WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED

TENDER DOCUMENT FOR CARETAKING, CATERING SERVICES INCLUDING UP-KEEPMENT AND RUNNING OF CORPORATE GUEST HOUSE AT SALTLAKE, WBSETCL.

NIT No. GM (HR&A)/TPAS/TENDER/2024/72 Dated:11.09.24

Section I –VI
Notice Inviting Tender (NIT)
Instruction to Bidders (ITB)
General Conditions of Contract (GCC)
Special Condition Of Contract (SCC)
Departmental cost estimate & Scope of Services
Annexure

WBSETCL

Office of the General Manager (HR&A)
Training, Planning & Allied Services
WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED
CIN: U40101WB2007SGC113474
Regd. Office: Vidyut Bhavan (8TH Floor), Block-'D',
Bidhannagar, Block-DJ, Sector-II : Kolkata : 700 091

Ph No: **(033) 2319-7670; Fax: (033) 2334-2218;**
E-mail-fl.wbsetcl@gmail.com
Website- www.wbsetcl.in

These documents are meant for the exclusive purpose of bidding against this NIT and shall not be transferred, reproduced or otherwise used for purposes other than that for which they are specifically issued.

Contents

Section I - NOTICE INVITING e-TENDER		4
SECTION - II: INSTRUCTION TO BIDDERS (ITB)		11
ITB.1.	Brief Scope of Work& other terms & conditions for services: The detailed scope of work includes caretaking, catering services including up-keepment and running of corporate guest house at Saltlake, WBSETCL is specified in Sec-V.	11
ITB. 2.	Process to be confidential	11
ITB.3.	Clarifications on bidding documents	11
ITB.4.	Cost of bidding	12
ITB.5.	Pre Bid meeting	12
ITB.6.	Amendment of bidding documents	12
ITB.7.	Right to split Order	13
ITB.8.	Language of the bid	13
ITB.9.	Documents constituting the bid	13
ITB.10.	Bid Prices	14
ITB.11.	Period of validity of bids	14
ITB.12.	Bid Security	15
ITB.13.	Submission of bids	15
ITB.14.	Deadline for Submission of bids	21
ITB.15.	Withdrawal of bids	22
ITB.16.	Bid Opening	22
ITB.17.	Clarification on bids	22
ITB.18.	Correction of arithmetical errors in price bid	23
ITB.19.	Procedure of Evaluation of bids	23
ITB.20.	Letter of Award	24
ITB.21.	Signing of Contract Agreement	24
ITB. 22.	Performance Security	25
ITB.23.	Variations	25
ITB.24.	Misrepresentation by the bidder	25
ITB.25.	Corrupt or Fraudulent Practices	25
ITB.26.	WBSETCL's right to accept any bid, and to reject any or all bids	26
SECTION - III: GENERAL CONDITION OF CONTRACT(GCC)		27
GCC.1.	Definitions	27
GCC.2.	Contract documents	28
GCC.3.	Order of precedence of the documents	29
GCC.4.	Contract Execution	29
GCC.5.	Contract Price	29

GCC.6.	Notices	29
GCC.7.	Governing Law	30
GCC.8.	Disputes	30
GCC.9.	Terms and Procedure for Payment	31
GCC.10.	Performance Guarantee	31
GCC.11.	Taxes, Duties and Other Levies	32
GCC.13.	WBSETCL's representative	33
GCC.14.	Service Provider's representative	33
GCC.15.	Commencement of Works and services	34
GCC.16.	Limitation of Liability	34
GCC.17.	Force Majeure	34
GCC.18.	Variations	35
GCC.19.	Termination	35
GCC.20.	Assignment	36
Section IV – SPECIAL CONDITIONS OF CONTRACT		37
Section V – (A) DEPARTMENTAL COST ESTIMATE		37
(B) SCOPE OF WORK AND ADDITIONAL TERMS & CONDITIONS (Appendix A,B,C,D)		39
Section VI -ANNEXURE		60

Section I - NOTICE INVITING e-TENDER

West Bengal State Electricity Transmission Company Limited

(A Govt. of West Bengal Enterprise)

Office of the General Manager(HR&A), TP&AS

CIN: U40101WB2007SGC113474

ABRIDGED NOTICE INVITING e-TENDER

For

Caretaking, catering services including up-keepment and running of Corporate Guest House at Saltlake, WBSETCL

[Domestic Competitive Bidding]

NIT No: GM (HR&A)/TPAS/TENDER/2024/72 **Dated: 11.09.24**

WBSETCL invites e-tender from eligible and qualified bidders for caretaking, catering services including up-keepment and running of corporate guest house at Saltlake, WBSETCL for the contract period of 2(two) years with provision of 1(one) year further extension at the same rate, terms & conditions.

Interested bidders may obtain bidding documents by registering themselves to the e-tendering portal (https://wbtenders.gov.in) and thereby downloading the bidding documents from **11.09.2024 at 11:00 A.M.** and shall be submitted up to **04:00 P.M on 01.10.2024.** Detailed NIT is also available on WBSETCL website (www.wbsetcl.in) and can be downloaded from the website for bidders' information only.

WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED

(A Govt of West Bengal Enterprise)

CIN: U40101WB2007SGC113474

Office of the General Manager(HR&A),

Training, Planning & Allied Services

Regd. Office: Vidyut Bhavan (8TH Floor), Block-'D",

Bidhannagar, Block-DJ, Sector-II: Kolkata: 700 091

Ph No: (033) 2319-7670; Fax: (033) 2334-2218

E-mail-fl.wbsetcl@gmail.com

Website- www.wbsetcl.in

DETAILED NOTICE INVITING e-TENDER

For

Caretaking, catering services including up-keepment and running of Corporate Guest House at Salt Lake, WBSETCL

[Domestic Competitive Bidding]

NIT No: GM (HR&A)/TPAS/TENDER/2024/72 **Dated. 11.09.2024**

WBSETCL invites e-tender from eligible and qualified bidders for utilisation of satisfactory services in regard to **caretaking, catering services including up-keepment and running of corporate guest house at Saltlake, WBSETCL** for 2(two) years contract with provision of 1(one) year further extension at the same rate, terms & conditions.

1.0 Detailed Specifications, scope of Works & Services and terms and conditions thereof are given in the bidding documents, which are available at the online e-tendering portal **https://wbtenders.gov.in/** following schedule:

Bidding document No	:	**GM (HR&A)/TPAS/TENDER/2024/72 dt. 11.09.24**
Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	:	11.09.2024 from 11:00 AM
Documents download start date (Online)	:	11.09.2024 from 11:00 A.M.
Request for clarifications to be sent to the address given in clause 7.0	:	16.09.2024 by 04:00 P.M.
Pre-bid meeting to be held in the Conference Room, 9thFloor, B-Block, Vidyut Bhavan	:	18.09.2024 at 11:00 P.M.
Bid submission start date (On line)		20.09.2024 at 11:00 A.M.
Last Date of submission of original copies for the cost of Tender Fees, Bid Security(As per Annex-3b),Original Power of Attorney & Affidavit regarding Eligibility(duly notarized) along with one (01) replica of the uploaded offer bid (except BOQ,Annex:2) as Hard Copy (off line) .	:	03.10.2024 up to 02.00 P.M.
Bid Submission closing (On line)	:	01.10.2024 at 04:00 P.M
Opening of bid (Online) [Techno-commercial bid]	:	03.10.2024 at 04:00 P.M
Opening of Price bid (Online)	:	The bidders shall be informed of the date & time of the opening of the price bid at a later stage after techno-commercial evaluation
Cost of the Tender Document	:	Nil

2.0 Uploading of bidding documents shall not automatically construe that the bidder fulfils the Qualifying Requirements which shall be determined during bid evaluation based on data/documents submitted by the bidder. Bid documents are not transferrable.

3.0 The purpose of the pre-bid meeting will be to clarify the scope of work, and any issues regarding the bidding documents and the Technical Specifications, if raised at that stage by the bidders. WBSETCL shall not be under any obligation to entertain /respond to suggestions made or to incorporate modifications sought for by the bidders during the pre-bid meeting or thereafter.

4.0 All bids shall remain valid up to a minimum period of **one hundred and twenty (120) days** from the next day of **price bid opening date**.

