



1, क्वीन्स वे, कोलकाता - 700 071
1, Queen's Way, Kolkata - 700 071

विक्टोरिया मेमोरियल हाल VICTORIA MEMORIAL HALL

(भारत सरकार के संस्कृति मन्त्रालय के प्रशासनिक नियन्त्रण
के तहत एक स्वायत्त संगठन)
(An autonomous organisation under the administrative
control of the Ministry of Culture, Govt. of India)

V.M. No. 1651/XXI-1/2017

31 August 2017

NOTICE INVITING TENDER

Sealed tenders are invited from ISO certified, bonafide, experienced agencies for the work of "Cleaning & comprehensive maintenance of toilets located within the campus of Victoria Memorial".

The tender in sealed cover superscribed with the words "Tender for Cleaning & comprehensive maintenance of toilets" must be sent to the Administrative Officer, Victoria Memorial Hall latest within 1 p.m. of 14.09.2017 and will be opened on the same day at 3.00 p.m. in the office chamber of Administrative Officer. Tenderers / their representatives may remain present at the time of opening of tender if they so desire.

- The tender should be accompanied by an earnest money deposit of Rs.2000.00 (Rupees two thousand) only in the form of a Bank draft drawn in the favour of "**Trustees of the Victoria Memorial Hall**" payable at Kolkata, which is returnable to the unsuccessful bidders latest on or before the 30th day after the award of the contract. Please note that tender without the earnest money will be rejected outright.
- The tender will include copy of documents showing the experience of the firm in similar nature of works, Pan Card, IT, GST, P.Tax etc. registration/ clearance certificates, Registration certificate of labour department, audited accounts of last 3 years etc.
- Tenderer should quote rate including GST and other charges, if any.
- Eligibility criteria:
The agency should have at least 5 years' experience in maintaining public / community toilets in Municipal Corporations /Municipality/ Notified area/Govt offices. Documentary evidences shall be required to confirm this experience. The agency should have annual turnover of at least Rs.1,00,00,000.00(Rupees one crore).
- The scope of work will include:
 - i) Cleaning & comprehensive maintenance of all toilets of the Victoria Memorial campus from 5.00 am to 7.30 pm on all days including holidays so that the toilets look neat and tidy.
 - ii) Cleaning & comprehensive maintenance of Chemical/Bio toilets.
 - iii) Cleaning and comprehensive maintenance of toilet for unisex physically challenged.
 - iv) It will also involve regular clearing of solid waste bins. Solid Waste bins will require to be cleared at least every three hours and also immediately after closure of garden.
 - v) The garden generally opens at 5.30 am in the morning and closes at 6.30 p.m. and is changeable.
 - vi) Mechanical cleaning of Sewerage drains providing the outlet for drainage of excess waste water.
 - vii) Hourly cleaning of Wash basins, mirrors with soap water.
 - viii) Weekly cleaning of roofs of public toilets etc.

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ई-मेल / E-mail: victomem@gmail.com

• वेबसाइट / Website: www.victoriameorial-cal.org



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- ix) Collect litter, refuse, leaves and other debris both throughout the interior of the toilets and outside toilet complex.
 - x) Hourly - Ensure all toilet seats are clean and dry. Remove any damaged toilet seats. To maintain the acceptable standard, check sanitary ware, floors, etc., clean all soiled areas using the approved cleaner or hard surface cleaner as appropriate and disinfect. Disinfect around all sanitary ware and washbasins.
 - xi) Hourly - Replenish toilet paper, soaps and paper towels as necessary. Refill soap dispensers with Dettol liquid handwash where required and wipe clean. Empty and disinfect any sanitary dressing containers.
 - xii) Hourly - Clean graffiti, painting over where necessary from all surfaces both inside and outside of the toilet taking care to avoid damage to the surface beneath. Any difficulty shall be reported to the Supervising Officer.
 - xiii) Hourly - Spray deodorant throughout interior of the building sufficient to mask unpleasant odours.
 - xiv) Daily - Check operation of cisterns and taps (where no electronic water flow control units are fitted, taps over and controlling urinal cisterns should be regulated to operate the flush each 25 minutes approximately). Check pipe work for leaks. Where possible repair leaks, leaks that cannot be repaired shall be reported within one hour to the Supervising Officer. Use drain rods if necessary to attempt clearance of any blockage between pans, urinals and nearest inspection chamber. If cleared, report the occurrence to the Supervising Officer as soon as possible but not later than 3.00 hours on the working day following the day on which the blockage was cleared. If not cleared, lock the section(s) affected and report to the Supervising Officer within one hour
 - xv) Hourly - Clean off all surfaces of sanitary ware using an approved sanitary cleaner with particular attention to the reduction of any encrustations found (difficult instances shall be reported to and discussed with the Supervising Officer). 'Standing areas' of urinals shall be treated with an approved sanitary cleaner and washed down.
 - xvi) Hourly - Wash floors throughout using an approved hard surface cleaner. Use squeegee to leave a dry non slippery surface.
 - xvii) Daily - Wash down all walls and partitions of toilets using an approved hard surface cleaner. Damp wipe doors using a diluted disinfectant solution.
 - xviii) Daily - Wipe clean any ledges, fittings, pipe work and any other surfaces where dust/dirt may accumulate. Any brass or copper pipe work and fittings in toilets shall be polished to a bright finish.
 - xix) Daily - Sweep any entrance ways and steps which service the toilet.
 - xx) Daily - Remove cobwebs and obvious dust collections from ceilings of toilets.
 - xxi) Daily - Wash windows and frames both inside and outside of toilets.
 - xxii) Daily - Apply approved cleaner to brass and copper pipe work and fittings and polish to a shining finish.
 - xxiii) Daily - Apply approved polish to hardwood doors and fittings of toilets
 - xxiv) Any other works assigned by the Caretaker
- Quality of Service – The agency shall clean, maintain, attend, open and close the toilets and carry out all other associated tasks to the satisfaction of the Caretaker.



