

E-QUOTATION DOCUMENT

FOR

**CARETAKING,
SECURITY GUARDING,
SWEEPING, CLEANING AND DUSTING
OF
“NORTH BENGAL STATE LIBRARY”**

**Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner),
P.O. & Dist.: Cooch Behar, Pin: 736101, West Bengal**

Phone No:- (03582) 223608

e-Mail : nbsl1870@gmail.com

Website: <https://wbtenders.gov.in>

**NORTH BENGAL STATE LIBRARY
COOCH BEHAR**

Signature and office seal of the bidder

TABLE OF CONTENTS

Sl. No.	Description	Section	Page
1	NOTICE INVITING TENDER (NIT)	I	3
2	GENERAL GUIDANCE FOR E-TENDERING	II	5
3	MINIMUM ELIGIBILITY CRITERIA	III	12
4	IMPORTANT DATES AND INFORMATION	IV	13
5	SCOPE OF WORK	V	14
6	GENERAL TERMS & CONDITION	VI	17
7	SPECIFIC TERMS AND CONDITIONS	VII	23

Signature and office seal of the bidder



Government of West Bengal
Department of Mass Education Extension and Library Services
North Bengal State Library
Cooch Behar
Estd. 1870

Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, Cooch Behar, PIN-736101)

Memo No.: 18-NBSL/CBR/19 -20

Date: 31/05/2019

SECTION - I

NOTICE INVITING TENDER (NIT)

Tender is hereby invited by District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar, from experienced, technically capable and financially resourceful contractors/agencies/firms working under Government organization, Govt. undertakings or PSUs for **Caretaking including round the clock** [inside & outside of all the library buildings] , **Security Guarding**, receiving and delivery of baggage at cloak room, receiving letters, parcel etc., **Sweeping, Cleaning of Drain, Cutting of bushes & grasses of the library premises ,cleaning and Dusting** [inside & outside of all the library buildings i.e. [Old Building (Ground & 1st Floor), New Building (Ground& 1st Floor), in the entire library premises **lying and situated at being Premises** Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner), Cooch Behar **which is more or less Two Bighas Fourteen Katha and Seven Dhur of land**],

1. Receiving baggage from the library users and delivery of the same at the cloak room, receiving of letters, parcel etc.
2. Guarding includes round the clock security guarding [inside & outside of all the library buildings and all kinds of library materials and all kinds of installation thereon;
3. Sweeping, Cleaning and Dusting etc. of entire inside & outside of all the building and entire area (s) from the ground floor to top floor of each and every building, floor, roofs, ceilings, walls, glass door, windows ,stair case (s), veranda etc. Cleaning and Dusting includes part and parcels of printed and non-printed library materials and all other things, Storage (all almirahs, all books/periodical, shelves, books cases, book racks, whatnots, tables & chairs including books), computer with accessories, CC Camera & CCTV, electrical fittings, fixtures, plumbing and any other installations etc. in all the buildings and in the entire premises of North Bengal State Library, Cooch Behar, lying and situated at building premises, Cooch Behar, PIN – 736101, W.B.
4. Gardening in the suitable open spaces and places in the premises as per direction by the, District Library Officer/Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar in the said premises of North Bengal State Library, Cooch Behar, lying and situated at building premises Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, Cooch Behar, PIN – 736101, W.B. through e-Tendering.

Signature and office seal of the bidder

Sl. No	Name of work	Estimated Amount	Earnest Money	Cost of Document	Period of completion	Eligibility of Bidder
		(In Rs.)	(In Rs.)	(In Rs.)		
1	<p>Caretaking including round the clock [inside & outside of all the library building i.e. Main Building, Annex Building (Archive), guarding, receiving and delivery of baggage at cloak room, receiving letters, parcel etc., Cleaning of Drain, Cutting of bushes & grasses of the library premises</p> <p>Sweeping and cleaning of the entire outside and inside area from the ground floor to top floor, roofs ceilings, walls stair case (s), veranda etc. Cleaning and Dusting includes part and parcels of printed and non-printed library materials and all other things, Storage (all almirahs, all books/periodical shelves, books cases, book racks, whatnots, tables & chairs), computer with accessories, CC Camera & CCTV, including all electrical fittings, fixtures, plumbing and any other installations etc.</p> <p>Gardening in the suitable open spaces and places in the premises as per direction by the District Library Officer/Librarian/Librarian-in-Charge, at North Bengal State Library, Cooch Behar, lying and situated at being premises at Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, Cooch Behar, PIN – 736101, W.B</p>	24,33,872 /-	1,21,694/-	NIL	365 days	Eligible reliable, resourceful & Bonafied Agency.

*The cost of tender documents for the purpose of participating in e-tendering is not required.

*E-Tender documents should be made available only to the E-Tender Portal, namely, <https://wbtenders.gov.in> free of cost.

- Both Technical Bid and Financial Bid are to be submitted correctly (in statutory cover & Non-statutory cover) duly digitally signed in the website <https://wbtenders.gov.in>. The Technical document and Financial Bid submitted online on or before/2019 at 5.30 P.M.
- The FINANCIAL OFFER of the prospective tenderer will be considered only if the TECHNICAL Bid of the tenderer found qualified by the Bid Evaluation Committee. The decision of the Bid Evaluation Committee will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website and also in the Notice Board of the office of the North Bengal State Library, Cooch Behar, Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, Cooch Behar, PIN – 736101, W.B. on the scheduled date and time.
- NIT should be downloaded and uploaded after duly signed with office seal at proper place.

Signature and office seal of the bidder

SECTION-II

GENERAL GUIDANCE FOR E-TENDERING

Instructions/Guidelines for tenders for electronic submission of the tenders online (www.wbtenders.gov.in) have been given below for assisting the contractors to participate in e-Tendering.

1. **Registration of Contractor**

Any contractor/agency/firm willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to www.wbtenders.gov.in . The contractor is to click on the link for e-Tendering site as given on the web portal.

2. **Digital Signature certificate (DSC)**

Each contractor having valid Digital Signature Certificate (DSC) for submission of tenders can have the necessary details after log-in to www.wbtenders.gov.in .

Bidders willing to take part in the process of e-Tendering are required to obtain Digital Signature Certificate (DSC) from any authorized Certifying Authority (CA) under CCA, Govt. of India. (Viz. nCode Solution, Safescrypt, e-Mudhra, TCS, MTNL, IDRBT) or as mentioned in e-tendering portal of GOWB <https://wbtenders.gov.in>. DSC is given as a USB e-Token. After obtaining the Class 2/3 Digital Signature Certificate (DSC) from the approved CA they are required to register the Digital Signature Certificates through the registration system available in the website.