1. All bids must be supported by **bid security** for an amount of **Rs 39,670.00 [Rupees Thirty Nine thousand Six hundred seventy only]** in the following manner. Submission of Bid Security / EMD should be documented along with the bid and submitted online. Non submission of the acceptable bid security or inadequate value of Bid Security shall be rejected by the WBSETCL and in such cases bids shall be considered as non-responsive.

EMD is to be submitted as per following guidelines:

A bidder desirous of taking part in a tender invited by Offices of WBSETCL shall login to the e-Procurement portal of Government of West Bengal **https://wbtenders.gov.in** using his login Id and password.

The bidder shall select the tender to bid and initiate payment of EMD. Following payment options are available for paying EMD amount through online mode:

a. Net-banking through Payment Gateway.

b. **Submission of EMD through BG:** For submission of EMD in the form of BG, bidders will have to opt for EMD Exemption in e-tender portal and upload scanned copy of BG along with requisite testimonials for proportional EMD in the EMD exemption document upload section.

EMD in the form of Bank Guarantee from any scheduled commercial bank favoring WBSETCL which shall remain valid for a period of one hundred and eighty (180) days from the next day of techno-commercial bid opening date with a further claim period of thirty (30) days. Bids shall be rejected by the WBSETCL; if the bidder fails to submit original Bank Guarantee against Earnest Money Deposit (EMD) physically to the Office of The Chief Engineer, Procurement Department, WBSETCL under sealed cover on or before the scheduled date & time as specified above. For preparation of BG the Bank details of WBSETCL is given below.

NAME OF THE BANK	SBI
ADDRESS OF THE BANK	Industrial Finance Branch Kolkata, 4th & 5th Floor, Jeevan Deep Building,1, Middleton Street, Kolkata, West Bengal-700071

ACCOUNT NO	41456850307
IFS CODE	SBIN0001936

EMD amount can be paid either in online mode or submitted through Bank Guarantee (BG) in full. **Partial payment through online mode and remaining submission through BG is not allowed.**

General Instructions for Online Payment:

i. The bidder will have to mandatorily pay through Net-banking facility once Net-banking mode is opted for payment.
ii. Only a single value can be entered as EMD amount in e-tender portal for each tender. However, in case tender has fixed EMD on line item (multiple items) basis, then, for the cases when actual EMD value calculated as per NIT by the bidder is less than the one mentioned in e-tender portal, bidders shall mandatorily opt for Exemption for payment of actual EMD amount and upload the requisite testimonials for proportional EMD and its proportional amount is to be paid in the form of BG.
iii. The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

a. Refund/Settlement of EMD Amount:

i. For unsuccessful bidders, EMD amount submitted against the tender shall be refunded automatically, through an automated process, by NIC portal on receipt of updated status of any bid.
ii. For successful bid(s), EMD will be refunded from WBSETCL authority after completion of tendering process and following due procedures.
iii. The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.
iv. For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz, 9836547326/ 8017094744 since payment gateway facility used by E-tender portal is maintained by ICICI.

NB: It is stated herein that presently, Nodal Bank nominated by the Govt. of West Bengal is ICICI Bank Ltd. in the NIC Portal. However, the Bank may change based upon change of nomination by the Govt. of West Bengal from time to time.

13.If the bid is received without the aforesaid EMD, it will not be considered and would be rejected summarily. Late receipt of the EMD i.e. after closure of online bidding time will also disqualify the bidder and the bid will not be considered for evaluation.

14.No request for transfer of any previous deposit of Earnest Money Depositor Contract Performance Guarantee (CPG) or adjustment against any pending bill held by WBSETCL in respect of any previous work shall be entertained.

15.No claim shall lie against WBSETCL in respect of erosion in the value of the Earnest

Money Deposit and no interest will be payable to the bidders on the EMD.

16.The Earnest Money Deposit may be forfeited:

(i) If the bidder unilaterally withdraws /modifies part or whole of his/their bid during the period of validity of the bids specified by the bidder in the bid form or

(ii) In case of successful bidder, if the bidder:

a) Fails to sign the contract in accordance with the terms of the tender document;

b) Fails to furnish required **CPG or Additional Performance Security, if required,** in accordance with the terms of tender documents within the time frame specified by WBSETCL or

c) Fails or refuses to honour his quoted prices for the services or part thereof.

d) If the bidder deviates from any clarification/confirmation given by him subsequent to submission of his bid.

5.0 Qualification Requirement for Bidders:

5.1. Following shall be the qualification requirement:

Technical:

1. The Bidder must have a valid license/ registration of ownership to operate caretaking and catering services.
2. The Bidder should have registration or licence of Food Safety and Standards Authority of India (FSSAI) for catering /canteen services in West Bengal or of the Central Government.
3. The bidder must have experience of at **least two years** out of the last three years (Financial Year) for providing caretaking, catering services including up-keepment and running of Corporate Guest House / IB/ Bachelor Hostel/ Training Institute of Govt organisation/ P.S.U / Reputed MNC/3 Star hotel or any organisation of repute.
4. The bidder should have successfully executed at least a single contract with deployment of manpower not less than 08(eight) nos.

Financial:

i. Liquid Assets (L.A) as per the **last audited accounts** available should be **Rs. 4,95,878.00/- (Rupees Four Lakh Ninety Five thousand eight hundred seventy eight only).** Bidder shall have Liquid Asset (L.A) and/ or evidence of access to or availability of credit facility of equivalent amount.

ii. Minimum Average Annual Turnover (MAAT) for best 03(three) out of the last 05(five) financial years excluding non-recurring item should be **Rs. 29,75,268.00 (Rupees Twenty Nine Lakhs seventy five thousand two hundred sixty eight only).**

iii. Net Worth should be positive.

5.2. **The bidder shall upload**, as part of his techno-commercial bid, documents establishing the bidder's qualifications to execute the Order to the satisfaction of WBSETCL. All documents required to establish bidder's financial and technical qualification must be submitted as part of techno-commercial bid. In particular, the following documents need to be uploaded by the bidder:-

a. The bidder should upload copy of valid license/ registration to operate caretaking and catering services. [**Applicability up to the extent of meeting Technical QR**].

b. The bidder should upload registration or licence of Food Safety and Standards Authority of India (FSSAI) for catering /canteen services in West Bengal or of the Central Government.
[**Applicability up to the extent of meeting Technical QR**]

c. Bidder should upload experience certificate of at least two years out of the last three years(Financial Year) providing caretaking, catering services including up-keepment and running of Corporate Guest House /I.B/ Bachelor hostel/ Training Institute of Govt organisation / P.S.U / Reputed MNC/3 star hotel or any organisation of repute. [**Applicability up to the extent of meeting Technical QR**]

d. Bidder should upload copy of corresponding work order for deployment of manpower not less than 8(eight) nos. under single contract. [**Applicability up to the extent of meeting Technical QR**].

e. Satisfactory Performance Certificate for a minimum period of any two completed years within last three financial years (2021-22, 2022-23 and 2023-24) from at least one major clients for the work / services to conclusively establish that the bidder has satisfactorily performed the requisite work(s)/services as per requirement specified above as per **Annexure- 5B.**

f. Audited Annual Accounts of the company for the last Five (5) years (in case of companies)

or

IT Return duly acknowledged by the tax department for the last Five (5) years (in case of bidders other than companies). [**Applicability up to the extent of meeting Financial QR**].

g. Self-declaration that the bidder should not have been debarred or blacklisted by any State or Central Govt/ PSU in India while executing similar nature of work. If any dispute is pending at any Court of Law or under any Arbitration/ similar process pending decision of debarring/ blacklisting, detailed information must be enclosed.

The Bidder who have been delisted or debarred or Blacklisted by any State or Central Government/ PSU in India while executing similar nature of work shall not be eligible any way.

h. Copies of Income tax/ Professional Tax Clearance Certificate / P.T (Deposite Challan)/ PAN card / GS T Registration Certificate.
i. Registered Deed of partnership Firm / Article of Association & Memorandum/ Certificate of Incorporation in India etc.
j. Documents to provide evidence that Registered office/Branch office unit of the bidder is within Kolkata jurisdiction.
k. The bidder should upload documents having valid Employee Provident Fund Registration Number
l. The bidder should upload documents having valid ESIC Number
m. The bidder should upload documents having valid Licence/Registration No. under the Contract Labour (R&A) Act, 1970.