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- Hand carts for removing garbage from toilets and garbage bins to dumping vat will be provided by the Contractor.
- The agency shall supply all best quality materials, including consumables such as toilet rolls, liquid soap, Phenyle (Bengal Chemical), Dettol hand wash, Bleaching Powder (Bengal Chemical) Lizol, Harpic, Room freshener, Naphthalene, Broom, Cotton Dusters, Wet mops, Dry mops, tissue papers, Stainless Steel Solid Waste bins etc.
- The agency shall supply adequate numbers of trained labourers, sufficient to work in between 5.00 am to 7.30 p.m. for satisfactory sweeping, cleaning etc. regularly. Distribution of the labourers must be made in such a manner that apart from attending other toilets as per requirement, labourers in two shifts are to attend throughout the day in the following three points: a) Public toilets (Gents & ladies), b) Bio toilet at the North gate and c) Bio toilet at the south gate of VM complex. Extra labour, if required for the works already explained including supervisor is to be deployed by the agency out of rate quoted. The rate may be fixed accordingly.
- Labourers so deployed should have sufficient, experience and shall qualified/trained for such type of jobs to complete the work within specific time. Any unjustified delay to carrying out these services shall be treated as breach of contract and suitable penalty shall be imposed and recovered from the monthly bill.
- For any damage to any of the equipment/ installation during handing by their staff, shall be responsibility of the agency and shall be made good by them at their cost.
- Behaviour and discipline of agency's staff:
Deployed personnel shall be polite, courteous, well behaved and shall be dressed properly at all times while in the premises. The contractors shall arrange for providing them with uniform which they will have to wear during their working hours.

No Personnel suffering from a chronic or communicable disease shall be deployed.

- Wages:
The agency shall comply with all labour laws in relation to its workers to be engaged for the purpose including payment of minimum wages at Central Govt rate, Bonus, P.F., E.S.I, Uniform, leave, Holiday, Workers Compensation etc. and O.T.A., if payable.

The rates shall be firm during currency of the contract and nothing extra on any account shall be payable.

After award of work, the agency shall submit an undertaking to Victoria Memorial Hall that the staff deployed by him for the work shall have no claim for any kind of employment in Victoria Memorial Hall and the agency shall be responsible for any dispute of any wages or any other service conditions. The agency shall be fully responsible for any compensation or any claim of the labour deployed by him for the work.



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- **Period of contract:**
The initial contract shall be valid for a period of 12 months w.e.f. 01.10.2017 and is extendable for subsequent period on mutually agreeable terms and conditions.
 - **Payments:**
Payment shall be made on monthly basis within 15 days after submission of the bills in succeeding months.
 - **Award of Work:**
On award of work, a formal agreement on non judicial stamp paper will be signed by both parties within 7 days. The selected agency has to submit Rs.10,000.00 (Rupees ten thousand) in the form of Bank Draft as performance security.
 - Bill shall be submitted by the agency in the printed letter headed with serial number.
 - Dispute, if arises must be settled in Courts within the jurisdiction of Kolkata.
 - VMH reserves the right to accept or reject any tender without assigning any reason.
 - **Liquidated Damages/Forfeiture of EMD/Money:**
The EMD/Security money will stand forfeited in case of violations of any of the terms and conditions. In case the agency fails to execute the work against order, the work will be executed from other agencies at his cost and risk, the excess money, if any incurred, will be recovered from any dues/EMD. For failure in completion of the work on daily basis, liquidated damages at 1% per week or part of a week subject to maximum limit of 10% of the total order value will be recovered from the agency.
- In case of continued delay Victoria Memorial Hall may cancel the order and forfeit the EMD/Security Deposit.

Administrative Officer