3. **Eligibility for Participation**

Registered security agency/contractors/firms, Consortiums and Partnership firms registered with the State Government and contractors of equivalent Grade / Class registered with Central Government are eligible to participate. **Joint venture firms are not eligible to participate.**

4. **Collection of Tender Documents**

The contractor can search & download NIT & Tender Documents electronically from computer once he logs on to the website given in clause 1 above, directly (www.wbtenders.gov.in) using the Digital Signature Certificate (DSC) provided. This is the only mode of collection of tender documents.

5. **Participation of work**

A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If a prospective bidder is found to have applied severally in a single job in different capacity all his applications will be rejected for that job.

6. **Submission of Tenders**

6.1 **General Process of submission**

Tenders are to be submitted online through the website stated in Clause1. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. Tenderers are required to upload all the tender documents along with the other documents, as asked for in the tender, through the above website within the stipulated date and time as given in the Tender. Tenders are to be submitted in two folders at a time for each work, one is Technical Proposal and the other is Financial Proposal. The tenderers shall carefully go through the documents and prepare the required documents and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated locations of Technical Bid. The agency/contractor/firm needs to fill up the rates of items/percentage in the BOQ, downloaded for the work, in the designated Cell and upload the same in designated location of Financial Bid. The documents uploaded are virus scanned and digitally signed using the Digital Signature Certificate (DSC). Tenderers should specially take note of all the addendum/corrigendum related to the tender and upload the latest documents as part of the tender. **The Last Date of Bid Submission is _____ / 2019 up to 5.30 hrs.**

Signature and office seal of the bidder

6.2 Technical proposal

The Technical proposal should contain scanned copies and/or declarations in the following standardized formats in covers (folders).

A-1) Technical File (Statutory Cover) Containing: -

- i. Application for Tender - (**Annexure - I**) of NIT.
- ii. Notice Inviting Tender (NIT) – The NIT as published is to be downloaded and then uploaded and digitally signed.
- iii. Earnest Money Deposit (EMD) - On line submission of EMD is mandatory. It is the precondition through which bidder can take part in e-procurement procedure.
- iv. Pre-Qualification Application as per prescribed format given in **Annexure - II** of NIT.
- v. Detail of experience as per prescribed format given in **Annexure - III** of NIT.
- vi. Letter of acceptance of **terms and conditions** of tender document in the prescribed format as given in **Annexure - IV** of NIT.
- vii. **Declaration as per Affidavit- Annexure - “V”** of NIT.
- viii. Scanned copy of credential certificate of 100% completed works of similar nature (to be submitted in “**credential**” folder).
- ix. Drawings if any. (to be submitted in “**Drawings**” folder)
- x. Tender Fee: - **NIL**

A) My Document (Non-Statutory Cover): -

1. Certificates: -

- a) Photo copy of income tax certificate/income tax return for the 2015-16/2016-17/2017-18 financial year and PAN/TAN/TIN of bidding firm.
- b) Details of Service Tax/GST registration and photocopy of registration certificate.
- c) Certificate of registration for Sales Tax/VAT/Service Tax/GST, if any.
- d) The valid certificate of enrollment under EPF & MP Act to be furnished.
- e) Valid certificate of registration under ESI to be furnished.
- f) Letter of acceptance of terms and conditions of tender document in the prescribed format as given in **Annexure-IV**.
- g) Pre-qualification Application as per prescribed format given in **Annexure-II**.
- h) Certificate from the Banker regarding performance of the Bank Account.
- i) Professional Tax Clearance Certificate/ Professional Tax (PT) deposit receipt Challan for the financial year 2016-17/2017-18/2018-19.

2. Company Profile

3. Trade License/Registration with Labor Commissioner Office (State/ Central).

Signature and office seal of the bidder

B. Balance Sheet:-

Audited Balance Sheet & Profit & Loss Account certified by Auditor for financial year 2016-17/2017-18/2018-19 with auditor's certificate regarding annual turnover from contracting business in each year.

Bidders whose annual turnover is less than 1 (One) Crore shall need to submit payment certificates obtained from clients and IT submission certificates for the corresponding years if audited balance sheets are unavailable.

(If the company was set up less than three years ago, audited balance sheet for the no. of years since inception is to be submitted)

C. Addenda/Corrigenda: if published

Note: - Contractors are to keep track of all the Addendum/Corrigendum issued with a particular NIT and upload the download copies of the above documents and merge the Addenda/Corrigenda with respective NIT in the NIT folder. Tenders submitted without the Addendum /Corrigendum may be rejected.

6.3 Financial proposal

The rate will be quoted in the B.O.Q along with the name of the agency in a particular space provided in the B.O.Q quoted rate will be encrypted in the B.O.Q under financial bid. Rate must be quoted strictly as per format in the BOQ and no space as provided in the BOQ shall be left blank otherwise the bid will be treated as incomplete and unresponsive and hence liable to be rejected.

A-2). Non-statutory cover

Sl No.	Category	Details
1.	Certificates	<ol style="list-style-type: none"> 1. Self-attested copy of PAN. 2. Self-attested copy of valid Trade License. 3. Self-attested copy of License under the Contract Labour (Regulation & Abolition) Act 1970/Act 2005 issued by Govt. of WB/ Govt. of India for any similar work executed earlier. 4. Self-attested copy of Valid EPF Registration Certificate. 5. Self-attested copy of Valid ESI Registration Certificate. 6. Self-attested copy of Valid Service Tax Registration Certificate. 7. Certificate from the Banker mentioning average balance maintained during last three years. 8. Declaration on the Letter Head regarding not ever been Blacklisted. 9. Professional Tax Clearance Certificate/ Professional Tax (PT) deposit receipt Challan for the financial year 2016-17/2017-18/2018-19. 10. Copy of the GST registration Certificate.
3.	Credentials	Copy of relevant work orders along with completion certificate in support of the detail experience as furnished in Annexure - III .
4.	Financial Information	<ol style="list-style-type: none"> 11. Self-attested copy of Income Tax Return for the financial year 2016-17/ 2017-18/2018-19. 12. Self-Attested Copy of Audited Balance Sheet of 2016-17/2017-18/2018-19. Certified by Chartered Accountant.

Note: -

Failure of submission of any of the above-mentioned documents will render the tender liable to be summarily rejected. All the forms as mentioned in the statutory cover are required to be furnished exactly in the prescribe format.

Signature and office seal of the bidder

7. **Earnest Money Deposit(EMD): -**

On line submission of EMD is mandatory

1. **Payment through ICICI Bank Payment Gateway: -**

- i. On selection of net banking as the payment mode, the bidder will be directed to ICICI Bank Payment Gateway webpage (along with a string containing a Unique ID) where he will select the Bank through which he wants to do the transaction.
- ii. Bidder will make the payment after entering his Unique ID and password of the Bank to process the transaction.
- iii. Bidder will receive a confirmation message regarding success/failure of the transaction.
- iv. If the transaction is successful, the amount paid by the bidder will get credited in the respective pooling account of the State Government/PSU/Autonomous Body/Local Body/ PRIs, etc. maintained with the Focal Point Branch of ICICI at R. N. Mukherjee Road, Kolkata for collection of EMD/Tender Fees.
- v. If the transaction is failure, the bidder will again try for payment by going back to the first step.