5.3. In addition to above, the bidder shall also be required to meet the eligibility conditions and upload a scanned & digitally signed copy of Power of Attorney in favour of Signatory of the Bid as per Annexure: 4 & an Affidavit regarding Eligibility (duly notarized) as per Annexure: 6 of Section V-A of the bidding documents.

N.B.: ***The Original Power of Attorney in favour of Signatory of the Bid as per Annexure: 4, an Affidavit regarding Eligibility (duly notarized) as per Annexure: 6 of Section V-A of the bidding documents shall be submitted physically to the Office of The General Manager (HR&A), TPAS, WBSETCL under sealed cover on or before the scheduled date & time as specified above. Also, one (01) replica of the uploaded offer bid (except BOQ,) is to be submitted as Hard Copy in a separate cover to this office in the mentioned date & time specified above.***

5.4. Notwithstanding anything stated herein, WBSETCL reserves the right to inquire and review the bidder's capability and capacity to complete the scope of work.

6.0 WBSETCL reserves the right to accept or reject any bid partly or fully or cancel the bidding process without assigning any reasons thereof and in such case no bidder shall have any claim arising out of such action.

7.0 Address for seeking any clarifications on the bid documents:

Office of The GM(HR&A), TP&AS, WBSETCL
WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED
CIN: U40101WB2007SGC113474
Regd. Office: Vidyut Bhavan (8TH Floor), Block-'D',
Bidhannagar, Block-DJ, Sector-II : Kolkata : 700 091
Ph No: (033) **(033) 2319-7670; Fax: (033) 2334-2218;**
E-mail-fl.wbsetcl@gmail.com
Website- www.wbsetcl.in

SECTION - II: INSTRUCTION TO BIDDERS (ITB)

ITB.1. Brief Scope of Work & other terms & conditions for services: The detailed scope of work includes caretaking, catering services including up-keepment and running of corporate guest house at Saltlake, WBSETCL is specified in Sec-V.

ITB.1.1. WBSETCL will not assume any responsibility regarding information gathered, interpretations or conclusions made by the bidder or regarding information, interpretations or deductions the bidder may derive from the data furnished by WBSETCL. Verbal agreement or conversation with any employee of WBSETCL either before or after the submission of bid shall not affect or modify any of the terms or obligations contained herein.

ITB.1.2. It shall be the sole responsibility of bidders to determine and to satisfy themselves by such means as they consider necessary or desirable as to all matters pertaining to this bidding process including in particular all factors that may affect the bid price, duration and execution of the project.

ITB.1.3. It must be understood and agreed by the bidders that factors which may affect the cost, duration and execution of the scope of work has properly been investigated and considered while submitting the bid. Claims whatsoever, including those for financial adjustment in the price of the Contract awarded in accordance with these bidding documents, will not be entertained by WBSETCL. Neither any change in time schedule of Contract nor any financial adjustments arising therefore, which are based on the lack of investigation or its effect on the cost of the Contract to the bidder, shall be permitted by WBSETCL.

ITB. 2. Process to be confidential

ITB.2.1. Subject to ITB.3, no bidder shall contact WBSETCL on any matter related to its bid from the time of opening of the bids to the time the Contract is awarded.

ITB.2.2. Any effort by a bidder to influence WBSETCL or others connected in the process of examination, clarification, evaluation and comparison of bids, and in decisions concerning the Award of Contract, may results rejection of his bid.

ITB.3. Clarifications on bidding documents

ITB.3.1. A prospective bidder requiring any clarification on bidding documents may notify WBSETCL in writing by post or fax, as per Annexure: 12 of Section VI-B, to the address mentioned in NIT, not later than the date and time specified in NIT. WBSETCL will issue clarification(s) as he may think fit not later than fifteen (15) days prior to the deadline/ extended deadline for submission of bids prescribed by WBSETCL. All such clarifications shall form part of the bidding documents and shall accompany the bidder's Proposal. Written copies of WBSETCL's response (including an explanation of the query but without identifying its source) will be uploaded in the e-tendering portal in the corrigendum folder which shall be available to all the participant bidders.

ITB.3.2. Any queries sent by the bidders after the date and time notified in NIT or any extended date, if any, shall not be entertained.

ITB.4. Cost of bidding

NIL

ITB.5. Pre-Bid meeting

ITB.5.1. The bidder or its authorised representative is invited to attend pre-bid meeting to be held on the date, time and location specified in schedule. The purpose of the meeting will be to clarify the exact scope of work, and any issues regarding the bidding documents and the technical specifications for its clarification, if raised at that stage by the bidders. WBSETCL shall not be under any obligation to entertain/respond to suggestions made or to incorporate modifications sought for by the prospective bidders.

ITB.5.2. Any modification/amendment of the bidding documents shall be made by WBSETCL exclusively through the issue of an amendment.

ITB.5.3. Non-attendance at the pre-bid meeting will not be a cause for disqualification of bidders but at the same time shall not entitle them to raise any query at a later date.

ITB.5.4. Any essential requirement not included in the Price Schedules but required for successful operation as per scope of Contract shall be indicated by the bidders as per Annexure 10(Proposed Modification) and submitted before the pre-bid meeting by the date specified in the schedule. WBSETCL shall make related modifications/ amendments as may be considered necessary based on this form in the bidding documents as per provisions mentioned in this clause.

ITB.5.5. Bidders shall not be permitted to indicate any additional requirements in the bid for any reason whatsoever after WBSETCL has considered such amendments.

ITB.6. Amendment of bidding documents

ITB.6.1. At any time, but not later than ten (10) days prior to the deadline for submission of bids, WBSETCL may, for any reason, modify the bidding documents by issue of an addendum/amendment.

ITB.6.2. The addendum/amendment will be uploaded in the e-tendering portal and all such amendments/addendums will be binding upon them. WBSETCL shall assume that the information contained therein will have been taken into account by the bidder in its bid. WBSETCL will bear no responsibility or liability arising out of non-compliance of the same in time or otherwise by the bidder.

ITB.6.3. In order to afford prospective bidders' reasonable time in which to take the addendum/amendment into account in preparing their bids, WBSETCL may, at its discretion, extend the deadline for the submission of bids.

ITB.6.4. For the information of bidders, the addendum/ amendments, if any, shall be uploaded on the website. The bidders may visit the website of WBSETCL from time to time in their own interest.

ITB.7. Right to split Order

The total Works and Services as per the scope of work/ service will be awarded to a single bidder based on the evaluation of the bids without any splitting. Bids submitted for part of the scope of work will not be considered eligible for evaluation.

ITB.8. Language of the bid

The bid prepared by the bidder and all correspondences and documents relating to the bid, exchanged between the bidder and WBSETCL shall be written in the English language, provided that any printed literature furnished by the bidder may be written in another language so long as the bid is accompanied by an English translation of its pertinent passages. Failure to comply with this may disqualify a bid. For purposes of interpretation of the bid, the English translation shall govern.

ITB.9. Documents constituting the bid

The bid to be uploaded duly digitally signed by the bidder which shall consist of the following documents:

a. Bid proposal as per Annexure: 1 of Section VI-A

b. Price Schedule as per Annexure:2 of Section VI-A

c. Forwarding letter for submission of Bid Security as per Annexure: 3a of Section VI-A

d. Bid Security, if in the form of Bank Guarantee, shall be as per Annexure: 3b of Section VI-A

e. A Power of Attorney, in original, as per Annexure: 4 of Section VI-A duly attested by a Notary Public, authorising that the person(s) signing the bid has/have the authority to sign the bid and to make the bid binding upon the bidder.

f. Filled up form as per Annexure: 5A to 5C of Section VI-A to establish that the bidder meets the qualification requirements.

g. An Affidavit as per Annexure: 6 of Section VI-A affirming the eligibility of the bidder.

h. Information on any history of litigation or arbitration resulting from contracts executed in the last five (5) years or currently under execution as per Annexure: 6a of Section VI-A

i. Technical Compliance Form, duly signed by the bidder, as per Annexure: 7 of Section VI-A to demonstrate the adequacy of the bidder's proposals to meet the technical specifications.

j. Any other additional information/ document considered relevant to the bid as per Annexure: 8 of Section VI-A

k. Filled-in proforma of the "Deviation Sheet" as per Annexure: 9 of Section VI-A

l. GCC, SCC and Technical Specifications, duly signed by the authorized signatory of the bidder.

