



Ministry of Culture
Government of India

TENDER DOCUMENT

For

**PROVIDING MANPOWER SERVICES
TOWARDS GARDENERS-02 Persons,
BATHROOM CLEANERS-02 Persons And
BARBERS-02 Persons**

VICTORIA MEMORIAL HALL

(An Autonomous Organisation under the Administrative
Control of the Ministry of Culture, Govt. of India)

1, Queen's Way, Kolkata-700071, India

INSTRUCTIONS TO THE CONTRACTORS/BIDDERS FOR THE E-SUBMISSION OF THE BIDS ONLINE
THROUGH TENDER SITE <https://eprocure.gov.in/eprocure/app>

This tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Click here to Enroll**" on the CPP Portal. Enrolment is free of Charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters These parameters could include organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders" folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted.

2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

3) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the EMD and enter details of DD/any other accepted instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the office of Victoria Memorial Hall, latest by the last date and time of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the documents submitted by the agency with the tender.
- 5) Scanned copy and the data entered during bid submission time otherwise the Tender will be summarily rejected.
- 6) The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
- 7) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. The price bid has been given as a standard BoQ format (BoQ_xxxx.xls) with the tender document, then the same is to be downloaded and to be filled by all the bidders Bidders are required to download the BoQ file, open it and complete the cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected. In e-Tendering, intending bidder can quote his rate in figures only. The rate in words, amount of each item and total is generated automatically. Therefore, the rate quoted by the bidder in figures shall be taken as correct. The Comparative Statement is also generated automatically. The Comparative statement and rate quoted by each bidder shall be downloaded. **The manual calculation check of bids and comparative statement shall be final. In case, any discrepancy is noticed, the decision of appropriate VICTORIA MEMORIAL HALL authority shall be final and binding.**
- 8) The server time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission. The bidders are requested to submit the bids through online e-tendering system to the **Tender Inviting Authority (TIA)** well before the bid submission end date & time (as per Server System Clock).
- 9) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized person until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done.
- 10) The uploaded tender documents become readable only after the tender opening by the authorized bid openers

11) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

12) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the **Tender Inviting Authority(TIA)**:

Secretary & Curator
VICTORIA MEMORIAL HALL
(An Autonomous Organisation under the Administrative Control of the Ministry of Culture, Govt. of India)
1, Queen's Way, Kolkata-700071, India
or may call us on 033-2223-5142
or Email at.: victomem@gmail.com

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **1800-3070-2232**.

**NOTICE INVITING TENDER
(ONLINE)**

VM NO.1836/F.No.VI-2018/08 CISF (Part VII) 2023-2024

Date: 26.11.24

Tender ID – 2024_VMHK_837020_1

1. **Victoria Memorial Hall (VMH), an Autonomous Organisation under the Administrative Control of the Ministry of Culture, Govt. of India.**

2. Online **e-tender** are hereby invited from reputed and experienced registered and reputed Agencies / Firms/contractors having trade license for supply of **Gardeners-02 persons, Bathroom Cleaners-02 persons and Barbers--02 persons** on monthly wages basis for use of the Office of the Deputy Commandant, CISF Unit at Victoria Memorial Hall, Kolkata. Documents are to be submitted online to the Central Public Procurement Portal website **<https://eprocure.gov.in/eprocure/app>**, before the prescribed date & time, using the valid Digital Signature certificate (DSC) obtained from the authorized agencies of NIC & valid **GST** registration no.

2. The place of work would be at: Office of the Deputy Commandant, CISF Unit at
Victoria Memorial Hall, Kolkata.

Important Information & Dates:

EMD	Rs.35,000/-
Bid Document Published Date	28.11.2024
Bid Document Download Start Date	29.11.2024
Bid Document Download End Date	19.12.2024
Bid submission Start Date	29.11.2024
Bid submission End Date	19.12.2024
Bid Opening Date	20.12.2024
Address of Tender Inviting Authority	Secretary & Curator VICTORIA MEMORIAL HALL 1, Queen's Way, Kolkata-700071, India

Terms & Conditions:

Online e-tenders (eProcurement for Central Government – Central Public Procurement Portal) are hereby invited from reputed and experienced agencies for Providing Gardeners--02 persons, Bathroom Cleaners--02 persons and Barbers--02 persons” at Victoria Memorial Hall, 1, Queen’s Way, Kolkata-700071, India. Bidder should do Online Enrollment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with e-token, after logging the portal. The-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/IDRBT/MtnlTrustline/SafeScrt/TCS. The Bidders can update well in advance, the documents such as certificates, purchase order details etc. if required, under My Documents option and these can be selected as per tender requirements and then attached alongwith with bid documents during bid submission. This will ensure lesser upload of bid documents. After downloading/ getting the tender schedules, the Bidder should go through them carefully and submit the documents as per the tender document, otherwise, the bid will be rejected. The BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for the tender. Bidders are allowed to enter the Bidder Name and Values only. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender. The bidder reads the terms & conditions and accepts the same to proceed further to submit the bids. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