2. **Payment through RTGS/NEFT: -**

- i. On selection of RTGS/NEFT as the payment mode, the e-procurement portal will show a pre-filled challan having the details to process RTGS/NEFT transaction.
- ii. The bidder will print the challan and use the pre-filled information to make RTGS/NEFT payment using his bank account.
- iii. Once payment is made, the bidder will come back to the e-procurement portal after expiry of a reasonable time to enable the NEFT/RTGS process to complete, in order to verify the payment made and continue the bidding process.
- iv. If verification is successful, the fund will get credited to the respective Pooling account of the State Government/PSU/ Autonomous Body/Local Body/PRIs, etc. maintained with the Focal Point Branch of ICICI Bank at R N Mukherjee Road, Kolkata for collection of EMD/Tender Fees.
- v. Hereafter, the bidder will go to e-procurement portal for submission of his bid.
- vi. But if the payment verification is unsuccessful, the amount will be returned to the bidder's account.

3. **Refund of Earnest Money Deposit (EMD) of all unsuccessful bidder(s): -**

Details guidelines of the same have been obtained from Finance Department G.O. No. 3975-F(Y), Dated 28th July, 2016.

Refund / Settlement Process: -

- i. After opening of the bids and technical evaluation of the same by the tender inviting authority through electronic processing in the e-procurement portal of the State Government, the tender inviting authority will declare the status of the bids as successful or unsuccessful which will be made available, along with the details of the unsuccessful bidders, to ICICI Bank by the e-procurement portal through web services.

Signature and office seal of the bidder

- ii. On receipt of the information from the e-procurement portal, the Bank will refund, through an automated process, the EMD of the bidders disqualified at the technical evaluation to the respective bidder's bank account from which they made the payment transaction. Such refund will take place within T+5 Bank Working Days where T will mean the date on which information on rejection of bid is uploaded to the e-procurement portal by the tender inviting authority.
- iii. Once the financial bid evaluation is electronically processed in the e-procurement portal, EMD of the technically qualified bidders other than that of the L1 and L2 bidders will be refunded, through an automated process, to the respective bidders' bank account from which they made the payment transaction. Such refund will take place within T+5 Bank Working Days where T will mean the date on which information on rejection of financial bid is uploaded to the e-procurement portal by the tender inviting authority. However, the L2 bidder should not be rejected till the LOI process is successful.
- iv. If the bidder accept the LOI and the same is processed electronically in the e-procurement portal EMD of the L2 bidder will be refunded through an automated process, to his bank account from which he made the payment transaction. Such refund will take place within T+5 Bank Working Days where T will mean the date on which information on Award of Contract (AOC) to the L1 bidder is uploaded to the e-procurement portal by the tender inviting authority.
- v. As soon as the L1 bidder is awarded the contract (AOC) and the same is processed electronically in the e-procurement portal: -
 - i. EMD of the L1 bidder for tenders of State Government offices will automatically get transferred from the pooling account to the State Government deposit head "**8443-00-103-001-07**" through GRIPS along with the bank particulars of the L1 bidder.
 - ii. EMD of the L1 bidder for tenders of the State PSUs/ Autonomous Bodies/Local Bodies/PRIs etc. will automatically get transferred from the polling account to their respective linked bank account along with the bank particulars of the L1 bidders.

In both the above cases, such transfer will take place within T+5 Bank Working Days where T will mean the date on which the Award of Contract (AOC) is issued.

- vi. The Bank will share the details of the GRN No. Generated on successful entry in GRIPS with the e-procurement portal for updation.
- vii. Once the EMD of the L1 bidder is transferred in the manner mentioned above, Tender fees, if any, deposited by the bidders will be transferred electronically from the polling account to the Government revenue receipt head "**0070-60-800-013-27**" through GRIPS for Government tenders and to the respective linked bank accounts for State PSU/Autonomous Body/ Local Body/ PRIs, etc. tenders.
- viii. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD & Tender Fees (if any) was initiated.

Signature and office seal of the bidder

4. **Accounting and Monitoring Process:**

- i. The ICICI Internet Banking will communicate to the State Government e-Procurement portal all details of transactions on daily basis.
- ii. The Tender Inviting Authority of the Government Offices/PSUs/ Autonomous Bodies/Local Bodies/PRIs, etc will be using their respective e-procurement User ID and Password to view the EMD and Tender Fees deposited by the bidders in the pooling accounts.
- iii. The nodal officer of the Finance Department, Government of West Bengal will be able to view the Department wise EMD and Tender Fees deposited by the bidders to the pooling accounts and fund transferred downstream at various stages of the tender process to the Government accounts and bidders' accounts, as applicable by using user access as provided by NIC.
- iv. The details of NIC E-Procurement Help Desk and toll free numbers of ICICI Bank.
 - Mr. ATANU BHUNIYA, wbehelpdesk@gmail.com
 - Mr. Habibulla Rahaman, habibnic@gmail.com
 - ICICI Bank Help desk, saptarshi.chandra@icicibank.com

8. **Bid opening**

The office of the North Bengal State Library, Cooch Behar shall open bids in presence of the bidders or their authorized representative who wish to be present at the time of opening of bids on due date. Authorization letter to this effect shall be submitted by the bidder before they are allowed to participate in bid opening.

9. **Evaluation**

Bidders who have submitted the valid security, i.e., EMD as per requirement shall be considered for further evaluation. Absence of bid security may lead to summary rejection of the bid.

Technical Evaluation, The District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar, will evaluate if the bidder comply with all the eligibility conditions as provided in the tender document. If the bidder ensures compliance to all eligibility conditions and furnish all documentary proofs of the same as considered necessary, they would be considered for participation in the financial bid.

Financial bids shall be opened of those bidders whose technical bids are found eligible.

10. **Penalty for suppression / distortion of facts**

If any bidder fails to produce the original hard copies of the documents (especially Completion Certificates and audited balance sheets), or any other documents on demand of the District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies or if there is any suppression, the bidder will be suspended from participating in the quotations on e-Quotation platform for a period of 3 (Three) years. In addition, his user ID will be deactivated and Earnest Money Deposit will stand forfeited. District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar may take appropriate legal action against such defaulting bidder.

The District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar, reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time the prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for the said Librarian's action.

Signature and office seal of the bidder

11. **Award of contract**

The Bidder who's Bid has been accepted will be notified by the Quotation Inviting & Accepting Authority through acceptance letter. The notification of award will constitute the formation of the Contract.