ITB.10. Bid Prices

ITB.10.1. The bidder shall be deemed to have satisfied himself before bidding as to the correctness and sufficiency of his bid for the works and the rates and prices stated in the schedule of the items. The rates and prices quoted shall cover all obligation of the bidder under the Contract and all materials and things necessary for the proper operation and maintenance of the Works and services.

ITB.10.2. All the prices shall be quoted in INR (Indian rupees) only. The prices quoted by the bidder shall be firm during the entire period of Contract/LoA and not subject to variation on any account. The total price at the bottom of Price Schedule shall be indicated both in figures and words and Price Schedule shall be signed on each page by authorized representative of the bidder.

ITB.10.3. The Quoted price shall be exclusive of GST, as may be applicable.

ITB.11. Period of validity of bids

ITB.11.1. The bids submitted by the bidder shall remain valid for a period specified in NIT. A bid valid for a shorter period than that prescribed in the NIT shall be rejected by WBSETCL.

ITB.11.2. In exceptional circumstances, WBSETCL may solicit the bidder's consent to an extension of bid validity for a further period without any change in the terms and conditions of the offer. The request and response thereto shall be made in writing by post or fax followed by post confirmation. The bidder may refuse the request without having his bid security forfeited. Bidders agreeing to the request will neither be required nor permitted to modify their respective bids, but will be required to extend the validity of their bid securities correspondingly. The

provisions of ITB.12regarding discharge and forfeiture of bid security shall continue to apply during the extended period of bid validity.

ITB.12. Bid Security/ EMD:

ITB.12.1. Stated In detailed under Clause 4.0 above.

ITB.12.2. Any bid not accompanied with the bid security in adequate value will be rejected by WBSETCL and returned to the bidder with in thirty (30) days of the bid opening date.

ITB.12.3. The bid security shall be forfeited in the following circumstances:

a. If the successful bidder fails, within the specified time limit to accept the Purchase Order/ LoA unconditionally or, to furnish the Performance Guarantee, in accordance with wherever such guarantee is required to be furnished.

b. If the bidder withdraws its bid as a whole or in part as per ITB.15, during the period of bid validity specified by the bidder in its bid.

c. If the bidder deviates from any clarification/confirmation given by him subsequent to submission of his bid.

d. If the bidder does not extend the bid validity as required under ITB.14.3.1.

ITB.12.4. Bid security of the unsuccessful bidders will be returned as promptly as possible after the expiration of the validity of bid security or after the issue and acceptance of Purchase Order/ LoA by the successful bidder, whichever is earlier.

ITB.12.5. The bid security of the successful bidder will be adjusted towards security deposit as perITB.10.ITB.10.1.

ITB.12.6. No interest shall accrue and be paid by WBSETCL on the bid security.

ITB.13. Submission of bids

ITB.13.1. Tender documents may be downloaded from website and submission of Technical-Commercial Bid and Price Bid will be done by uploading the same in respective designated folder as per Time Schedule stated in Sl. No.2 of Detailed NIT. Both Techno-commercial Bid and Price Bid are to be submitted concurrently duly digitally signed in the website **https://wbtenders.gov.in/** or **www.wbsetcl.in** The intending tenderers are required to quote the rate online. Tenders are to be submitted through online to the website in respective folders at a time for each work, one in Techno-commercial Proposal & the other is Price Proposal before the prescribed date &time using the Digital Signature Certificate

(DSC). The virus scanned documents are to be uploaded duly digitally signed. The documents will get encrypted (transformed into non readable formats).

ITB.13.2. The bid shall be duly digitally signed by the person duly authorized by the bidder. A scanned copy of Original power of attorney of the signatory of bid as per the format given in Annexure: 4 of Section V-A has to be uploaded by the bidder.

ITB.13.3. Any interlineations, erasures, overwriting, cutting or alteration shall only be valid if they are initialed by the authorized signatory to the bid.

ITB.13.4. Bids may be uploaded within the scheduled time frame as mentioned in the Cl.No.2 of the Detailed NIT. WBSETCL shall not be responsible for any delay in submission of the bid in the online e-tendering portal.

ITB.13.5. Bids shall be submitted in the manner specified here under:

General guidance for e-Tendering:

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the Service Providers to participate in e-Tendering.

i. Registration of Bidder:

Any bidder 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 **https://etender.wb.nic.in or https://wbtenders.gov.in** the Service Provider is to click on the link for e-Tendering site as given on the web portal.

ii. Digital Signature certificate (DSC):

Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token.

iii. The bidder can search & download N.I.T. & Tender Document(s) electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

iv. Participation in more than one 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 found to have applied severally in a single job all his applications will be rejected for that job.

v. Submission of Tenders:

Tenders are to be submitted through online to the website stated above in two folders at a time for each work, one in Techno-commercial Proposal &the other is

Price Proposal before the prescribed date &time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

I. ***Techno-commercial Proposal***:

Techno-Commercial proposal should consist of the given below documents and should be uploaded (or send OFF line, if mentioned) in the given below manner:

A. **Technical Packet Cover**: Containing the following documents:

1. DOCUMENTS WHICH SHOULD BE UPLOADED IN THE SUBFOLDERS PROVIDED UNDER "FEE/PREQUAL/TECHNICAL"COVER)

1st Folder Name:->(Bid Proposal, Power of Attorney,* Affidavit*)

Documents:

a. Bid proposal as per **Annexure: 1** of Section VI-A

b. A scanned copy of Original Power of Attorney, as per **Annexure: 4** of Section VI-A duly attested by a Notary Public, authorising that the person(s) signing the bid has/have the authority to sign the bid and to make the bid binding upon the bidder is to be uploaded. (*While the original Power of Attorney shall be submitted physically(offline) to the Office of The General Manager(HR&A),WBSETCL under sealed cover on or before the scheduled date & time as specified in the detailed NIT*).

c. A scanned copy of Original notarized Affidavit as per **Annexure: 6** of Section VI-A affirming the eligibility of the bidder is to be uploaded. (*While the original Affidavit regarding Eligibility shall be submitted physically(offline) to the Office of The General Manager(HR&A) ,WBSETCL under sealed cover on or before the scheduled date & time as specified in the detailed NIT*).

***2nd* Folder Name:->(EMD, Tender Fee and Forwarding Letter for Bid Security)**

Documents:

a. A scanned copy of Bid Security, in the form of Bank Guarantee/Pay Order/Demand Draft, shall be as per **Annexure: 3b** of Section VI-A is to be uploaded. (*While the original Bid Security shall be submitted physically(offline) to the Office of The General Manager(HR&A),WBSETCL under sealed cover on or before the scheduled date & time as specified in the detailed NIT*).

b. Forwarding letter for submission of Bid Security as per **Annexure: 3a** of Section VI-Ato be uploaded.

c. A scanned copy of Tender Fees, in the form of Banker's Cheque/Pay Order/Demand Draft, shall be as per **Clause No. 2.0** of Detailed NIT is to be uploaded. (*While the original Tender Fee shall be submitted physically(offline) to the Office of The General Manager(HR&A),WBSETCL under sealed cover on or before the scheduled date & time as specified in the detailed NIT*).

3rd Folder Name:>(Annexures)

Documents:

a. Filled up form as per **Annexure: 5A to 5C**of Section VI-A to establish that the bidder meets the qualification requirements

b. Filled up form furnishing information on any history of litigation or arbitration resulting from contracts executed in the last five (5) years or currently under execution as per **Annexure: 6a** of Section VI-A

c. Technical Compliance Form, duly digitally signed by the bidder, as per **Annexure: 7** of Section VI-A to demonstrate the adequacy of the bidder's proposals to meet the technical specifications.

d. Any other additional information/ document considered relevant to the bid as per **Annexure: 8** of Section VI-A

e. Filled-in proforma of the "Deviation Sheet" as per **Annexure: 9** of Section VI-A.

4th Folder Name:->(NIT, Technical Spec., Corrigendum [if any])

Documents:

a. NIT
b. Technical Specification
c. Corrigenda published (if any).

