



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

# विक्टोरिया मेमोरियल हाल VICTORIA MEMORIAL HALL

(भारत सरकार के संस्कृति मंत्रालय के प्रशासनिक नियंत्रण  
के तहत एक स्वायत्त संगठन)

(An autonomous organisation under the administrative control  
of the Ministry of Culture, Govt. of India)

V.M. No. 1609 /XXI-1-2019/ Toilet/2022-23

Date: 1<sup>st</sup> December, 2022

## Notice inviting tender

Sealed tenders are invited from ISO certified, bonafide, experienced agencies for the work of **‘Cleaning, and Comprehensive Maintenance of toilets located within the campus of Victoria Memorial’**. The tender must be sent to the Secretary & Curator, Victoria Memorial Hall **on or before 1 P.M. of 21<sup>st</sup> December, 2022 and will be opened on the same day at 3.00 P.M.** in the Conference Hall of Victoria Memorial.

- 1 The tender should be submitted in sealed envelope addressed to the ‘Secretary & Curator’, Victoria Memorial Hall”. The envelope should be super scribed with the words “Tender for **‘Cleaning, and Comprehensive Maintenance of toilets located within the campus of Victoria Memorial’**. Tenders not properly super scribed will not be accepted. The tender should be dropped in the tender box provided for the purpose in the Administrative Office, Victoria Memorial Hall with all documents properly indexed and numbered serially as mentioned in Annexure – I. The index should be in the format given as Annexure – II. The Tenders not in proper format shall be liable to be rejected.
2. The tender should be accompanied by a earnest money deposit of Rs.5,000.00 (Rupees five thousand) only in the form of a Bank draft drawn in the favour of “ Victoria Memorial Hall” payable at Kolkata, which is returnable to the unsuccessful bidders latest on or after the 30<sup>th</sup> day after the award of the contract. Please note that tender without the earnest money will be rejected outright. However, the tenderers, who are exempted from furnishing EMD as per G.O.I orders need not furnish EMD, subject to submission of necessary supporting papers.
3. **The tender will include copies of documents showing the experience of the firm in similar nature of works, PAN card, GST, P. Tax etc. registration certificate, valid**

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licence from labour commissioner and Income Tax Return, audited accounts of last 3 years.

4. Tenderer should quote total labour rate on monthly basis (365 Days- 28/29/30/31 days in a month whichever is applicable for a month during the year) excluding GST and material charges. Rate of applicable GST should be mentioned.
5. Rate for the labourers and supervisor on daily basis (with detailed breakup) should be quoted separately for verification of compliance of minimum wages rate of Ministry of Labour & Employment by the tender accepting authority. However, this has no connection for evaluation of bid documents.

6. Eligibility criteria

The agency should have at least 3 years' experience in similar nature of works in maintaining Public/ Community toilets in Municipal Corporations/ Municipality/ Notified Area/Govt offices etc. Documentary evidences shall be required to confirm this experience. The agency should have minimum annual turnover of at least Rs.1,00,00,000.00 (Rupees one crore only).

The agency shall supply Nine (09) numbers of trained labourers including one supervisor for the entire jobs mentioned in this relevant tender notice. It may be noted by the tenderer that satisfactory cleaning of toilets etc. by engaging the above mentioned work force every day will have to be done on all 365 days in a year.

Biometric Attendance System should be arranged by the agency at their own cost along with Manual Attendance Register and daily duty chart. These should be produced to VMH authority as and when required.

7. Labourers so deployed should have sufficient experience and shall be trained for such type of jobs to complete the work within specific time. Any unjustified delay in carrying





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out these services shall be treated as breach of contract and penalty @ 1% of the bid amount per week, shall be imposed and recovered from the monthly bill.

8. For any damage to any of the equipment/ installation during handling by their staff, Agency shall be held responsible and shall make good the loss out of his charge.

9. Behaviour and discipline of contractor'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 (should be provided by the Agency at Agency's own cost) which they will have to wear during their working hours.

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

10. Wages

The agency shall pay the salary to his labourers not less than the minimum wages as declared from time to time by the Govt of India within 7<sup>th</sup> day of following month.

The rate quoted by the bidder shall deem to be inclusive of all the contractor's liabilities as per labour laws such as minimum wages of Govt of India, V.D.A., EPF, ESI, Bonus ( Bonus will be reimbursed after payment of the same), leave/holiday, workmen compensation etc. and nothing extra over the quoted rates shall be payable during currency of the contract except the increases made by Govt of India.

After award of work, the agency shall submit an undertaking to Victoria Memorial Hall that the staff deployed by him for the work 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. Notice Inviting Tender, Work Order and Undertaking by the Agency will be the part of the Agreement.