The Agreement will incorporate all necessary documents e.g. NIQ, all addenda corrigenda, special terms & conditions, specification of work, different filled-up forms and in the same will be constituted between the Quotation Accepting Authority and the successful Bidder.

12. In case of security guard/sweeper/cleaner/mali/gardener etc. remaining absent from duty, a substitute shall be provided by the bidder immediately failure to do so would impose penalty. Penalty may also be levied for late reporting / non- reporting of guards as stipulated below –

The penalty for some of the defaults is as under: -

Sl. No.	Nature of default	Penalty (In Rs)
1	Late Reporting	Rs 100/- per day
2	Non-Reporting	Rs 500/- per day
3	Refusal of duties	Rs 500/- per day
4	Non-observation of dress-code	Rs 100/- per instance
5	Change of security guard without prior permission	Rs 500/- per instance

13. **Right to vary quantities**

The District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar reserves the right at the time of award of contract to increase or decrease the required quantity of services as specified in the schedule of requirements without any change in rate of the offered quantity or other terms and conditions.

14. **Signing of contract**

Signing of Agreement shall constitute the award of hiring contract on the bidder.

15. **Annulment of Award**

Failure of successful bidder to comply with requirement regarding signing of Agreement shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar may make the award to any other bidder at the discretion of the Library or call for new bids.

16. **Period of validity of bids**

The bids shall remain valid for a period of 180 days from the date of opening of the bids. A bid valid for a shorter period shall be rejected by the District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar as non-responsive.

Signature and office seal of the bidder

SECTION-III

MINIMUM ELIGIBILITY CRITERIA

- a) Registered security agency/contractors/firms, Consortiums and Partnership firms registered with the State Government and contractors of equivalent Grade/Class registered with Central Government are eligible to participate. **Joint venture firms are not eligible to participate.**
- b) The security agency should be a registered security agency under the private security agency, Contract Labour (Regulation & Abolition) Act 1970/Act 2005 issued by Govt. of WB/ Govt. of India. Valid license must be produced.
- c) The agency must have a valid license for operating a private security agency at West Bengal. Valid license must be furnished.
- d) The Bidder should not have ever been blacklisted by any State/Central Govt. Department/PSU/Agency in the past for breach of general or specific condition of the contract, fraudulent, unethical or corrupt business practices. A declaration to be furnished on the letter head of the bidder.
- e) Bidder should have experience during the last five financial years of providing security service to any government/reputed private organization in West Bengal as follows (Detail of experience as per prescribed format given in **Annexure - III**): -
 - i. Intending bidder should produce credentials of 1(one) similar nature of work i.e. high rise building of the minimum value of 40% of the quoted amount during last 5 (five) years prior to the date of issue of the tender notice;
 - Or**
 - ii. Intending bidder should produce credentials of 2 (two) similar nature of work each of the minimum value of 30% of the quoted amount during 5 (five) years prior to the date of issue of the tender notice;
 - Or**
 - iii. Intending bidder should produce credentials of 2 (two) similar nature which has been completed to the extent of 50% or more and value of which is not less than 80% of the quoted amount.
 - iv. In case of running works, only those bidders who will submit the certificate of satisfactory running work from the concerned authority, or equivalent competent authority will be eligible for the tender. In the required certificate, it should be clearly stated that the work is in progress satisfactorily and also that no penal action has been initiated against the executing agency, i.e. the bidder.

N.B. Executed amount, Date of completion of project and detail address of communication of the Client must be indicated in the Credential Certificate.

- f) **Earnest Money Deposit (EMD):** - deposit slip should be attached (*on-line EMD deposit will be accepted, no other mode of payment will be entertained*).
- g) Intending bidder should produce Photo copy of income tax certificate/income tax return for the 2016-17/ 2017-18/ 2018-19 financial year and PAN/TAN/TIN of bidding firm. Details of service tax registration and photocopy of registration certificate.
- h) Intending bidder should produce Certificate of registration for Sales Tax/VAT/Service Tax, GST if any.
- i) Intending bidder should produce the valid certificate of enrollment under EPF & MP Act to be furnished.
- j) Intending bidder should produce valid certificate of registration under ESI to be furnished.
- k) Letter of acceptance of terms and conditions of tender document in the prescribed format as given in **Annexure - IV**.
- l) Pre-qualification Application as per prescribed format given in **Annexure - II**.
- m) Certificate from the Banker regarding performance of the Bank Account.

Signature and office seal of the bidder

13. Professional Tax Clearance Certificate/ Professional Tax (PT) deposit receipt Challan for the financial year 2015-16/2016-17/2017-18.

Note: **Prospective applicants are advised to note carefully the eligibility criteria as mentioned above and follow the check list as appended in Annexure - V to ensure that all the requirements are complied with before submitting the bids.**

SECTION-IV

IMPORTANT DATES AND INFORMATION

Sl. No.	Particulars	Date & Time
1	Date of uploading of NIT Documents (online) (Online Publishing Date)	31/05/2019 at 5:30 PM
2	Documents download start date (online)	31/05 /2019 at 5:30 PM
3	Bid submission start date (online)	31/05/2019 at 6:00 PM
4	Bid submission closing (online)	21/06/2019 at 5:30 PM
5	Bid opening date for Technical Proposal (online)	24/06/2019 at 1:00 PM
6	Pre Bid Meeting (attendance at pre-bid meeting is mandatory see NB)	14/06/2019 at 1:00 PM
7	Date of uploading list of Technically Qualified Bidders (online)	To be notified accordingly
8	Date & place for opening financial proposal (on line)	To be notified accordingly

NB: Attendance in Pre-Bid meeting is mandatory. The Bidder/Bidders or their authorized representative, who will not participate/attend in the said Pre-Bid meeting, treated as unqualified bidder/bidders in all aspects.

Signature and office seal of the bidder

SECTION-V
SCOPE OF WORK

1. The Contractor/Agency must ensure that the entire assigned area for cleaning of all toilets, latrine, drains inside and outside of all building, corridors, staircase, roof, ceiling, veranda and all other open spaces and places and drains in the entire premises are kept in perfect state of cleanliness at all times to the total satisfaction of the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar
2. The breakdown complaints, if any, due to the negligence of deputed personnel, received by the contractor/agency should be attended immediately.
3. Interested parties can inspect the area of all Rooms in all floors, Toilet, Corridors, and Staircases in all the building and outside of the building entire premises during any working day from **Monday to Saturday, except 2nd. & 4th. Saturday, Sunday and Govt. holidays between 1:00 NOON to 5:00 P.M** with the prior approval of undersigned.
4. The tendering Company/Firm/Agency upon receiving a notice from District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar shall replace immediately any of its personnel who is found unacceptable to the District Library Officer, Cooch Behar because of security risks, incompetence, conflict of interest, improper conduct etc.
5. The selected Company/Firm/Agency will be engaged if the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar requirement persists for period of one (1) year. The period of the contract may be extended further or may be curtailed/ terminated earlier owing to deficiency in service or misconduct or substandard quality of manpower deployed by the selected Company/Firm/Agency. District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar, however, reserves the right to terminate the initial contract at any time after giving one week notice to the selected service providing Company/ Firm/ Agency.
6. The provision of manpower shall have to be made available on requisition in time as per the exigencies of work. Any undue delay in the matter will be considered as breach of contract and will be dealt with accordingly.
7. A Tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.
8. The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of the North Bengal State Library, Cooch Behar during the currency or after expiry of the contract.
9. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and or will have no claim for any absorption or for any relaxation for absorption in the regular/otherwise capacity in the North Bengal State Library Cooch Behar