B. Other Important Document (OID) Cover: containing the following documents:

a. Copy of valid license/ registration to operate caretaking and catering services. [**Applicability up to the extent of meeting Technical QR**].
b. The bidder should upload registration or licence of Food Safety and Standards Authority of India (FSSAI) for catering /canteen services in West Bengal or of the Central Govt.[**Applicability up to the extent of meeting Technical QR**].

c. Bidder should upload experience certificate of at least two years out of the last three years providing caretaking, catering services including up-keepment and running of corporate guest house /I/B/ Bachelor hostel/ Training Institute of Govt Orgnaisation/ P.S.U / Reputed MNC/3 star hotel or any organisation of repute. .[**Applicability up to the extent of meeting Technical QR**].

d. Bidder should upload copy of corresponding work order for deployment of manpower not less than 8 nos under single contract. .[**Applicability up to the extent of meeting Technical QR**].

e. The bidder should upload satisfactory performance certificate for a minimum period of any two completed years within last three financial years (2014-15, 2015-16 and 2016-17) from at least one major clients for the work/services to conclusively establish that the bidder has completed the requisite work(s)/services as per requirement specified above as per Annexure- 5B

f. Audited Annual Accounts of the company for the last Three (3) years (in case of companies)

Or

IT Return duly acknowledged by the tax department for the last three (3) years (in case of bidders other than companies).[**Applicability up to the extent of meeting Financial QR**].

g. Self-declaration that the bidder should not have been debarred or blacklisted by any State or central govt/ PSU in India while executing similar nature of work. If any dispute is pending at any Court of Law or under any Arbitration/ similar process pending decision of debarring/ blacklisting, detailed information must be enclosed.

The Bidder who have been delisted or debarred or Blacklisted by any State or Central Government/ PSU in India while executing similar nature of work shall not be eligible any way.

h. Copies of Income tax/ Professional Tax Clearance Certificate / P.T (Deposit Challan)/ PAN card / GST Registration Certificate/ EPFO registration certificate/ESIC Registration Certificate/ Contract Labour(R&A) Act 1970.

i. Registered Deed of partnership Firm / Article of Association & Memorandum.

j. Documents to provide evidence that Registered office/Branch Office Unit

k. of the bidder is within Kolkata jurisdiction.

N.B: Failure of submission of any of the above mentioned documents as stated under the head "**<u>Technical Packet &</u> <u>Other Important Document Cover</u>**" will render the tenderer liable to be rejected for both Technical Packet&Other Important Document Cover.

II. ***Price Proposal***: Price proposal should consist of the given below documents and should be uploaded (or send OFF line, if mentioned) in the given below manner:

1. **DOCUMENTS WHICH SHOULD BE UPLOADED IN THE SUBFOLDERS PROVIDED UNDER "FINANCIAL" COVER**

FOLDER NAME:->(BOQ)

DOCUMENTS:

a. **BOQ**

THE ABOVE STATED OID /TECHNICAL DOCUMENTS

SHOULD BE ARRANGED IN THE FOLLOWING MANNER

Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Other Important Document (OID)' to send the selected documents to OID folder.

Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents.

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate (s)	Certificate(s)	**1.** GST Registration Certificate & Acknowledgement **2.** PAN **3.** P Tax (Challan) **4.** Latest IT Receipt **5.** IT-Saral **6.** EPFO Registration Certificate **7.** ESIC Registration Certificate **8.** Licence/Registration No. under the Contract Labour (R&A) Act,1970
B.	Company Detail(s)	Company Detail	Proprietorship Firm (Trade Licence)/ Partnership Firm (Partnership Deed, Trade License)/ Society (Society Registration Copy, Trade License) etc. and Memorandum of Association and Articles of Association of the Company/Power of Attorney

C.	Credential	Credential - 1(Technical QR) Credential -2(other papers)	1. Experience certificated of at least 2 years out of last 3 yrs for similar nature of work done. 2. Work order for deployment of manpower not less than 8 Nos under single contract 3. Satisfactory Performance Certificate for minimum period of two completed years within last 3 financial years is applicable for eligibility in this Tender.
D	Financial Info	Work in Hand	Documents in support of Annexure-5C of Section VI A.
		P/L and balance sheet 2023-24	
		P/L and balance sheet 2022-23	
		P/L and balance sheet 2021-22 & son on	

ITB.14. Deadline for Submission of bids

ITB.14.1. Bids must be received by WBSETCL at the online e-tendering portal address specified in NIT no later than the time and date mentioned in NIT. In the event of the specified date for submission of bids being declared a holiday for WBSETCL, the bids will be received up to the appointed time on the next working day. Such postponement of date will not have any impact on the other dates specified in the bidding documents (i.e. bid validity and validity of bid security).

ITB.14.2. WBSETCL may, at his discretion, under intimation to the bidders who have purchased the bidding documents, extend the deadline for the submission of bids/ opening of bids by issuing an addendum and hosting the same on the website, in which case all rights and obligations of WBSETCL and bidders previously subject to the original deadline shall thereafter subject to the deadline as extended.

ITB.14.3. In the event, the deadline for submission of bid is extended by WBSETCL, the bidders who have already submitted their bids within the original deadline of submission shall have the option to submit their revised bid in substitution either in full or in part of earlier bid.

ITB.14.3.1. In the absence of a revised bid from any bidder, the original bid shall be considered for opening and subsequent evaluation. In such cases, the bidder would necessarily be required to extend the bid validity period up to the date

relevant to the extended date of bid opening. Failure to extend the bid validity by such bidder shall entitle WBSETCL to forfeit his bid security.

ITB.15. Withdrawal of bids

ITB.15.1. The bidder shall not be permitted to withdraw their bid during the interval between bid submission deadline (as mentioned in NIT) and the period of bid validity as perITB.14.3.1.If any withdrawal of bid is made by the bidder during the above period, it shall results in the forfeiture of the bid security.

ITB.16. Bid Opening

ITB.16.1. WBSETCL will open the bids electronically at e-tendering portal by the authorized personnel(s) using their Digital Signature Certificate (DSC), at the scheduled date & time for opening of bids as mentioned in NIT or on the date and time as intimated to the bidder on successful completion of evaluation of techno-commercial bids in case of Single-stage two envelope bidding. The bidders' representatives who desire may attend / witness the bid opening event through e-tendering portal at their respective end. In the event of the specified date for the opening of bids being declared a holiday for WBSETCL or suspended for any involuntarily reasons, the bids will be opened at the appointed time & date which shall be intimated / communicated to all the intending bidders.

ITB.16.2. Bids that are not opened at bid opening will not be considered for further evaluation, regardless of the circumstances. The reason for which bids are not being opened will be notified to all the bidders through e-tendering portal.

ITB.16.3. The bidders' names, bid withdrawal and the presence or absence of the requisite bid security and such other details as WBSETCL, at his discretion, may consider appropriate will be notified in the e-tendering portal at the bid opening date.

ITB.16.4. In the case of Single stage two-envelope bids, on the date of opening of bid, the techno-commercial bid shall only be opened. The date for opening of the Price bid shall be intimated electronically at the appropriate time to the bidders whose bid is found responsive in the techno-commercial evaluation.

ITB.16.5. In the event, WBSETCL, in its discretion, decides not to open the bid for want of adequate response to the bidding, WBSETCL may either extend the bid or cancel the bidding process.

ITB.17. Clarification on bids

ITB.17.1. During bid evaluation, WBSETCL may, at its discretion and if so required, ask the bidders for any clarification on any other matter related to its bid except to the extent in ITB.17.ITB.17.2. The request for clarification required from the bidder and the response thereto shall be in writing and shall be delivered by registered post/speed post/ courier/ hand delivery under acknowledgement/ email/ fax so as to reach WBSETCL within the time specified in the request for clarification issued by WBSETCL.

ITB.17.2. Any post-bid change in the price or substance of the bid shall not be sought, offered or accepted, if given by the bidder.

ITB.18. Correction of arithmetical errors in price bid

ITB.18.1. Arithmetical errors will be corrected at the time of evaluation of price bid and the corrected figure will be considered for bid evaluation. The corrections in the bid price shall be done as per the provisions of this clause and shall be binding on the bidder. If the bidder does not accept the correction of errors as per the provisions of this clause, his bid will be rejected and the bid security will be forfeited.

