

INSTITUTE OF HOTEL MANAGEMENT  
CATERING TECHNOLOGY & APPLIED NUTRITION  
P-16, TARATALA ROAD, KOLKATA – 700 088

TENDER NOTIFICATION FOR CLEANING AND HOUSEKEEPING OF THE INSTITUTE AND ITS ENTIRE  
PREMISES INCLUDING SUPPLY OF CLEANING MATERIALS AND MANPOWER  
ON YEARLY CONTRACT BASIS FOR SESSION 2019-2020

Sealed tenders are invited from experienced, reputed, financially sound and licensed private Agencies for providing Cleaning and Housekeeping Services in the institute including supply of cleaning materials and manpower on yearly contract basis, for the Session 2019-2020.

All related documents of the tender are available at Institute's website [www.ihmkolkata.org](http://www.ihmkolkata.org) which may be downloaded for submission, as per instructions/guidelines given.

The schedule of the Tender is furnished hereunder:

Start of downloading of tender document	6 <sup>th</sup> May, 2019 from 9.00 AM
Closure of downloading of tender document	3 <sup>rd</sup> June, 2019 at 5.30 PM
Last date of submission of Bids in the Institute [Technical and Financial in two separate sealed envelopes along with DD for tender cost, EMD and other related Documents as prescribed]	5 <sup>th</sup> June, 2019 by 5.00 PM
Tender Opening Technical	6 <sup>th</sup> June, 2019 at 11.00 AM
Tender Opening Financial	12 <sup>th</sup> June, 2019 at 11.00 AM

The Management reserves the right to reject any or all applications without assigning any reasons thereof.

Principal/Secretary

**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY &  
APPLIED NUTRITION**

P-16, TARATALA ROAD, KOLKATA 700 088

Annexure I

TENDER FOR CLEANING AND HOUSEKEEPING OF THE INSTITUTE AND ITS' ENTIRE PREMISES [HOSTELS, QUARTERS, BACK AREAS ETC.] INCLUDING SUPPLY OF CLEANING MATERIALS & MANPOWER ON YEARLY CONTRACT BASIS FOR 2019-2020.

TECHNICAL BID (PLEASE STRIKE OFF WHICHEVER IS NOT APPLICABLE)

1. Name of the Tenderer :  
Son/Wife/Daughter of Shri :  
Age /D.O.B :
2. Name of the Firm :  
Permanent Address :  
Registered Office (if any) :  
Telephone No. (Office/Residence) :
3. Address of Establishment/unit :
4. Status of Tenderer (Whether Sole Proprietor/HUF Business/ Partnership/Limited Company) :
5. Status of the Signatory of this Tender in case of HUF Business/ Partnership/Limited Company :
6. Names and Address of the Bankers with account No. :
7. Details of licenses: Tender should be submitted along with photocopies of the following documents:
  - a. Valid Trade license.
  - b. Professional Tax Registration No.
  - c. Provident Fund Registration No.
  - d. E.S.I. Registration No.
  - e. Valid GST Registration No..
  - f. PAN No.
  - g. An earnest deposit Rs.3,00,000/- (Rupees three lakhs) by D.D. only in favour of "INSTITUTE OF HOTEL MANAGEMENT, KOLKATA", payable at Kolkata.

8. Past Experience in the Trade  
(A brief/certificates to be enclosed) :
9. Particulars of Income Tax, last  
Assessment with Permanent Account  
Number (photocopy to be enclosed) :
10. Particulars of Earnest Money Deposit :
11. Particulars of cost of tender documents :

SIGNATURE OF THE TENDERER

SEAL

NOTE :

- a) In case of sole proprietary concern, the name of the proprietor, father's/husband's name, age, residential address and office & residence phone numbers are to be indicated.
- b) In case of Partnership Concern, the Attested Photostat copy of the Registered Partnership Deed is to be enclosed. The Partnership Deed should state specifically that a particular partner or partners are authorized to deal with any matter of Firm/Company. Certified Photocopy of the Income Tax assessment of the Partnership Firm as well as Individual Partners (for last 3 years) is to be enclosed.
- c) In the case of HUF Business, an Income Tax Registration Certificate is to be enclosed in addition to the above as per (b).
- d) In all cases, Income Tax Clearance Certificate of the applicant / tenderer (valid as on date of submission of tender) should be enclosed.