Signature and office seal of the bidder

: PROGRAMME FOR SWEEPING, CLEANING AND DUSTING WORK:

Before actual commencement of work the contractor shall submit a programme of sweeping, cleaning and dusting work clearly showing the materials, men and equipments. The contractor/agency will submit a programme of work in the pattern of Bar Chart month wise and the work should be completed within the specific time before 10.30 A.M. (November to February & 11:30 A.M. (March to October) basically the District Library Office room, Librarian room, office room and all reading & book lending section. The sweeping, cleaning work of all the building should be completed within 10.30 & **11:30 A.M** and thereafter all other sweeping, cleaning work of entire premises should be completed within 5:00 P.M. It is to be mentioned that 1 (One) person in this regard should be present as standby duty up to 7:00 P.M. and 4 (four) persons must be involved for such cleaning and dusting work during office hours i.e. up to 7:00 P.M and they must be present for any emergency work occurred for such sweeping, cleaning and dusting purposes. The all floors of all the building will be cleaned with soap/detergent powder water and phenyl including keeping out all dust and dirt in the floors. 1 (One) person should be present at the time of meeting at the respective room and or minister, secretary, commissioner, director, Dy. Magistrate, District Magistrate visit to the library for the purpose of necessary work. Daily cleaning is necessary of waste material of all toilets in all floors of all the buildings in the premises. **Engagement of additional majdoor (men/female) on emergency basis for any kind of additional job as directed by the District Library Officer/Librarian/Librarian-in-Charge/** Daily cleaning and dusting of all office rooms, sections of all floors with walls and ceiling, Veranda, Stair Case (s), chairs, tables, A.C (s)., Fire Extinguishers, inverters, Glass Partition walls if any, Doors, Windows, Ceiling fans, Wall fans, Stand fans, and all other furniture including books, books racks, book shelves, almirahs, computer with accessories, telephones, CCTV with CC Camera etc. in all floors with soft dry/wet duster as per direction of Library Authority/District Library Officer/Librarian/Librarian-in-Charge, North Bengal State Library, Cooch Behar.

Signature and office seal of the bidder

Supply of following materials every 5th day of the month

SL No.	Particulars	Quantity
1	Phenyl	05 Ltr.
2	Toilet Cleaner (Like Harpic)	03 Ltr.
3	Liquid Soap (Hand Wash)	03 Ltr.
4	Floor Cleaner(Like Lizol)	07 Ltr.
5	Room Fresheners	02 Bottle(Alternate month
6	Cloth Duster	10 Nos.
7	Kathi Jharu	Readymade 2 Nos. & Loose 2Kg
8	Full Jharu	5 Nos.
9	Surf (Like Nirma/ Tide/Sunlight)	03 Kg
10	Soap (Like Lifebuoy)	09 Nos. (Small)
11	Mosquito Repellent (Like HIT)	1 Bottle (Big)
12	Floor Cleaning Mops	05 Nos.
13	Buckets	05 Nos. (as per required
14	Scotch Bite	05 Nos.
15	Scotch Brite Brush	02Nos.
16	Naphthalene	02 Kg
17	Carbolic Acid	10 Bottle (Small
18	Colin glass cleaner	2 Ltr.
19	Bleaching Powder	05 Kg
20	Book Cleaning Brush	10 Pc

(all the above said materials supplied shall be of ISI standard and .or branded/make Cost of these materials/ consumables shall be included in the Service Charge quoted by the bidder/bidders. Failure to supply or insufficient supply of materials 50% to 70% of service charge and/or a lump sum amount will be deducted for the month of bills.

Signature and office seal of the bidder

SECTION-VI

GENERAL TERMS & CONDITION

1. No escalation of rates under any circumstances will be entertained during the period of contract except any enhancement in the rates under any Statute.
2. The bidder or his authorized representative may be present at the time of Tenders Opening with letter/authorization letter.
3. Offer should remain valid **at least for 180 days from the date of opening of the Commercial or Price Bid**. If the bidder withdraws his bid during the period of bid validity, the EMD will be forfeited.
4. The District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar reserves the right to accept or reject any tender or all the tenders without assigning any reason to the bidder.
5. The successful bidder is required to submit **PERFORMANCE SECURITY DEPOSIT of Rs. 1, 21,694/- (Rupees One Lakh Twenty-One Thousand Six Hundred Ninty-Four) only** and to enter into the service contract agreement on prescribed Pro-forma (**Annexure-V**) on non-judicial stamp paper value **Rs. 100/- (Rupees One hundred) only** at his own costs within period specified in the letter of intent, failing which, offer liable to be cancelled and EMD will be forfeited. The initial period of contract will be for One Year.
6. On line submission of EMD is mandatory no other mode of payment will be entertained. In case of payments through **RTGS/NEFT**, bidders are advised to make their payment minimum 3 (three) working days before the last date & time of bid submission closing. No interest will be paid on the Security Deposit.
7. In case of non-compliance of the contract, unsatisfactory performance or any deviation from terms of service contract, the Performance Security Deposit amount will be forfeited in part or whole.
8. Any kind of canvassing with regard to the offered services, after submitting Tender will be treated as disqualification.
9. Contractor is solely responsible for all actions including payment of any type of claims arising out of infringement of rules, regulations, laws, accident or any other unforeseen happening. The Users, District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar and his subordinate in the said library is not at all responsible on these accounts.
10. The liability under relevant sections of Labour Laws and IPC in case of any eventualities occurred during work; the hiring authority has no responsibility and will not entertain any claim in this regard under the provision of the law. All these issues should be dealt by the contractor only.
11. **PAYMENTS TERMS:**
 - a) Pre-receipted monthly bills shall be submitted in triplicate to the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar along with attendance details, P-TAX, ESI, EPF deposit schedules. no advance payment will be made under any circumstances.
 - b) Income Tax as applicable will be deducted at source from the monthly bill.
 - c) Service Tax/VAT/GST as applicable will be deducted at source from the monthly bill.