Payment : Payment will be made on monthly basis within 15 (fifteen) days after submission of bill in triplicate duly authenticated by the CISF Authority (with Logbook) alongwith a copy of this letter alongwith all other supporting documents i.e. a) Biometric Attendance Sheet (should be arranged by the agency at their own cost alongwith Manual Attendance Register and daily duty chart, b) ECR Challan in respect of EPF & ESI, c) Pay Slips, d) Bank Statements, e) GST documents in succeeding month etc. and other statutory payment to the Office of the Secretary & Curator, VMH, Kolkata, duly verified by the O/o the D.C., CISF, VMH including other relevant documents in this regard, as deemed necessary for this purpose may be asked for submission by the Competent Authority as and when required.

- 1) The Tender will include copies of documents showing the experience of the Agency/Firm and should have at least 05 (five) years' experience of providing Manpower on hire basis to Govt. Offices/Autonomous Bodies/Govt. Undertakings etc. (Experience Certificate(s) to be attached). The Tender will include copies of documents such as PAN Card, GST Registration Certificate, P. Tax registration certificate, Income Tax Return , Audited Accounts of last 03 (three) years Registration Certificates of EPF, ESI and Labour License (the documents of photocopies to be submitted and should be self attested).
- 2) Deployed personnel should be disciplined, obedient and expertise about their own work. The Agency shall not deploy any unfit person (or person having any contagious disease) or person below the age of 18 years and above 60 years of age for performing the said works. In this regard, agency shall submit the proof in respect of age / Date of birth and medical fitness of their deployed personnel.
- 3) Deployed personnel should have "Police Verification Certificate", and copy of the same to be provided to the O/o Secretary & Curator, VMH alongwith copies of PAN Card, Aadhaar Card and also individual Bank Account Numbers with IFSC Code.
- 4) All payment should be made to the individual Bank account of every deployed personnel on monthly basis by the Agency within 7th of the following month, in terms of wages fixed and bank scroll or copies of individual Passbook to be enclosed alongwith the bill.
- 5) **Wages** : 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. Photocopies of latest G.o.I. Orders on Contractor's liabilities as per labour laws, as mentioned above, must be furnished. Exemption if any, claimed in this respect, must also be supported by copies of relevant G.o.I. orders.

After award of work, the agency shall submit an undertaking to the authority of VMH that the staff deployed by it for the work shall have no claim for any kind of employment in VMH and the agency shall be responsible for any dispute about wages on any other service conditions. The agency shall be fully responsible for any compensation or any claim of the staff deployed by it for the work.

- 6) **Tenure and Validity** : In the beginning, the contract shall be on a trial basis for 03 (three) months only, and thereafter, it would be extended for a further period of 09 (nine) months, if the services are found to be satisfactory during the trial period of the Agency. The contract may be renewed at the discretion of the authority of VMH on year to year basis for a maximum period of 03 (three) years, including the trial period. However, in the event of such renewal of the contract each year, the service charges of the agency shall not be revised. But the liability due to revision of minimum wages and statutory duties & taxes levied by Govt. of India from time to time shall only be considered for revision.

The contract can be terminated by the VMH at any time without notice in the event of gross security risk or gross damage to VMH property due to Agency's failure or if the Agency goes bankrupt or becomes insolvent or in case of breach of any of terms and conditions of contract by the Agency and the decision of VMH in this regard shall be final and binding on the Agency. For reasons other than mentioned in the clause above, the contract can be terminated by either party by providing clear 03 (three) months' notice in writing.