INSTITUTE OF HOTEL MANAGEMENT,  
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TERMS AND CONDITIONS

The Institute desires to employ a contractor on Job Contract basis for CLEANING AND HOUSEKEEPING OF THE INSTITUTE AND ITS HOSTELS, QUARTERS INCLUDING CLEANING MATERIALS ETC. WITH MANPOWER ON YEARLY CONTRACT BASIS FOR 2019-2020 in the Institute's campus with following General Terms and Conditions:

1. The cost of tender documents is Rs. 1000/- (Rupees one thousand) only to be paid through online [for e-tender] and DD [for open tender] in favour of Institute of Hotel Management, Kolkata, payable at Kolkata. This amount is Non-refundable.

2. Each tender shall be accompanied by a bank demand draft covering the amount of Earnest Money of Rs. 3,00,000/= (Rupees Three Lakhs) only, in favour of Institute of Hotel Management, Kolkata payable at Kolkata. Cheque will not be accepted under any circumstance. The earnest money of unsuccessful tenderers shall be refunded within 30 days from the date of opening of the financial bid. In case of successful tenderer the EMD will be retained as security deposit

In case the tenderer refuses to accept the award or refuses to comply with any of the terms and conditions for the award of contract, the EMD shall be forfeited. Exemption of Earnest Money will not be considered under any circumstance. However, for SSI/NSI/NGO the earnest money would be refunded in due course.

3. The following areas will be covered under the terms of the Job Contract –

- a. The Institute building – all public areas, Administrative block with all the offices, all laboratories and practical classrooms (viz. kitchens, restaurant, laundry, computer room etc.). All lecture halls, stores & receiving area, the cafeteria, the front and the back tarmacs, the main gate and the adjoining areas, locker rooms, all toilets, and such areas within the premises of the main building.
- b. Gentlemen's Hostel – all public areas, all rooms and toilets, kitchens and wash-up areas, the backyard, the front courtyard and tarmac.
- c. Ladies' Hostel – all public areas, all rooms and toilets, kitchens and wash-up areas, and backyard, the front courtyard and tarmac.
- d. Staff Quarters – all common areas, public areas, the backyard, the front courtyard and tarmac.

4. The areas as mentioned above, needs following actions:

- Daily cleaning and upkeep – floors, staircases, toilets, wooden and glass doors and windows, window sills, counters, different handles, etc. and similar area as required.
- Fortnightly cleaning and upkeep – walls, ceilings, wall-fittings, electrical fittings, etc. and similar area as required.

- Periodic cleaning – carpets, boundary fencings, main gate, etc. and similar area as required.
- Garbage disposal – daily disposal of garbage from the kitchens and the food service areas, etc. and similar area as required.

6. To understand the job responsibility and the work place all the tenderer should visit the Institute premises and after duly understanding the above, submit the observation report as per enclosed form vide **Annexure – IV**, duly signed by the tenderer along with the technical bid of the tender, otherwise the tender will be treated as cancelled. The timings as per stipulated duty roster should be strictly adhered to all areas.

7. Total responsibility for the entire cleaning and up-keep arrangements of the Institute's property is to be taken by the Contractor. The Contractor shall deploy required numbers of workmen and one supervisor for satisfactory performance of the job. In case of any deficiency of performance noticed in this regard the contract will be terminated without assigning any further reason or notice. Proportionate amount will be deducted against absents @ Rs.100/- for labours, Rs.200/- for supervisor.

8. The staff on duty are required to wear uniform to be provided by the contractor and the cost of the uniform to be borne by the Contractor including tools and equipment, which are to be provided by the Contractor. The agency should provide proper uniform [two summer sets and one winter set along with shoes] and necessary protective clothing as per requirement.

9. The Contractor must fulfil all the statutory obligations in respect of said Job Contract. The Contractor must comply with all the provision of labour laws and rules and all statutory obligations as required in the law of land. Institute will not take any Liability in this matter and in case of any breach in any/whole of the same; the sole responsibility will lie on Contractor only.

10. As per Labour Law applicable in the State of West Bengal, the agency should have EPF, ESI etc. and other necessary allowances as applicable.

11. All the persons engaged by the Contractors as cleaning manpower/ Supervisor shall be on Contractor's payroll and be paid by him only, the Institute will have no liability whatsoever, in this regard. Nothing under the contract shall confer any right or lien on the personnel of the contractor to claim any direct employment under the Institute or to be treated at any time as an employee of the Institute. All administrative and financial responsibilities/ liabilities including those arising out of the acts/rules framed / to be framed by the Central/ State Government or any other administrative notification of competent authority shall be borne by the Contractor.

12. Payment shall be made subject to satisfactory services provided by the agency. In case of un-satisfactory/deficiency in services rendered by the agency, the Principal shall be at liberty to terminate the contract giving one month's notice.

13. Assets of the Institute should be taken due care and any negligence in whatever form shall be the entire responsibility of the agency.