Signature and office seal of the bidder

12. TERMINATION OF CONTRACT:

- i. If the service of contractor at any stage is found unsatisfactory, the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar is likely to terminate the Contract without assigning any reason and notice. The performance security deposit will be forfeited, in that case, without any intimation.
- ii. The District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar may without prejudice to any other remedy for breach of contract may terminate the contract in whole or parts if the contractor fails to arrange the supply of any or all of the personnel within the period(s) specified in the contract.
- iii. The District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar may without prejudice to other rights under law or the contract provided, get the supply of security personnel done at the risk and cost of the contractor, in above circumstances.

13. TERMINATOR FOR INSOLVENCY:

The District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar may also give written notice for termination of contract and without compensation to the contractor terminate the contract if the contractor becomes unwilling, bankrupt otherwise insolvent without affecting its right of action or remedy as hirer.

14. FORCE MAJEURE CLAUSE:

If any time during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, Civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance under the contract. The performance shall be resumed as soon as practicable after such an event may come to an end or cease to exist and the decision of The District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar as to whether the service have to resume or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

15. The agreement can be terminated at any time, by the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar, by serving one month's notice in advance on the service provider.

16. On the expiry of the agreement by termination or otherwise as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of manpower by the agency, it shall be the entire responsibility of the agency to pay and settle the same.

Signature and office seal of the bidder

17. **ARBITRATION:**

- a) In the event of any question, dispute or difference arising under the agreement or in connection therewith (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitrator the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition to his own duties or otherwise) with the functions of the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar or by whatever designation such an officer may be called (hereinafter referred to as the said officer), and if the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996. There will be no objection to any such appointment on the ground that the arbitrator is a Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a Government Servant/ PSU employee he has expressed his views on all or any of the matters in dispute. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar or the said Officer shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.
- b) The Arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award subject to aforesaid arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to arbitration proceeding under this clause.
- c) The venue of the arbitration proceeding shall be office of competent Authority, The District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar, Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, **Cooch Behar** PIN – 736101 or such other places as the arbitrator may decide.
- d) Any dispute arising out of the contract should be dealt under Kolkata Jurisdiction only.

18. **AWARD OF CONTRACT:**

The contract will be awarded to the firm/ agency which meet Minimum Wages Act & higher of the latest relevant wages rates of the Govt. of West Bengal and then comes lowest in total.

19. **SET OFF:**

Any sum money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar and set off the same against any claim of North Bengal State Library, Cooch Behar, Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, **Cooch Behar** PIN – 736101 for payment of a sum of money arising out of this contract or under any other contract made by contractor with the District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar.

Signature and office seal of the bidder

20. The contract may be extended, on the same terms and conditions or with some addition/deletion/modification, for a further specific period mutually agreed upon by the successful service providing Company/Firm/Agency by the competent authority.
21. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of the competent authority.
22. It will be the responsibility of the service providing agency to meet transportation, food, medical and any other requirements if considered necessary by the agency in respect of the persons deployed by it (Agency) in the Library. The Library will have no liability in this regard.
23. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour Regulation & Abolition Act 1970), EPF, ESI etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Library and to the Labour department.
24. The contractor shall be liable and responsible to provide all the benefits viz. Professional Tax, Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by competent authority against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities **within seven days of close of every month**. Giving particulars of the employees engaged for the sanitation works, is required to be submitted to the Library. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.
25. The Service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The Library shall, in no way be responsible for settlement of such issues whatsoever.
26. The Library shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
27. All liabilities arising out of accident or death of the personnel (s), deployed by the contractor in the Library premises, while on duty shall be borne by the contractor/Agency/Firm.
28. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the Library and the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar shall ensure that the Contractor complies with the provisions.

Signature and office seal of the bidder

29. The Service Provider shall withdraw such employees who are not found suitable by this office for any reasons immediately on receipt of such a request by the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar, Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, **Cooch Behar** PIN – 736101 and a replacement of same category have to be made immediately within maximum period of 3 days.
30. The Agency shall ensure that the personnel deployed are medically fit. The agency shall withdraw such employees who are not found medically suitable by the office immediately on receipt of such a request by the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar
31. The personnel deputed to Library shall not ordinarily be changed by the agency without advance intimation to the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar in any circumstances unless there is a specific request from the said District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar in writing.
32. The service provider has to provide the photo identity cards to the persons deployed by them for carrying out the work. These cards are to be constantly displayed & in case of loss of photo ID card a report is to be lodged with local police station in addition to intimation to the District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar by the respective worker.
33. The successful agency will be required to execute an agreement in specific terms and conditions, with the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar within the period specified in the award letter. In case the successful agency fails to enter into the agreement with the Library within the specified date mentioned in the award letter, the EMD deposited by such agency shall stand forfeited without any further notice.
34. The service provider's personnel working should be very polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of this office. They shall not take part in staff union and association activities. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
35. The Service Provider will have to remove from the office any debarred person(s) or who is found incompetent or for his/her/their misconduct and the service provider shall forthwith replenish such requirements.
36. The service provider shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from this office.
37. The service provider's personnel shall not divulge or disclose to any person any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential / secret nature that can attract legal action.
38. The personnel deployed by the service provider under this NIT / Agreement shall not claim any benefit/ compensation / absorption / regularization of services from District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar, under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
39. The service provider shall ensure proper conduct of their personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work etc.

Signature and office seal of the bidder

40. The service provider shall engage the necessary personnel as required by the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar from time to time. The said personnel engaged by the service provider shall be the liability of the service provider and it shall be the duty of the service provider to pay their wages every month, in time. There is no Master & Servant relationship between the workers recruited by the service provider and the Library. Further the said personnel(s) of the service provider shall not claim any benefit from the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar.
41. There may be an increase/decrease in the minimum wages of the personnel provided by the service provider consequent upon any increase/decrease on such account by order of the concerned authority subject to written request of service provider and approval of the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar
42. The Service Provider on its part and through its own resources shall ensure that the goods, materials and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for act of commission or omission on the part of its staff or its workers etc. If Library suffers any loss or damage on account of negligence, defaults or theft on the part of the personnel of the Service Provider, then the service provider shall be liable to reimburse the pecuniary value of the loss, as decided by the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar for the same. The Service Provider shall keep the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar fully indemnified against any such loss or damage caused by the acts of commission, omission or negligence on the part of personnel deployed.

Signature and office seal of the bidder

SECTION-VII

SPECIFIC TERMS AND CONDITIONS

Caretaking including round the clock [inside & outside of all the library building in the entire premises] Security guarding, receive and delivery of baggage at cloak room, Sweeping and cleaning etc. of the entire outside and inside area from the ground floor to top floor of each building. Security guarding includes the entire inside and outside area with part and parcels of printed and non-printed library materials, and any other all types of library materials, storage, computer with accessories, electrical fittings, fixtures, plumbing and any other installations etc. in the North Bengal State Library, Cooch Behar at Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, **Cooch Behar** PIN – 736101.