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## 11. Materials:

The agency shall supply & use all best quality materials including consumables such as Toilet Rolls, Liquid Soap, Phenyl (Bengal Chemical), Dettol Hand Wash, Bleaching Powder (Bengal Chemical), Lizol, Harpic, Room Freshner, Napthalene, Broom, Cotton Dusters, Wet Mops, Dry Mops, Tissue Papers, Covered Waste Bins etc.

## 12. Period of contract:

The initial contract shall be valid for a period of Three (03) months and is extendable for subsequent period based on performance of the selected Agency and mutually agreeable terms and conditions.

## 13. Payments:

Payment shall be made on monthly basis within 15 days after submission of the bills along with all the supporting documents i.e. (i) Attendance Sheet (ii) copy of Manual Attendance Register (iii) Report of Bio-metric Attendance (iv) ECR challan in respect of E.P.F & E.S.I (v) Pay Slips (vi) Bank statement in support of payment disbursement (vii) GSTR-1 & GSTR-3B in succeeding months. Any other relevant documents in this regard, as may be deemed necessary for this purpose, may be asked for submission by the Competent Authority as and when required.

## 14. The scope of works:

- (i) 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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- (ii) New Hand Carts for removing garbage from toilets and garbage bins to dumping vat will be provided by the Agency.
- (iii) Cleaning of all toilets to be completed within 10.00 A.M. every day. This is to be repeated in the afternoon and before closing of the Museum and Garden daily.
- (iv) Apart from the above works mentioned at sl. no.(iii), four (04) labourers, one each at (a) Public Toilets (Gents) (b) Public Toilet (Ladies) (c) Bio toilet at the North Gate and (d) Bio-toilet at the South Gate of VM Complex are to be remain on constant duty from 5.00 A.M. to 7.30 P.M. daily on all days.

### 15. Award of work:

On award of work, a formal agreement on non judicial stamp paper will be signed by both parties within 03 days. The selected agency has to submit 3% of the quoted amount in the form of Bank Draft as performance security drawn in favour of "Victoria Memorial Hall", payable at Kolkata which should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the agency.

16. Bill shall be submitted by the agency in the printed letter head with serial number.

17. Dispute, if arises must be settled in Courts within the jurisdiction of Kolkata.

18. VMH reserves the right to accept or reject any tender without assigning any reason.

### 19. 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

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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 and unsatisfactory works, Victoria Memorial Hall may cancel the work order.

Secretary & Curator

Victoria Memorial Hall, Kolkata

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### Annexure – I

Enclosure to V.M. No. 1609 /XXI-1-2019/ Toilet/2022-23

Date: 1<sup>st</sup> December, 2022

### LIST OF DOCUMENTS TO BE ENCLOSED WITH TENDER

1. Profile of the firm (\*Maximum two pages) with ownership / partnership status, name, address, phone no. E-mail ID, experience of the top executive etc.
2. Trade License.
3. Copy of Income Tax PAN Card.
4. Income Tax return for last three years.
5. Professional Tax Registration Certificate.
6. GST Registration Certificate
7. ESI Registration Certificate.
8. EPF Registration Certificate/
9. Labour License.
10. List of organizations / institutions to whom security and surveillance service is being / was provided by the agency during last 5 years along with documents in support.

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## Annexure – II

Enclosure to V.M. No. 1609 /XXI-1-2019/ Toilet/2022-23

Date: 1<sup>st</sup> December, 2022

### FORMAT OF INDEX

Sl. No	Documents	Details	Pages No.
1	Quotation on the letter head of the agency		
2	EMD	i) No. and date ii) Amount iii) Drawn on	
3	Profile of the agency	Maximum two pages	
4	Trade License	i) No. and date ii) Valid upto iii) Issuing authority	
5	PAN Card	No.	
6	Income Tax Return	i) AY 2017-2018 ii) AY 2018-2019 iii) AY 2019-2020	
7	Professional Tax Return Certificate	i) No. and date ii) Valid upto iii) Issuing authority	
8	GST	i) No. and date ii) Valid upto iii) Issuing authority	
9	ESI	i) No. and date ii) Valid upto iii) Issuing authority	
10	EPF	i) No. and date ii) Valid upto iii) Issuing authority	
11	Labour License	i) No. and date ii) Valid upto iii) Issuing authority	
12	List of organizations/ institutions is to whom similar service is being/ was provided by the agency during last five year		
13	Documents in support of Sl. No. 12	i) Certificate from ..... a) b) ii) Work order of ..... a) b)	

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