14. The Contractor should supply/provide all ingredients and equipment for satisfactory performance of the Job (e.g. cleaning brush, bucket, all other cleaning and up-keep materials & equipment, including all special type of cleaning material, detergent, mops, scrubbers etc.).
15. The Institute will pay maximum a sum of Rs.15,000/- [Rupees Fifteen Thousand] approx. as per actuals per month for the cleaning materials provided by the agency. Excess amount, if any required for the same should be authenticated/approved by the Institute's Authority.
16. All necessary cleaning equipment viz. vacuum cleaner, floor polishing and buffing machine and any other as required, should be arranged by the agency.
17. In case any equipment of the agency is to be taken out of the premises for repair etc. a proper gate pass has to be obtained from the concerned authority.
18. In case of injury/accident of any of the employees deployed by the agency, the entire responsibility shall be borne by the agency and the Institute shall not be held responsible for that in any manner whatsoever.
19. The agency should submit an Indemnity Bond to this Institute to indemnify the Institute from any statutory and legal bindings of the agency on a Non-Judicial Stamp Paper of Rs.100/-
20. The tenderer may quote the rate month-wise including the ingredients/cleaning material to be used and all applicable taxes.
21. The quality of Job and material used shall be of the best quality and of the exact kind, quality and description as demanded and if at any stage these are found unsuitable/sub-standard shall be liable to be rejected by the institute. The decision shall be final and binding on the Contractor.
22. The Contractor must ensure the personnel engaged by him bears a good moral character and high degree of integrity, in case of any breach in the discipline and decorum of the Institute the entire responsibility would be of Contractors and any expenditure out of such indiscipline behaviour by his employee, is to be borne by the Contractor. It will be mandatory in the part of Contractor to change the duty roster of every staff after a gap of three to six months.
23. In case the material or any part thereof has been rejected, the Institute shall not be required to assign or give any reason for such rejection and their decision shall be final.
24. In case of any of the said material being rejected or not being used as aforesaid, the Institute shall be at liberty to purchase the same at the cost and expenses of the contractor and the contractor shall on demand, pay to the institute all such extra costs, charges and expenses as shall or may be incurred or sustained in procuring the same and/or the extra amount spent by the institute on account of such purchases, shall be deducted from the security/running bills. In case of repeated defaults, the Institute reserves the right to terminate the contract and the contractor shall have no right to any compensation or damages in this regard.

25. In the event of failure on the part of the 'Contractor' to complete a Job or supply of cleaning materials/equipment, in accordance with the conditions entered herein, the Institute shall have the right to make alternative arrangement at the cost and risk of the Contractor. The Contractor shall reimburse the extra cost to the institute and in case of his failure to do so the institute shall have the right to recover the amount from the security deposit of the Contractor any dues owed to the institute by the Contractor. It should be clearly understood that the institute's right and the Contractor's obligation for compensation is not limited to the extent of security deposit and/or the dues owed and the Institute shall have the right to proceed against the Contractor for the recovery of its claim in excess of the security deposit and/or the dues available with the institute. The Institute has a right to withhold the Security Deposit and appropriate the same if need be until the dues of the Contractor are fully settled.

26. In case of breach of any of the conditions stipulated herein the institute shall be at liberty to terminate the contract without prejudice to the right of the institute to claim damages on account of breaches thereof in the same manner. The Institute in its sole judgment may terminate the contract by giving one month notice without assigning any reason thereof and the contractor and his cleaning personnel shall vacate the area of operation for this purpose on the expiry of such period, in the event of such termination of the contract, the refund of earnest deposit would be subject to deduction of any dues, penalties, other recoveries etc.

27. The Contractor shall not be directly concerned or in any way deal with the officers or other persons employed by or under the authority of the Institute in making the Contract hereby/contracted for, nor shall be the Contractor either directly or indirectly, give or promise to pay or give, or permitted to be given to any person or persons or in any department under the institute, money or gratuity, fee or reward for any matter or thing or any way relating to the performance of the contract.

28. The Contractor shall not assign the present contract or in any manner allow any other person or persons to interfere in the Management or performance thereof, without the written permission of the Institute.

29. Payment will be made on monthly basis after submission of the bill supported by:

- a. A copy of the daily performance sheet duly authenticated by the Institute's authority.
- b. A copy of the Challan for supplying the cleaning materials.
- c. The Contractor must furnish a certificate of disbursement of minimum wages to the personnel employed by the Contractor for satisfactorily completion of said Job and maintenance of all statutory requirements along with the certified copies of challan e.g. ESI, Provident Fund, and other relevant documents thereof.