1. Security Guarding and Caretaking of the entire area as mentioned above including the books, furniture, Air-conditioned, computers and equipment's placed inside the same area as well as the electrical and other fittings and installations inside and outside the building. The Agency shall remain responsible for any loss or damage of materials or property belonging to the North Bengal State Library, Cooch Behar under the Government of West Bengal.
2. The Agency shall have to check all library materials coming inside and going outside of the said area and shall have to maintain gate pass etc. as per requirement and direction of the District Library Officer, Cooch Behar/ Librarian/Librarian-in-charge, North Bengal State Library, Cooch Behar. Agency shall have to check the membership card, entry pass etc. of the members, visitors and or any other person in both the gates of the Library and every gate of all building when and wherever its necessary.
3. While performing the job the Agency or its employees shall always act in a way so that no unreasonable embarrassment or inconveniences is caused to the officers and employees of the library. Engineers and workers of the P.W.D holding the charge of construction work and workers of the P.W.D any other office / agency in the work of the construction / shifting etc. with orders of the library authority in the construction work of the library building, Government officials, Dignitaries or any person coming to the library for official purpose.
4. The agency and its employees shall work in collaboration with the officials of the library and the public works department.
5. The Agency shall be responsible to hoist the National Flag every day in the nag stand at the roof or suitable location with proper honour and protocol.
6. Before starting the work the agency shall furnish a list of the employees to be engaged in the work which shall include the name of supervisor. The said list shall contain –
 - I. The name of the employee;
 - II. Present address;
 - III. Age;
 - IV. Identification mark;
 - V. A specimen signature or L.T.I. in case of an illiterate employee;
 - VI. Recent passport size photograph duly attested by the proprietor of the agency; and
 - VII. Nature of work.

Signature and office seal of the bidder

The agency should furnish a certificate that employees are getting wages as per minimum wages Act / rules of the Government of West Bengal. It may be noted that no employee would be entitled to perform the duty without proper uniform.

7. Library authority and / or Government hold no liability for any injury, accident or accidental death etc. of any employee of the agency, which may occur in course of the works pertaining to the enforcement of the proposed security measures. The question of the compensation arising out of any such cases shall have to be settled by the agency itself entirely at its own cost and responsibility.
8. Unlocking and Locking of the main gate and all doors of all the buildings at **10:30 A.M. and 6:00 P.M. respectively from November to February and 11.30 AM to 7.00 PM respectively from March to October** shall have to be done by the agency Care should be taken in shutting the all types of windows before storm and rain begins the windows should be shut immediately.
9. Opening and shutting of all windows and switching on & off all lights and fans and A.C. in the library at appropriate points of time as may be decided upon from time to time for the purpose of functioning of the library shall be responsibility of the agency. It is to be noted that CC Camera and CCTV which are inside the building remain open from 11:00 A.M. to 7:00 P.M. but outside CC Camera and CC TV will remain open for all days and night. **All rooms, hall, lounge and other spaces in the public services area and office area shall be kept clean and dry by the agency by 11:00 A.M.**
10. The agency shall be responsible for sweeping and cleaning by water - soaked brush or any other gazette as may be deemed fit for the purpose, the entire area of each floor of all the library building in the premises rooms lounge and other space and also corridors passages and stair case or cases every day.
11. The agency shall also responsible in connection with the cleaning of all toilets, latrines, urinals, wash basin including sweeping and washing of the floors of such toilets. The toilets attached to the public service area [Reading hall, lending section, children section, periodicals section] should be inspected at regular interval of 2 hours [everyday] and kept neat and clean. Chemicals [phenyls] air - freshener and other materials should be used to prevent any atmospheric pollution. But care should be taken while using the chemical that does not cause any strain or damage to the floor, walls, marble columns and other costly fittings.
12. Removing dust from books, chairs, tables, computers with accessories, almirahs, book shelves / racks, glass partitions if any at ground floor and other floors and other furniture in all rooms and office spaces and clearing of cobwebs etc. from ceilings, walls, window panes etc. of all rooms, office premises, all reading rooms, and other parts & portions and other spaces and passage and Toilets Latrine shall be done by the agency every day.
13. All instruments, utensil, containers, disinfectants, chemicals including anti-mosquito chemicals, deodorants etc. for performing the job as specified shall be supplied by the agency at its own cost.
14. Jobs specified should normally be done on working days. But if necessity arises any or all these jobs shall have to be performed on written or verbal instructions of the library authorities on holiday.
15. Required water will be available from the library.
16. The agency through its employees shall remove the dust, garbage etc. from each of the floors of all library building and other passages in the premises and after sweeping and cleaning etc. deposit the same in a particular place in the premises thereafter outside the library premises or in the municipal van for this purposes. In doing so the agency or its employees shall act in such a way as will not cause any health hazard or environmental pollution in any manner whatsoever. No such garbage will be kept inside the library premises in any manner for long time; it will be removed once in a week.

Signature and office seal of the bidder

17. The agency shall be fully responsible for providing uniform and instruments required for performance of duty of the security staff, Sweeping, Cleaning and Dusting staff etc. Specification of all type uniform and any logo of such uniform may be fixed and directed by the library authority.
18. Payment shall be made on presentation of monthly bills which is not beyond the limit of quoted rates in the tender and on satisfactory completion of jobs while utmost attention shall be had for early payment the library authorities shall not be liable for delay if any occurs for observance of necessary formalities in matters like passing of bill.
19. The agency shall deposit 5% [five percent] of the accepted value of work in RBI challan before work order is issued.
20. The agency shall deploy at least two security guard at main gate, one should perform the duty at cloak room to receive and deliver baggages of the users of the library at least one security guard at reading room gate and two sweeper to attend to any call between 11:00 A.M to 07:00 P.M with proper uniform. 2 (two) person should be present at the time of meeting at the meeting/conference room and or Minister, Secretary, Commissioner, director, District Magistrate, Dy. Magistrate visit to the library for the purpose of necessary work in addition to all the works as mentioned herein above all instructions and report of work.

(all the above said materials supplied shall be of ISI standard and .or branded/make Cost of these materials/ consumables shall be included in the Service Charge quoted by the bidder/bidders. Failure to supply or insufficient supply of materials 50% to 70% of service charge and/or a lump sum amount will be deducted for the month of bills.

21. In case of security guard/sweeper remaining absent from duty, a substitute shall be provided by the agency immediately failure to do so would impose penalty. Penalty may also be levied for late reporting / non-reporting of guards as stipulated below:-

The penalty for some of the defaults is as under: -

Sl. No.	Nature of default	Penalty (in Rs.)
1	Late Reporting	Rs 100/- per day
2	Non-Reporting	Rs 500/- per day
3	Refusal of duties	Rs 500/- per day
4	Non-observation of dress-code	Rs 100/- per instance
5	Change of security guard without prior permission	Rs 500/- per instance

Sd/-

District Library Officer
Cooch Behar
North Bengal State Library
Cooch Behar

Signature and office seal of the bidder

(TO BE TYPED ON BIDDER'S LETTERHEAD)

Annexure-I

DECLARATION BY THE TENDERER

Memo No.

