for specific workers like electrician/ liftman & supervisor only) to the workers as per the specifications, the contractor should raise bill (once a year).

## **Annexure - 'B'**

**SPECIAL TERMS & CONDITIONS:-**

1. The agency shall be responsible for any injury that might occur to person/s and any damage that may cause towards any company's property during the course of execution of the contract and the agency will be liable to make good the same at their own cost.
2. The complaints in respect of the scheduled jobs should be attended by the Agency immediately after obtaining the information. In fact the beautification / maintenance jobs

should be completed on the same day in complaints be lodge before 12 noon, otherwise positively on next day.

3. The materials, which may be used in the work, should have prior approval of WBEIDC officials.
4. **The essential day to day work tools should be provided by the Agency. The plumber's toolkit will consist one each of pipe wrench, adjustable wrench, faucet key, hacksaw, pliers, screwdriver, plunger and all relevant required items as per site conditions. The electrician's toolkit will consist one each of wire stripper, insulated screwdriver set, insulated pliers, hacksaw, voltage tester, hex key set, torch, wrench set and all relevant required items as per site conditions. However, on completion of job/ termination of contract/ non continuation of job, the contractor may take back all the toolkits they provided to their workers.**
5. **The electricians engaged at site should be well experienced and must possess electrical license for ensuring competency upto at least 415V system. The liftman should possess his lift operator's license.**

**Moreover, it may be necessary that the supervisor has to supervise the electricians at work, thus to hold electrical worker's license for him is also necessary, i.e, the supervisor himself must be a trained electrical license holder.**

6. The Agency shall have to provide everything necessary for proper execution of the work including labour, materials, tools & tackles for providing conservancy services, as specified in Annexure B.
7. Monthly bill would be raised by the Agency regularly. Prorata deductions of claimed amount against their bill may be made by the Corporation for lack of proper execution / non-execution of any work/part of the work as mentioned in Annexure - 'C'.
8. **The Agency shall have to pay monthly salary (Minimum Wages payable) of each month to workers on or before 7<sup>th</sup> of the next month in presence of nominated person of the Corporation. Monthly bill will be released by WBEIDC only after receiving payment sheet and master roll, duly checked and verified by our authorized representative and Minimum Wages payment to the respective deployment in each month should be certified by the respective officer of the Dept. and on the basis of certification, payment may be released to the Agency. The bidder should note that the payment of wages to the workers is the responsibility of the successful bidder/ selected contractor/agency. Hence the selected contractor/ agency should not, in any case, link it to the payment of their invoices from WBEIDC.**

9. The Agency shall have to pay increased Minimum Wages to the workers as applicable for respective categories, to be fixed by the Govt. of West Bengal from time to time during the tenure of the contract.

The Agency shall have to pay Tiffin Allowance per head attendance basis to the workmen engaged. The present rate of Tiffin Allowance is Rs.50/- (Fifty) per head per day of attendance. The Agency shall have to pay Rs.150/- per month as conveyance, Rs.175/- per month as HRA and Rs.175/- per month as washing allowance.



10. If the Corporation finds any of the Agency's workmen unsuitable on any reasonable ground, the decision of the Corporation shall be final and binding. And in all such cases, if so required, the Agency shall have to replace such personnel immediately.
11. The Agency shall not sublet the whole or part of the job without the written consent of the Corporation and such consent, if given, shall not establish any contractual relationship between the sub-agency and the Corporation and accordingly shall not relieve the Agency from the responsibilities for the acts, defaults, and neglects of any workmen deployed by the sub-agency for performance of the contract. Moreover, the sub-agency should also require to get it registered under the Contract Labour Act with appropriate authority.
12. The Agency shall have to comply with the Scope of work with stated frequency of job, General Terms & Conditions and special instruction, if any, as furnished in Annexure-A, B and C.
13. The contractor should note that the quantity mentioned in the BOQ may vary.

## **12. STATUTORY REGULATIONS:-**

- a) The Agency shall also comply with provision of ESI Act, 1948 and rules framed there under in respect of your workers to be engaged for this job. The agency shall have to obtain ESI Code Number from the local ESI authorities for the said purpose and furnish the Code Number allotted by ESI authorities. Moreover the statutory payments, such as Bonus, ESI, as applicable shall have to be paid by the Agency. The Agency should submit all the relevant documents / retrieve to the WBEIDC with regard to PF and ESI.
- b) The Agency shall confirm to in all respect with provision of any such statute, ordinance or law as aforesaid and the rules, regulations or by-laws of any local or other duly constituted authority which may be applicable to the works or to any temporary work and such rules and regulation of public bodies as aforesaid and shall keep the Corporation indemnified against all penalties and liability of every kind of breach of any such statute, ordinance, law, rule, regulations or by-laws etc.
- c) The Agency shall have to comply with the provisions of all labour rules, Wages Act and 1948 Workmen's Compensation Act and modification thereof in respect of men to be employed by the Contractor, for carrying out the specified job observing the latest amendment in Minimum Wages Act and workmen's compensation Act. Moreover, the Agency shall have to pay at least minimum wage to the deployed persons, as fixed by Govt. of West Bengal, during the tenure of the contract.
- ~~d) A comprehensive all risk insurance shall be taken by the Agency to cover all types of risks for all work under the scope and shall be kept valid for the tenure of contract from the start of the~~