- 7) The Authority **should has the right to reject or accept** any or all the Tender(s); received without assigning any reason whatsoever.
- 8) For any damage to any of the equipment / installation during handling by their deployed personnel, Agency shall be held responsible and shall make good the loss out of his/her charge.
- 9) Tender submitted with "NIL" Service Charge (Consideration) will not be considered for evaluation of the Tender.
- 10) The Agency shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof to any person / agency.
- 11) Rate quoted by the Tenderer should be valid for 01 (one) year in accordance with minimum wages rate as notified by the Ministry of Labour & Employment, Govt. of India from time to time and Work Order may be renewed, in case of good service rendered by the supplier and obedient personnel.
- 12) Successful Tenderer shall bear the expenses for applicable non judicial Stamp duty for execution of the agreement and the Agreement shall be signed in between VMH authority and selected Lowest Tenderer on a non judicial Stamp Paper.
- 13) **EMD** : The tender should be accompanied by an earnest money deposit of Rs.35,000/- (Rupees thirty five thousand) only *in the form of electronic transfer mode i.e. NEFT / RTGS or through a Bank Draft* drawn in favour of "Victoria Memorial Hall" payable at Kolkata which is returnable to the unsuccessful bidders (without any interest) latest on or after the 30th days after the award of the contract. Please note

that tender without EMD will be rejected outright. However, the tenders, who are exempted from furnishing EMD, as per Government of India's Order need not furnish EMD, subject to submission of necessary supporting papers/ documents. a) EMD of successful Tenderer/Bidder shall be discharged (without any interest) on or before the 30th day after award of work to the successful Tenderer/Bidder and signing of contract, whichever is later, after receipt and acceptance of Security Deposit / Retention Money in the valid format. On the request of the successful bidder, EMD may be adjusted against the Security Deposit/Retention Money. The Bank details is as follows :

Name of the Account Holder	VICTORIA MEMORIAL HALL
Account No.	1683104000057512
IFSC Code	IBKL0001683
Branch	BHAWANIPORE BRANCH
Bank Name	IDBI Bank

- 14) **Security Deposit** : 5% (five percent) Security Deposit on yearly total wages fixed by the successful tenderer in the form of electronic transfer mode i.e. NEFT / RTGS or through a Bank Draft in favour of "Victoria Memorial Hall" payable at Kolkata.
- 15) **Financial Bid** envelope shall contain : Rate Quote Sheet in pdf/xls format. Tenderer/Bidder should furnish scanned copy of complete break up of their rates showing Annexure-I how they will comply with the minimum wages and other statutory regulations like Basic, ESI, EPF, Leave Salary, Bonus, paid National Holiday, etc. and the lumpsum composite charges (if any) for providing personnel to be deployed as per the rate of G.o.I., Service Charges of the tender/bidder, GST component as applicable in PDF format with signature & seal. It should also contain break-up of/justification regarding service charges as to how they are going to meet all the obligations. Financial Bid Evaluation Committee shall have full powers to accept/reject the justification as workable or non-workable. In the absence of this break up, their tender shall liable to be rejected.
- 16) No exemption will be allowed for submission of Security Deposit/Retention Money to NSIC/MSME certified firms. However, concession for submission of EMD shall be applicable to the Tenders/Bidders registered with NSIC/MSME as per prevailing Govt. guidelines. The Tenderers/Bidders should upload document of the firm for claiming such exemption.

- 17) If the bidder quotes service charges with more than 2 (two) decimal points, then the quote upto two decimal points will be taken into consideration without rounding up. If a bidder/tenderer quotes “NIL” or “Zero” or its derivatives upto 0.0009 and thereof” as service charges, the bid shall be treated as unresponsive and shall be rejected summarily and will not be considered.
- 18) Service charges should be quoted in one lumpsum and not on percentage basis. Service charges shall remain unchanged throughout the tenure of the contract including its renewal periods. In case the service charges is quoted by the tenderer/bidder on percentage basis, the e-tender shall be summarily rejected.
- 19) VMH does not bind itself to accept the lowest e-tender/bid and has the right to reject or accept any or all e-tenders/bids; received without assigning any reason whatsoever.
- 20) E-tenders incorporating additional conditions are liable to be rejected.
- 21) The tender(s) must declare in writing that neither he/she nor any of their Directors/Partners are in anyway related to any officer in the Victoria Memorial Hall, Kolkata.
- 22) **Penalty** : in the event of deficiency in the said services rendered by the agency, any time during the currency of the contract, the VMH shall impose penalty as finalized by the duly constituted committee which shall be recovered from the monthly bill(s) of the agency. The decision of the VMH shall be final and binding on the agency. In case of non-payment / partial payment of wages to the personnel deployed by the agency within the time frame as stipulated in the tender, a caution notice may be issued to the agency. A PENALTY of 0.25% of the contract value, subject to a maximum Rs.3,000/- per day may be deducted from the monthly bill of the agency with the approval of competent authority.
- 23) The Agency should have the local office in Kolkata area.
- 24) Dispute, if arises must be settled in Courts within the jurisdiction of Kolkata.
- 25) All the pages of the e-tender should be signed and stamped by the proprietor of the firm or authorized signatory of the Company/Partnership Firm/Joint Venture/Consortium. In case the tenders are signed by the authorized signatory, a copy of the power of attorney/authorization may be enclosed alongwith the tender.