ITB.18.2. If there is a discrepancy between the percentage of service charge quoted and the total quoted price for service, the total price will be corrected. If there is discrepancy between summation of subtotals and total price, the summation of subtotal price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figure, the amount in words will prevail. **[AS APPLICABLE]**

ITB.18.3. The total price so corrected shall be considered for the purpose of evaluation of bid. However for the purpose of award, the corrected price by WBSETCL or the bid price quoted by the bidder, whichever is lower, will be taken.**[AS APPLICABLE]**

ITB.19. Procedure of Evaluation of bids

ITB.19.1. WBSETCL will carry out a detailed evaluation of the bids determined to be substantially responsive in order to determine whether the technical aspects are in accordance with the requirements set forth in the bidding documents. Bids submitted by bidders with any technical or commercial deviations may be liable to be rejected. Bidders shall submit a filled-in proform as per Annexure:9 of Section VI-A.

ITB.19.2. WBSETCL will determine to its satisfaction whether the selected bidder has submitted the lowest evaluated responsive bid and is qualified in terms of the qualifying requirements stipulated in NIT and has the adequate capacity and capability to execute the Order.

ITB.19.3. Wherever mentioned in the NIT, the evaluation will take into account the bidder's capacity and capabilities, in particular its work in hand and future commitments wherever required. It will be based upon an examination of the documentary evidence of the bidder's capability submitted by the bidder, as well as such other information as WBSETCL deems necessary and appropriate.

ITB.19.4. The final evaluated bid prices of all the bidders shall be compared among themselves to determine the lowest evaluated bid and a result of this

comparison, the lowest bid will be selected for placement of order. However, WBSETCL reserves the right not to accept the lowest bidder.

ITB.19.5. The evaluation of bid **(L1 bidder)** shall be done on the basis of ***"Lowest Service Charge Claimed by the bidder through BOQ".***

ITB.19.6. In case of tie-rate of Service Charges among the bidders, value of single work / service of similar nature completed during last 03(three) years shall be considered to select L1 bidder.

ITB.19.7. In case it will find that L1 bidder is not willing to work for any reasons after evaluation or after issuance of LOA etc. i.r.o this NIT, WBSETCL may ask **L2, L3 so on** bidders to work at L1 rate. If that bidder shall provide their consent to work at L1 rate, LOA may be placed to that bidder.

ITB.19.8 Decision of WBSETCL towards selection of successful bidder will be final.

ITB.20. Letter of Award

ITB.20.1. After approval of bid evaluation by WBSETCL, the successful bidder may be invited for pre-award discussions. After pre-award discussions and prior to the expiry of the period of bid validity, WBSETCL will notify the successful bidder in writing by registered letter or by fax in two (2) copies, that his bid has been accepted. This letter (hereinafter and in the Conditions of Contract called `Letter of Award' or LoA) shall name the sum which WBSETCL will pay to the Service Provider in consideration of the execution & utilization of services for **caretaking, catering services including up-keepment and running of corporate guest house at Saltlake, WBSETCL** as prescribed under the Contract.

ITB.20.2. Within ten (10) days of receipt of the LoA, the successful bidder shall sign and return one (1) copy of the same to WBSETCL as acknowledgment of acceptance of the same.

ITB.20.3. The LoA will constitute the formation of the Contract.

ITB.21. Signing of Contract Agreement

ITB.21.1. WBSETCL will send the successful bidder the Contract Agreement (on judicial stamp paper of appropriate value) in three (3) copies incorporating all agreements between the parties duly signed by the authorised signatory of WBSETCL along with the LoA.

ITB.21.2. Within ten (10) days from the date of acceptance of LoA, the successful bidder shall sign the Contract Agreement and return two (2) copies to WBSETCL and retain one (1) copy of the same.

ITB. 22. Performance Security & Additional Performance Security:

ITB.22.1 The Service provider shall furnish an unconditional and irrevocable Performance Guarantee in favour of WBSETCL as per the format provided in Annexure: 11 of Section V-B, towards performance guarantee for faithful and due fulfilment of all obligations under the Order within thirty (30) days from the date of issue of the Purchase Order. **Performance Guarantee** shall normally be furnished for an amount equal to **10(ten) percent(%) of the Order value as Bank Guarantee or Demand Draft from a scheduled commercial bank in India.** The Performance security shall remain valid up to ninety (90) days after the one year contract period, with an additional claim period of ninety (90) days.

ITB.22.2. Failure of the successful bidder to submit performance security as stated herein shall constitute sufficient ground for annulment of the award and forfeiture of his bid security, in which event WBSETCL may make the award to the next lowest evaluated bidder or call for new bids.

ITB.22.3. **<u>Additional Performance Security</u>: If the recommended bidder (L1 bidder) has quoted a rate less than by 20% of the WBSETCL's NIT Cost Estimate for <u>Service Charge Category</u> in the bid, the bidder shall be asked to furnish Additional Performance Security (e.g. Bank Guarantee/ Demand Draft) equal to 10% of the NIT Cost Estimate valid up to the end of the Contract Period at bidders expense over and above the normal Contract Performance Guarantee (CPG).**

ITB.23. Variations

ITB.23.1. The Service Provider shall not modify the specification and specific services except under direction in writing by WBSETCL. WBSETCL shall have the right to amend, omit or otherwise vary the quantity/item of the services by notice in writing to the Service Provider and the Service Provider shall carry out such variations.

ITB.24. Misrepresentation by the bidder

If the bidder conceals any material information or makes a wrong statement or misrepresents facts or makes a misleading statement in the bid, in any manner whatsoever, in order to create circumstances for the acceptance of the bid, WBSETCL reserves the right to reject such bid and/or cancel the LoA, if issued.

ITB.25. Corrupt or Fraudulent Practices

ITB.25.1. WBSETCL requires that the bidders/Suppliers observe the highest standards of ethics during the procurement and execution of the Order.

ITB.25.2. In pursuance of this policy, WBSETCL defines, for the purposes of this provision the terms set forth below as follows:

a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in execution of the Order.

b. "Fraudulent practice" means a misinterpretation of facts in order to influence the procurement process or the execution of Order to the detriment of WBSETCL, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive WBSETCL of the benefits of free and open competition.

ITB.25.3. WBSETCL will reject a bid or cancel the Purchase Order/ LoA if already placed, if it determines that the bidder recommended for award or on whom the Purchase Order/ LoA has already been placed has engaged in Corrupt or Fraudulent practices in competing for the Order in question.

ITB.25.4. WBSETCL may declare a firm ineligible for issue of Purchase Order/ LoA, either indefinitely or for a stated period of time, if it any time determines that the firm has engaged in Corrupt or Fraudulent practices in competing for or in executing an earlier order of WBSETCL.

ITB.26. WBSETCL's right to accept any bid, and to reject any or all bids

WBSETCL reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Purchase Order/ LoA, without thereby incurring any liability to bidders.

(End of This Section)

SECTION - III: GENERAL CONDITION OF CONTRACT(GCC)

GCC.1. Definitions

The following words and expressions shall have the meaning hereby assigned to them.

GCC.1.1. "Contractor/ Service provider" means successful bidder for providing all services as per scope of works in this tender for **caretaking, catering services including up-keepment and running of corporate guest house**.

GCC.1.2. "Contract" means all the Contract Agreement(s) entered into between WBSETCL and the Service Provider. Service Provider/ Contractor together with the Contract Documents referred to therein; they shall constitute the Contract and the term Contract shall include all such documents be construed accordingly.

GCC.1.3. "Contract Price" means the sum total of contract price stated in all the Letter of Award(s) as payable to the Service Provider for execution of the entire Works and services under the scope of Contract subject to such addition & adjustments thereto or deductions there from as may be made pursuant to the Contract(s).

GCC.1.4. "Services " means preparing and serving of foods, upkeep and safety and security of the building/ materials/guests/transit officials of each room and shall include the totality of work and services by expression or implementation included within the said commencement , performance of the completion thereof.

GCC.1.5. "WBSETCL" means West Bengal State Electricity Transmission Company Limited (WBSETCL), Kolkata, and includes its legal successors and permitted assigns.

GCC.1.6. "Performance Guarantee" means the security to be provided by the Contractor/ Service Provider in accordance with the due performance of the Contract.

GCC.1.7. "GCC" means the General Conditions of Contract hereof.

GCC.1.8. "Price Schedule" means the schedules or any part or individual schedule thereof, submitted by the bidder with his bid and forming a part of the Contract Documents.

GCC.1.9. " Officer in charge" means the officer, as designated by the Company and authorised to act for and on its behalf.

GCC.1.10. "Works" means and include all work or any part of the work thereof covered in the scope of the Contract, services as per Specifications, and completion, and putting into satisfactory service.