II. Any over payment of the Contractor's bills for the job under these terms and conditions shall be recovered from the Contractor's bills subsequently submitted for payment and if such over payments or any portion thereof or thereafter remitted by the Contractor the amount so recovered will be refunded to the Contractor. The Institute shall have the right to recover the overcharges, from the security deposit as well.

30. The latest Income Tax assessment order and the Income Tax Clearance Certificate will accompany each tender. In case the Income of the supplier is not taxable, an affidavit to this effect may be attached to the tender.
31. Tenders from Contractors with sound financial standing and capacity will only be considered. No interest will be payable on Earnest Money/Security Deposit. Tenderer withdrawing before the announcement of successful tenderer shall be liable to have his earnest money forfeited.
32. An agreement is to be signed with the Institute embodying all terms and conditions of the tender before the order are placed by the institute, after the receipt of acceptance letter from the institute. The cost of the stamp papers of appropriate value shall be borne by the Contractor.
33. Maximum period for each tender that will hold good must be mentioned. The tender must hold good for at least one year after opening of the financial bid. In the event of the agreement being extended, the Management reserves the right to call upon the Contractor to continue the Contract for a further period of one year in excess of the contracted period at the rates of the immediately preceding month, provided such an extension is made before next year's tenders are accepted by the Institute and communicated to the concerned Contractor. Similarly, the Management reserves the right to defer the commencement of the supply period by three months.
34. Every tenderer should give month-wise rate for the said Job Contract inclusive of all the material/cleaning agents and equipment to be used. The rates would be inclusive of all applicable Statutory Taxes.
35. The Tenderer must fulfil all the statutory obligations in respect of said Job Contract. The Tenderer must comply with all the provision of statutory obligation as required in the law of land. Institute will not take any Liability in this matter and sole responsibility lies on Contractor only.
36. The Institute reserves the right to accept whole or part of the tender. Institute also reserves the right to split the tender and award the contract.
37. The Institute reserves the right to negotiate reduction in the rates or to reject any or all tenders without assigning any reasons.
38. G.S.T & TDS will be applicable as per Rules.
39. Tenders received after stipulated time and period for any reason will not be entertained under any circumstance.
40. The annexure I, II, III, IV, V and VI along with the earnest money, cost of Tender document if downloaded from Institute's website [for e-tender, cost of Rs.1000/- should be paid through online], photocopies of all licenses, taxes and all experience certificates, should be sealed in separate envelop to form Technical Bid. The financial bid Annexure III can be submitted through online only in case of e-tender. The Financial bid of only those tenderers would be opened who qualify in Technical Bid and after inspection of the factory/premises by the committee at a later date.



41. Daily attendance of the utility workers shall be maintained by the Institute.
42. Entry of chemicals/materials to be verified by the officials of the Institute nominated as and when entered into the premises.
43. The contract is initially for one year and is extendable for further period of time subject to satisfactory performance and work standard of the agency.
44. The agency shall prepare duty roster of the employees weekly for the areas assigned and same shall be approved by the designated officer of the Institute.
45. The manpower requirement is estimated and is subject to change at short notice to which the agency shall have to respond. The personnel to be deployed by the agency should be above 18 years of age and in conformity to Labour Act/Rules of the State. The manpower shall be in full uniform during duty hours.
46. The representative of the firm shall visit the institute at least thrice a week to monitor the performance of the employees deputed by them.
47. The agency shall provide the photographs along with the personal profile/resume of the manpower to be deployed to the IHM, Kolkata.
48. Force Mejeure: Neither IHM, Kolkata nor the agency shall be considered in breach of this contract to the extent that performance of their respective obligations is prevented by an act/event beyond their control [Natural Calamities, Earthquake, Act of God etc.] that arises after the effective date.
49. The Agreement may be terminated by IHM, Kolkata without assigning any reason and without liability, by giving thirty [30] calendar days' [one month] written notice of such termination to the agency under the following circumstances.
  - i. If the Contractor fails to provide the services as envisaged herein within the period(s) specified in the contract or any extension thereof as may be granted by Institute.
  - ii. If the Contractor fails to perform any of the obligation(s) under the contract.
  - iii. If at any later date, it is found that the documents and certificates submitted by the contractor are forged or have been manipulated, the work order issued to the contractor shall be cancelled and security deposit issued to the Institute shall be forfeited without any claim whatsoever on Institute and the contractor shall be liable for action as appropriate under the extant laws.
  - iv. The contractor is not eligible for any compensation or claim in the event of such cancellation.

50. All matters and disputes under this contract shall be subject to the jurisdiction of Honourable High Court, Kolkata only.