Date:

To
The District Library Officer
Cooch Behar
North Bengal State Library
Cooch Behar
Pin-736101

I / We have carefully gone through the "Notice Inviting e-Tender" bearing no. _____ dt. _____ and others tender documents mentioned therein. I / We have also carefully gone through the Terms & Conditions of the above referred NIT. My / Our tender is offered taking due consideration of all factors, and if the same be accepted I / We promise to abide by all the terms and conditions laid down in the said Tender documents and carry out and complete the work to the satisfaction of the North Bengal State Library, Cooch Behar at Maharaja Jitendra Narayan, Road, Sagardighi Square (South-East corner, **Cooch Behar** PIN – 736101.
Dated this _____ day of _____ 201__

Full name of applicant: _____

Signature: _____

In the capacity of: _____

Duly authorized to sign bids

For & on behalf of (Name of Firm): _____

(In block capitals or typed)

Office address:

Telephone no(s) (office): _____

Mobile No: _____

Fax No: _____

E mail ID: _____

Signature and office seal of the bidder

(TO BE TYPED ON BIDDER'S LETTERHEAD)

Annexure-II

PRE-QUALIFICATION APPLICATION

To
The District Library Officer
Cooch Behar
North Bengal State Library
Cooch Behar
Pin-736101

Ref:- Tender for
..... (Name
of work) in response to N.I.T. No:

Dear Sir,

Having examined the detailed e-tender notice no. _____ dt. _____, I /we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me / us on behalf of In the capacity duly authorized to submit the tender.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the bidding agency for Application and for completion of the contract documents is attached herewith.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I / We understand that:

1. The District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar can amend the scope & value of the contract bid under this work.
2. The District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar reserves the right to reject any application without assigning any reason thereof.

Signature of applicant including title and capacity in
which application is made

Signature and office seal of the bidder

(TO BE TYPED ON BIDDER'S LETTERHEAD)

Annexure-III

Ref: Tender for (Name of work) in response to NIT
No.....

EXPERIENCE CERTIFICATION

5 years of experience of providing security service to any Government / PSU / reputed Private Organizations in West Bengal

<i>Detail of experience in similar type of contract</i>						
Sl.	Year of work	Description of work undertaken	Name and address of the Agency that awarded the contract	Value of the work	Date of work order	Date of completion
(a)	(b)	(c)	(d)	(e)	(f)	(g)

This is to certify that the information contained in table above is true and correct

Copy of the work order along with the satisfactory completion from the Agency awarding the work order must be furnished in order to consider the eligibility.

Name of the Applicant:

Signature of the Applicant:

Date:

Seal of the Applicant:

Signature and office seal of the bidder

Annexure-IV

LETTER OF ACCEPTANCE OF TERMS AND CONDITIONS OF TENDER ENQUIRY

File No.

Date.

To
The District Library Officer
Cooch Behar
North Bengal State Library
Cooch Behar
Pin-736101

Ref: Tender for
.....
(Name of work) in response to NIT No.....

Sir/Madam,

Having read and understood the conditions of contract and services to be provided we, undersigned offer to provide Caretaking, Security Guarding, Gardening, Sweeping, cleaning and Dusting, housekeeping personnel in conformity with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.

I / We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Bonus and any other charges applicable from time to time. I / We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.

I / We shall provide the service as per your requirement.

I / We agree to abide by this Bid for a period of one year from the date fixed from opening and it shall remain binding upon us and may be accepted on any time before the expiration of that period.

Until an agreement is signed and executed, this Bid together with your written acceptance of award shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any bid, you may receive.

Date :

Place :

(Signature of bidder with address & Seal)

Signature and office seal of the bidder

Annexure–V

AFFIDAVIT – “X”

(To be furnished in Non – Judicial Stamp paper of appropriate value duly notarized)

1. I, the under-signed do certify that all the statements made in the attached documents are true and correct. In case of any information submitted proved to be false or concealed, the application may be rejected and no objection/claim will be raised by the under-signed.
2. The under-signed also hereby certifies that neither our firm M/S _____ nor any of constituent partner had been debarred to participate in Tender by Govt. of WB/ PSU/Statutory/local Bodies during the last 5 (five) years prior to the date of this NIT.
3. The under-signed would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and or as requested by the District Library Officer, Cooch Behar, North Bengal State Library , Cooch Behar to verify this statement.
4. The under signed understands that further qualifying information may be requested and agrees to furnish any such information at the request of the District Library Officer, Cooch Behar, North Bengal State Library, Cooch Behar.
5. Certified that I have applied in the Tender in the capacity of individual/ as a partner of a firm & I have not applied severally for the same job.
6. Certified that I have applied in the Tender in the capacity of individual/ as a partner of a firm in this circles

Signed by an authorized officer of the firm

Title of the officer

Name of the Firm with Seal

Date_____

Signature and office seal of the bidder

Annexure-VI

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TECHNICAL BID

Ensure the enclosure of all the below listed documents without which technical bid will not be eligible for considering the financial bid.

<u>SL.No</u>	<u>Items</u>	<u>Confirm (Yes/No)</u>
1	Earnest Money Deposit (EMD);	
2	Self-attested copy of PAN;	
3	Self-attested copy valid Trade License;	
4	Self-attested copy of License under the Contract Labour (Regulation & Abolition) Act 1970/Act 2005 issued by Govt of WB/ Govt. of India for any similar work executed earlier;	
5	Self-attested copy of Valid EPF Registration Certificate;	
6	Self-attested copy of Valid ESI Registration Certificate;	
7	Self-attested copy of Valid Service Tax / GST Registration Certificate;	
8	Certificate from the Banker mentioning average balance maintained during last three years;	
9	Declaration on the Letter Head regarding not ever been Blacklisted;	
10	Copy of relevant work orders along with completion certificate in support of the detail experience as furnished in Annexure-III ;	
11	Self-attested copy of Income Tax Return for the financial year of 2016-17/ 2017-18/ 2018-19;	
12	Self-Attested Copy of Audited Balance Sheet of 2016-17/ 2017-18/ 2018-19 certified by Chartered Accountant;	
13	Declaration as per Affidavit- "X"; and	
14	Professional Tax Clearance Certificate/ Professional Tax (PT) deposit receipt Challan for the financial year 2016-17/ 2017-18/ 2018-19.	

Date:

Place:

Signature:

Full Name:

Company's Seal:

Signature and office seal of the bidder