GCC.1.11. Government means Government of India or Government of West Bengal, as the case may be.

GCC.1.12. Periods

In these provisions "Day" means calendar day. However "Working day" as used herein means all calendar days excluding Sundays and Government holidays in West Bengal. "Month" and "Year" and all dates shall be reckoned according to the Gregorian calendar.

GCC.2. Contract documents

GCC.2.1. The following documents shall be deemed to form an integral part of the Contract

a. Instruction to Bidders
b. General Conditions of Contract, including any amendment/errata thereto
c. Special Conditions of Contract, including any amendment/errata thereto
d. Departmental estimated charges and scope of services
e. The bid submitted by the Service Provider including letters of clarification exchanged between the Service Provider and WBSETCL
f. Technical Specifications (including any amendment/errata thereto) in respect of materials/services to be supplied under this Contract
g. Letter of Intent, if issued by WBSETCL and its acceptance by the Service Provider/ Service provider.
h. Letter of Award placed by WBSETCL and its acceptance by the Service Provider/ Service provider.
i. Contract Agreement, if applicable

GCC.2.2. All Contract documents, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be written in English, and the Contract shall be construed and interpreted in accordance with that language. If any of the Contract Documents, correspondence or communications are prepared in any language other than the governing language as specified in this clause, the English translation of such documents, correspondence or communications shall prevail in matters of interpretation.

GCC.3. Order of precedence of the documents

GCC.3.1. In the event of any ambiguity or conflict between the Contract Documents, the order of precedence shall be:

a. Contract Agreement and the Appendices thereto

b. Letter of Award including all documents referred to therein

c. Special Conditions of Contract

d. General Conditions of Contract

e. Departmental estimated charges & scope of services

f. Bid form, Price Schedules and Annexure submitted by the Contractor/ Service Provider.

GCC.4. Contract Execution

GCC.4.1. WBSETCL will issue the detailed Letter of Award incorporating commercial, technical and other allied terms and conditions.

GCC.4.2. If provided for in the LoA, within thirty (30) days from the issuance of the LoA, the Service Provider has to submit the Contract Agreement on non-judicial stamp paper of appropriate value (as per the draft form annexed) including all related documents and the same has to be signed by both the parties. The authorized representative of WBSETCL will sign the Contract on behalf of WBSETCL. Power of Attorney of the authorised representative of the Service Provider who will sign the Contract on behalf of the Service Provider is to be submitted before signing of the Contract Agreement.

GCC.5. Contract Price

GCC.5.1. The Contract Price shall be firm and shall remain fixed during the two years contract period with a provision of further extension of one year at the same rate, terms & conditions, except for variations in minimum wages as notified by the Govt. Of West Bengal time to time and also notified by the Service Provider in terms of GCC.18.Escalation in rates will not be permitted due to of the categories of labourer authorized by WBSETCL and for which additional payment will be due to the increase in taxes, duties etc. or due to any reasons during the period of contract as stipulated except as permissible underGCC.11.GCC.11.2.

GCC.6. Notices

GCC.6.1. Notices shall be deemed to include any approvals, consents, instructions, orders and certificates to be given under the Contract. All notices to be given under the Contract shall be in writing, and shall be sent either by personal delivery,

courier, post or fax followed by post confirmation to the address of the relevant party.

GCC.6.2. Any notice sent by post or courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) days after despatch. In proving the fact of despatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped and conveyed to the postal authorities or courier service for transmission by airmail or special courier.

GCC.6.3. Any notice delivered personally or sent by fax shall be deemed to have been delivered on date of its despatch.

GCC.6.4. Either party may change its address at which notices are to be received by giving ten (10) days' notice to other party in writing.

GCC.7. Governing Law

The Purchase Order/ LoA shall be governed by and interpreted in accordance with laws in force in India including any such Laws promulgated or comes into force during the period of the Purchase Order/ LoA. The Courts of Kolkata shall have exclusive jurisdiction in all matters arising under the Purchase Order/ LoA.

GCC.8. Disputes

GCC.8.1. If any dispute or difference of any kind whatsoever will arise between WBSETCL and the Service Provider in connection with or arising out of the Contract, the parties will make every effort to resolve amicably such dispute or difference by mutual consultation. After thirty (30) days from the date the dispute is first brought to the notice of either party, if the parties have failed to resolve their dispute or difference by such mutual consultation, then the dispute shall be referred in writing by either party to the Adjudicator, with a copy to the other party.

GCC.8.2. Adjudicator

GCC.8.2.1. An Adjudicator shall be appointed by the Appointing Authority as specified in the SCC. The Adjudicator shall give its decision in writing to both parties within thirty (30) days of a dispute being referred to it. The decision of the Adjudicator shall become final and binding upon WBSETCL and the Service Provider. Any decision that has become final and binding shall be implemented by the parties forthwith. The Adjudicator shall be paid fee plus reasonable expenditures incurred in the execution of his duties as Adjudicator under the Contract. These costs shall be divided equally between WBSETCL and the Service Provider.

GCC.8.2.2. If either WBSETCL or the Service Provider is dissatisfied with the Adjudicator's decision, or if the Adjudicator fails to give a decision within thirty(30) days of a dispute being referred to it, then either WBSETCL or the Service Provider/ Service Provider may, within sixty (60) days of such reference, give notice to the other party, with a copy for information to the Adjudicator, of its intention to

commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

GCC.8.3. Arbitration

GCC.8.3.1. WBSETCL shall appoint a sole arbitrator whose decision shall be final and binding and shall be enforceable in any court of competent jurisdiction as decree of the court. The parties hereby waive any objections to or claims of immunity from such enforcement. If, for any reason, an arbitrator is unable to perform his function, the mandate of the arbitrator shall terminate and a substitute shall be appointed in the same manner as the original arbitrator.

GCC.8.3.2. The arbitration proceedings shall be conducted in accordance with Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of the arbitration shall be equally shared by WBSETCL and Service Provider. The arbitration shall be conducted at Kolkata.

GCC.8.3.3. Notwithstanding any disputes with reference to the Contract pending for arbitration, the Service Provider shall continue to perform his obligations in accordance with WBSETCL's decision or instruction, and WBSETCL shall also continue to perform his obligations under the Contract including payment of any undisputed monies due to the Service Provider.

GCC.9. Terms and Procedure for Payment

The payments to the Service Provider for the performance of the Order will be made by WBSETCL on monthly basis .All payments will be made after submission of monthly bills provided the bills are complete in order and duly authenticated by authorized representatives after satisfactory service, along with the monthly wage bill, salary disbursement sheet for the previous month (duly certified by the officer in charge or his representative) and copy of challan as proof of deposition of EPF & ESI deductions for the previous month. All statutory deductions of taxes like I.T etc; shall be recovered from the monthly payable amount. GST as applicable will be payable extra.

GCC.10. Performance Guarantee

GCC.10.1. As a security, the successful bidder, to whom the work will be awarded, shall be required to furnish an unconditional and irrevocable Performance guarantee in form of Bank guarantee from a Public Sector Indian bank/Scheduled, Commercial Bank in the form to be furnished within thirty (30) days from the date of placement of order. The guarantee amount shall be equal to ten percent (10%) of the Order value from a scheduled commercial bank in India. The Performance security shall remain valid up to ninety (90) days after the two years contract period, with an additional claim period of ninety (90) days.

GCC.10.2. WBSETCL reserves the right to verify the authenticity of the Performance Guarantee from the issuing bank.

GCC.10.3. The Performance Guarantee shall be executed on non-judicial stamp paper. The guarantee is liable to be forfeited in case of non-compliance of Order or failure to complete the Order. Order is liable to be cancelled for non-submission of Guarantee in time with forfeiture of earnest money.

The Performance Guarantee is liable to be invoked on demand of WBSETCL, for any breach under the Order irrespective of any dispute or difference between WBSETCL and the Bidder, pending before any court, tribunal or any other authority.

GCC.10.4. The Performance Guarantee shall be returned to the Bidder within ninety (90) days after receipt of request for release. However, no costs shall be paid for the Performance Guarantee by WBSETCL, irrespective of date of release.

GCC.11. Taxes, Duties and Other Levies

GCC.11.1. Except as otherwise specifically provided in the Contract, the Service Provider shall be liable and responsible for the payment of all taxes, duties, levies and charges imposed on the Service Provider's materials, supplies and services to be used in the performance of the Contract or furnished under the Contract.