~~contract. All personnel deployed by the Agency shall also be covered under an appropriate policy.~~

- e) The Agency shall have to register with Provident Fund authority under Contract Labour Act and consequently they shall have to obtain PF Registration number. The Agency shall also have to deposit requisite amount to PF authority as per statutory PF Rules applicable for Contract Labour.(Contractor should deposit PF&ESI receipt in every month along with payment bill to WBEIDCL.)
- f) Mandatory supervision of attendance by the management of the contractor.
- g) PF &ESI registration should be in Kolkata / district head quarters.
- h) Experience of smooth operation of existing similar Facility Management Services job at Kolkata/Salt Lake/Districts of West Bengal.

**13.a) DUTIES:-**

**i)** Duty hours should be considered from 8.00 hrs. to 17.00 hrs including one hour lunch break, i.e. 8 hours per day for 26 working days per month excluding one hour lunch break. However, duty hours may be altered and duty in shifts may be required as per discretion of ID & IM Dept. Normally, Sunday / any other day for shifting duty will be the weekly off day. The agency has to ensure that the workmen do work for eight hours as per the requirement of the IT Park and as directed by the agency/in-charge of the building.

**ii)** Republic Day, Doljatra, May Day, Independence Day, Astami, Dashami, Gandhi Birthday, Kali Puja and or any other days as per discretion of the Corporation, have be considered as yearly holidays for the engaged workmen and no payment will be deducted for the above holidays.

**iii)** Leave : 5 (Five) days leave in a calendar year which cannot be carry forwarded to the next year and 12 (twelve) days special leave applicable twice in the worker's working life for a special reasons per the administrative order of WBEIDCL dated 14<sup>th</sup> August, 2014.

**iv) The Minimum Deployment should be :-**

Supervisor (Skilled category)	: 01 no.
Plumber (Skilled Category)	: 01 no.
Electrician cum DG set operator (Skilled Category)	: 06 nos.
Lift operator (Skilled Category)	: 01 no.
Sweeper/ Gardener (Un-Skilled Category)	: 05 nos.

- v) The Agency has to provide specified number of employees regularly. For absence of any workmen, substitute manpower shall be provided by the Contractor.
- b) Manpower may be engaged, if so required, on Holidays for providing satisfactory services and in that case separate payment would be made as per overtime rules for such services. Holidays will be approved by ID&M dept. only.
- c) For performing duties beyond schedule duty hours according to requirement, the same would be considered as overtime and the overtime rate shall be calculated on the basis of 1.5 times of normal duty rate.
- d) For special services, extra manpower may be engaged, if so desired, for providing necessary services, as daily basis and extra / separate payment would be made for such engagement as per rules.
- e) A special cleaning and maintenance job should be carried out once in every month in any Saturday.
- f) Emergency cleaning and maintenance can be carried out round- the- clock on demand of situation, including holidays, for which extra payment shall be made as per overtime rules already specified .
- g) The agency is responsible to liaise with the designated officer/authorities on a day to day basis and submit maintenance report, attendance etc. For this, it is necessary to provide mobile phones to the supervisors / managers of the agency, who will perform these duties. The agency should include such cost in their service charges.

#### **14. Termination of the Contract :-**

- a) The tenure of contract initially will be for one year from the date of effect of the contract. The period of contract may be extended for another term of one year or multiple of it against the prayer from the Agency. However, the same depends on their satisfactory services / performance, although the decision of the management in this respect is final.
- b) Any negligence of duty on the part of the Agency and their personnel shall be viewed seriously. The Corporation reserves the right to terminate the contract if the performance is found unsatisfactory.
- c) The contract can be terminated by the Corporation by giving one month's notice. However, in case the agency is unwilling to render their services, they shall have to give three months notice to the Corporation for their unwillingness, failing which they will be penalized by deducting 3 months bill value.

d) After completion of the contract or early termination of contract the Agency shall be liable to return all record, documents, materials and shall vacate and clean the space occupied during the contract period without any delay .

e) It may be clearly understood by the agency that the contract is purely of commercial engagement and is not of any employment. There will be no employer-employee relationship between the Corporation and the Agency's employees. On termination of the contract between the Corporation and the Agency, the contractor shall be obligated to withdraw all their employees from the said premises of work immediately.