51. The Agency shall execute an agreement with the Institute regarding stipulated terms and conditions on a Non-Judicial paper of Rs.100/- duly attested by the Public Notary, within ten (10) days of issue of this work order.

Signature of Contractor  
Seal

**FINANCIAL BID**  
**(To be sealed in a separate envelope)**

NAME OF THE CONTRACTOR:

ADDRESS IN FULL:

CONTACT NO(S):

(The tenderer should fill only the column of Establishment/Administrative Charges considering the percentage of Total cost per person for Financial Bid, the other columns are fixed by the Institute Authority as per existing rules of the Govt. of the West Bengal.)

SL	Description of the rates in details	Sweeper	Supervisor
1	Minimum wages as per Govt. of West Bengal Labour Department Notification		
2	Employees Provident Fund as per rules		
3	ESI as per rules		
4	Bonus		
5	Establishment/Administrative Charges on the basis of the total cost per person inclusive of GST.		

1. The above manpower will be needed for 11 (eleven) months only.
2. Our existing utility workers are :  
Sweepers – 18 (eighteen) including 04 lady sweepers and 01 (one) Supervisor
3. During Vacation of the Institute the manpower will be deputed on need base.
4. For additional requirement of manpower, the Contractor shall have to respond immediately on receipt of intimation from the Institute.
5. For Supervisor, we prefer to engage male employee so that he can start his duty at 8 AM and stay back till closing of the Institute.
6. Duty roster of each manpower will be prepared as per need.
7. 50% of the total manpower must be rotated on every three months.
8. Before deployment of manpower the same should be approved by the Competent Authority.

Signature of Contractor  
With proper Seal

On the letter head of the tenderer

ANEXURE IV

Certified that I/We Sh. .... on behalf of M/s. ....has visited the Institute of Hotel Management, at P-16, Taratala Road, Kolkata – 700088, on dated .....to understand the duty of the Cleaning/Housekeeping of the work place including job responsibility of the cleaning personnel.

I/We fully understand the entire responsibility regarding the Cleaning/Housekeeping and the personnel to be deployed for this job at this Institute and have no doubt in this matter.

Signature of the Contractor with seal

Signature of the Institute's authority with seal.

**List of Major Clients, including Govt. Organizations / Academic Institutions.**

Sl	Name of Client with contact details	Category / Nature of job	Duration	Number of Manpower supplied for Cleaning/ Housekeeping
1.				
2.				
3.				
4.				
5.				

**Note:-** Please furnish at least two references of senior executives as under:-

Sl	Name & Designation	Name of Company/ Firm	Address	Landline No.	Mobile No.	E-mail ID

Copies of relevant documents are to be enclosed in support of above information.

Also provide list of ongoing projects along with copies of work orders /completion certificates.

**Turnover during the last three years**

Sl	Years	Turnover in Rupees (in figure and words)	Copy Enclosed/Not Enclosed
1	2018-2019		
2	2017-2018		
3	2016-2017		

Please enclose documentary evidence for above facts, duly verified by the Chartered Accountant (CA).

Copies of relevant documents are to be enclosed in support of above information.

## **Undertaking**

- (a) I hereby certify that all the information furnished above are true to the best of my knowledge. I have no objection to Institute verifying any or all the information furnished in this document with the concerned authorities, if necessary.
- (b) I also certify that, I have understood the complete scope of work; all terms and conditions indicated in the tender document and completely accept all of them.
- (c) I also certify that, all employees enrolled are police verified.

**Seal & Signature of the authorized signatory of the agency**

Annexure VI

**DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER**

(To be executed & attested by Public Notary / Executive Magistrate on Rs10/- non judicial Stamp paper by the Tenderer)

I/ We \_\_\_\_\_ (Tenderer) hereby declare that the Tenderer namely M/s \_\_\_\_\_ has not been blacklisted or debarred in the past by Union / State Government or any Organization from taking part in Government tenders in India and has no litigation in any of the Labour Court(s).

**(Or)**

I / We \_\_\_\_\_(Tenderer) hereby declare that the Tenderer namely M/s. \_\_\_\_\_ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of \_\_\_\_\_ years w.e.f. \_\_\_\_\_ to \_\_\_\_\_. The period is over on \_\_\_\_\_ and now the firm / company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender / contract will be rejected/cancelled by Principal, IHM, Kolkata and EMD / Security Deposit shall be forfeited.

In addition to the above, Principal, IHM, Kolkata will not be responsible to pay the bills for any completed / partially completed work.

DEPONENT

**Attested:**

(Public Notary / Executive Magistrate)

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_