- 26) **Before the award of work**, if any Tenderer/Bidder withdraws bid during the period of validity (i.e. 06 (six) months from the date of opening of e-tender) or makes any modification in terms & conditions of the bid which are not acceptable to VMH, Kolkata shall, without prejudice to any other right or remedy, be at liberty to forfeit the EMD absolutely.
- 27) **After award of work**, if the successful Terderer/Bidder refuses or neglects to execute the contract or fails to furnish the required Security Deposit/retention money within the time frame specified by VMH, Kolkata, the EMD will stand forfeited fully and award of contract shall cancelled and the successful Tenderer/Bidder shall be blacklisted for participating in e-Tenders in VMH in future.
- 28) **Liquidated Damages / Forfeiture of EMD / Security 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 by other Agencies at his cost and risk, the excess expenditure, if any incurred, will be recovered from any dues/EMD. Any deviation/ violation from N.I.T. conditions will attract 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 deviation/ violation/ unsatisfactory works, Victoria Memorial Hall may cancel the work order.

**ESTIMATE FOR PROVIDING GARDENERS-02 PERSONS, BATHROOM
CLEANERS-02 PERSONS AND BARBERS-02 PERSONS**

	Items	Charges per month	
		Rate per person (in Rs.)	Amount for total 06 nos. of persons (in Rs.)
A. (i)	Basic		
(ii)	EPF		
(iii)	ESI		
(iv)	Bonus		
(v)	Leave Salary		
(vi)	Overtime charges for 3 national holidays per annum		
	Total [from A (i) to (vi)]		
B.	Service Charges		
C.	GST		
	Gross Total (A + B + C)		

This is to certify that I/We before filing and signing of this estimate in Tender Document have read and fully understood in the serial no 5.(wages) (Terms & Conditions) of this tender and undertake myself/ourselves to abide by them.

Date:

Place:

Full Signature of the Applicant with Seal:

No:.....

Annexure – ‘A’

(Format for Declarations & Undertaking to be typed on bidder agency’s letterhead and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

DECLARATION -1

This is to certify that neither I/we/any of us is in anyway related to any employee in the Victoria Memorial Hall, Kolkata, or any of its constituent units.

Date: _____

(Signature of the tenderer)

with company seal/rubber stamp

Place: _____

DECLARATION -2

I/We hereby declare that I/we have not quoted any extra condition along with the Part-II (FINANCIAL ENVELOPE) of the e-tender & my quoted rate is inclusive of applicable GST.

Date: _____

(Signature of the tenderer)

with company seal/rubber stamp

Place: _____

UNDERTAKING

This is to certify that I/We have carefully gone through the building facilities, etc. given in the e-tender document & have clearly understood the site working conditions, time schedule given and have accordingly quoted my balanced rates after going through all details.

I/we hereby give an undertaking that I/we shall carryout the work strictly as per the given specifications, and shall complete the same within the stipulated time frame.

I/we also undertake that the EMD amount payable shall be either transferred online or the physical EMD instrument shall be deposited by me/us at the office of the Victoria Memorial Hall inviting the e-tender before the bid opening date, otherwise Victoria Memorial Hall may reject the bid and also take action to withdraw my/our enlistment or debar me/us from further participation in tenders of VICTORIA MEMORIAL HALL or its constituent units.

Date: _____

(Signature of the tenderer)

with company seal/rubber stamp

Place: _____

Annexure – “B”

Name of work: Renovation / Upgradation of 02 Nos. of Outposts of CISF, located inside the VMH premises, Kolkata

Special Terms & Conditions:-

1. The contract can be terminated by the VMH at any time without notice in the event of gross security risk or gross damage to VMH's property due to agency's failure or persistent failures of the agency in providing satisfactory performance to the VMH and the decision of the VMH in this regard shall be final and binding on the agency.
2. All the workers deployed for maintenance work, have to be paid not less than the minimum wages prescribed by Govt. of India from time to time during the entire tenure of contract.
3. The tenderers are requested to visit the premises of Victoria Memorial Hall, Kolkata before quoting their rates to get themselves acquainted with the nature of the works/working conditions etc.
4. All the safety measures are to be taken for workers who are working at different heights/locations of the premises and necessary insurance (from any Nationalized Insurance Company) of the worker shall be done by the tenderer at their own cost.
5. The rates of those items which are not covered under B.O.Q and done by VMH shall be paid as per terms and conditions of the contract.

Signature of the tenderer with seal & date