#### **15. Supply of Consumable Materials :-**

a) Supply of consumable materials will be as decided by ID&M Deptt. Relevant bill on the basis of prevailing market rate with authenticated supporting documents will be produced by the Agency against supply of consumable materials in order to get the payment. Payment against supply of material will be made considering actual consumption.

16. The agency has to arrange uniform and photo identification card for their employees and all employees working within the premises should wear their uniform and display their photo identification card prominently.

## **Annexure - "C"**

### **SCOPE OF WORK FOR CONSERVANCY SERVICE & UP-KEEPING IN & AROUNDIT PARK.**

- a) Sweeping, cleaning and removal of dust & dirt from entire building and complex (common area, parking place, roof, surrounding roads, all WBEIDC area ) with approved cleaning agent&room freshneretc as per requirement and as per instruction of ID&M Department .
- b) Cleaning of top surface of chajja, canopy of the building at any level.
- c) Responsibility of supervisor - Checking should be made to locate any defect and leakage of sanitary &plumbing. Any defect found during the said day to day checking, the same shall have to be informed to the concerned person of ID&M department. Repairing and replacement job are to be carried out immediately.
- d) Any other jobs in any location as per instruction of ID&M Deptt shall have to be carried out.

### **SCOPE OF WORK FOR MAINTENANCE AND RUNNING OF ELECTRICAL INSTALLATION/LIFTS/PUMPS/D G SETS/AC INSTALLATION.**

- a) **Operation & maintenance of entire electrical system** including ON/OFF of HT panel, MV Panel, DG Panel, DB & other switches under WBIDCL. Attending faults in Panel/Switches (indoor & outdoor), /, boundary /street lighting and other entire LT system under corporation establishment. Replacement of tubes, lamps, choke, fans, fuses etc. as and when required. Cleaning of luminaires including fans, switch plates etc. on regular intervals. Maintenance of earth pits and watering them at regular intervals.
- b) **Operation of lifts**, maintaining log book and keeping the lift in smooth running condition. Checking should be made to locate any defect & immediate report if found any deviation/ abnormalities. Co-ordinating with AMC provider for early completion of fault if any.
- c) **Operation of drinking water/ sewage water Pumps on daily/shift basis as per requirement.** Maintaining log book and keeping the pump motor set in smooth running condition. Checking should be made to locate any defect & immediate report/repair if found any deviation/ abnormalities including connection electrical installation. Co-ordinating with pump repairer/supplier for early completion of fault if any.
- d) **Operation of Lifts/Pumps/DG set/AC installation in addition to operate firefighting equipment those are available**
- e) Any other jobs in any location as per instruction of ID&M Deptt shall have to be carried out.

## **SCOPE OF WORK FOR GARDEN MAINTENANCE**

1. **Daily Maintenance:-**
  - a) Watering of total greeneries of every location.
  - b) Cutting jungles, unwanted vegetable growth, removing debris from developed and undeveloped area from time to time.
2. **Weekly Maintenance :-**  
Trimming of all plants. Weeding out and maintenance of flower pots. Taking out indoor plants in the open/outdoor for maintenance. Dressing and maintenance of hedges and shrubs. Carry out extensive lawn mowing.
3. **Quarterly Maintenance :-**  
Replacement of all plant as necessary.
4. **Monthly Maintenance :-**  
Ensure rotation of seasonal plants from indoor to outdoor areas. Colouring of flower pots. Cleaning of permanent flower pot areas.
5. **Seasonal Maintenance :-**  
Development of floor beds as per available scope for seasonal flower and plantation and maintenance of flower garden and season flower as desired by the corporation.

6. Any other garden related jobs in any location as per instruction of ID&M department shall have to be carried out.

## Annexure-“D”

### BILL OF QUANTITIES

Sl.no	Description of item	Unit	Qty.	Rate (Rs)	Amount (Rs)
1.	Service charge of the agency to execute the Facility Management Services at Rajarhat (phase 2) IT Park as per scope of work mentioned in this tender document.	Per Month	L.S		
2	Supply 2 sets of Uniform (one set means two shirt/ t-shirt & 2 trousers)  Note: sample of uniform should be approved by WBEIDC before procurement & it should be durable enough to last for one year	Sets per year	14		
3	Supply safety shoes	Pairs per year	8		
Total=					

Rupees in words:

Date:Place:

Signature of the Authorized Signatory:

Name :

Designation :

Phone No : Landline:Mobile:

Email :