GCC.11.2. The Service Provider shall himself be informed of all the applicable laws, notifications, rules, circulars and other communications of the State or Central or other authorities with regard to levy of any tax, cess, levy or fee etc. which in any manner may impinge upon him in performance of any obligations/responsibilities under or arising out of the Contract.

GCC.11.3. WBSETCL will bear liability on account of GST only.

GCC.12. Wages, Taxes, Labour Laws and other Regulations:

GCC.12.1. Wages of employees: As applicable

N.B The rate is applicable for Zone A.

GCC.12.2. The Contractor/ Service Provider shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations. The contractor shall pay @8.33% bonus to all workmen engaged for this contract.

Statutory Obligations: The Contractor/ Service Provider shall fully comply with all applicable law, rules and regulations relating to P.F Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Employees' Compensation Act, C.L. (R&A) Act, Essential Commodities Act and/or such other Acts of Laws, regulations passed by the Central, States, Municipal and local government agencies or authority.

GCC.12.3. The Contractor/ Service Provider shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/obligations. The Contractor/ Service Provider shall be responsible for making records pertaining to Minimum wages Act, payment of wages act and also depositing the P.F.& ESI Contributions, with the authorities concerned. The Contractor/ Service Provider shall bind himself/themselves, executors or administrators and shall indemnify, the owner, in respect of this contract, including

all of its claims, damages, proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against the owner or any of its members, officer, employees for reason of or consequent upon any break or default WBSETCL on the part of the Contractor/ Service Provider in respect of violation of any of the provisions law/act rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed engaged by the Contractor/ Service Provider in connection with this contract. The Contractor/ Service Provider shall be responsible for all the claims of his employees.

GCC.12.4. The Contractor/ Service Provider shall keep the owner indemnified from and against all personal and third party claims whatsoever arising out of any act of commission or omission by Contractor/ Service Provider or his employees.

GCC.13. WBSETCL's representative

GCC.13.1. WBSETCL shall appoint one person, designated as the Officer in charge as mentioned in the SCC, who shall carry out the functions and obligations of WBSETCL under the Contract.

GCC.13.2. WBSETCL may from time to time appoint any other person as the Controlling Officer in place of the person previously so appointed, and shall give a notice of the name of such other person to the Service Provider without delay. WBSETCL shall take reasonable care to see that no such appointment is made at such a time or in such a manner as to impede the progress of Works and services. The Controlling Officer shall represent and act for WBSETCL at all times during the currency of the Contract.

GCC.13.3. Any decision, instruction or approval given by the Controlling Officer to the Service Provider shall have the same effect as though it had been given by WBSETCL.

GCC.13.4. All notices, instructions, orders, consents, certificates, approvals and all other communications under the Contract shall be given by the Controlling Officer.

GCC.13.5. The Controlling Officer may authorize his representative(s) as in-charge for the Works and services being provided. The Controlling Officer will also be the consignee officer for any supplies /services to be made under the Contract.

GCC.14. Service Provider's representative

GCC.14.1. The Service Provider shall employ at least one competent representative (whose name or names shall have previously been communicated in writing to the Controlling Officer by the Service Provider) for coordination with WBSETCL for the required Works and services. Any written order or instruction which the Controlling Officer or his duly authorised representative may give to the said representative of the Service Provider shall be deemed to have been given to the Service Provider.

GCC.14.2. The Controlling Officer shall be at liberty to object to the presence of any representative or person employed by the Service Provider for providing the required Works and services, who in his opinion is found to have mis-conducted himself or be incompetent or negligent and the Service Provider shall remove the person so objected to, upon receipt from the Controlling Officer a notice in writing requiring him to do so and shall provide in his place a competent representative at the Service Provider's risk and expense.

GCC.15. Commencement of Works and services

GCC.15.1. Initial Service Contract period may be considered to be of 24 (Twenty four) Months after LOA, with a provision of extension for further period of one year with same rate, terms & conditions on rendering satisfactory service by the Service provider.

GCC.16. Limitation of Liability

GCC.16.1. Except in cases of gross negligence or wilful misconduct

GCC.16.2. Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to WBSETCL; and

GCC.16.3. The aggregate liability of the Service Provider to WBSETCL, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify WBSETCL with respect to patent infringement.

GCC.17. Force Majeure

The Service Provider shall not be considered in default if delay in completion of Works and services occurs due to causes beyond his control such as acts of God, natural calamities, civil wars, strikes (other than Service Provider's employees strike), fire, frost, floods, riot and acts of unsurpassed power. Only those causes which have duration of more than fifteen (15) days shall be considered as a cause of Force Majeure. A notification to this effect duly certified by statutory authorities shall be given by Service Provider to WBSETCL. In the event of delay due to such causes, the time for completion will be extended for a length of time equal to the period of Force Majeure, or the Contract may be terminated as per GCC.17.GCC.19.4.

GCC.18. Variations

WBSETCL may by notice in writing, at any time before implementation of Works and services, instructs the Service Provider to alter, amend, omit, add to or otherwise vary any part of the Works and services. The Service Provider shall not vary or alter any of the Works and services, except under direction in writing by WBSETCL. Rates for all additional Works and services shall be arrived at on pro-rata basis from the existing Works and services in the contract.

GCC.19. Termination

GCC.19.1. Termination for Service Provider's default

WBSETCL, without prejudice to any other rights or remedies it may possess, upon written notice of default to the Service Provider, terminate the Contract:

a. If the Service Provider neglects, or fails to commence the service, WBSETCL shall have the right to terminate the Contract after giving notice in writing to the Service Provider. If the Service Provider fails, after fourteen (14) days of such notice to proceed with the Works and services in the manner notified, WBSETCL shall terminate the Contract.

b. If the Service Provider, in the judgement of WBSETCL has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

GCC.19.2. Termination for bankruptcy

GCC.19.3. If the Service Provider becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Service Provider is a WBSETCL, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Service Provider takes or suffers any other analogous action in consequence of debt, WBSETCL will be at liberty:

a. To terminate the Contract forthwith by notice in writing to the Service Provider or to liquidator or receiver or to any person with whom the Contract may become vested.

b. to give such liquidator, receiver or other person the option of carrying out the Contract subject to his providing a guarantee for the due and faithful performance of the Contract up to an amount to be determined by WBSETCL.

GCC.19.4. Termination for force majeure

GCC.19.5. Either party, upon thirty (30) days written notice to the other, shall have the right but not an obligation to terminate the Contract due to force majeure conditions, provided the force majeure conditions exists for a period exceeding three (3) months and the work cannot be resumed within a period of three (3) months from the date the force majeure condition cease to exist.

GCC.19.6. In the event of such termination of the Contract, payment to the Service Provider will be made as follows:

a. The Service Provider shall be paid for all Works and services delivered/ executed and for any other legitimate expenses due to him.

b. WBSETCL shall also release security deposit/ contract performance security at its disposal except in cases where the total amount of payment made to the Service Provider exceeds the final amount due to him. In such cases, the security deposit/ contract performance security shall be adjusted against any excess payment made to the Service Provider. If even after adjustment of security deposit/ contract performance security, any excess payment remains, the Service Provider shall refund such excess amount within thirty (30) days after termination.

GCC.20. Assignment

The Service Provider shall not, without the express prior written consent of WBSETCL assign to any third party the Order or any part thereof, or any right, benefit, obligation or interest therein or thereunder, except that the Service Provider shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Order.

Section IV – SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC), Section-IV, shall supplement/amend the General Conditions of Contract (GCC), Section-III. Wherever there is a conflict, the provisions in SCC shall prevail over those in the GCC.

SCC Item No	GCC Clause Ref, If any	Data
1	GCC.7	The Courts of Kolkata shall have exclusive jurisdiction in all matters arising under the Contract
2	GCC.8.2.1	Adjudicator's name will be intimated in due course, if necessary. [The Adjudicator shall be appointed by MD, WBSETCL as may be agreed between both the parties]
3	GCC 10	The contract performance guarantee will be provided by the Service Provider in the form of Bank Guarantee / Demand Draft
4	GCC.12.GCC.13.1	The Controlling Officer will be GM(HR&A), TPAS, WBSETCL, Bidyut Bhaban.

SECTION - V:

A. DEPARTMENTAL ESTIMATED CHARGES:

WAGE PAYMENT (Yearly)

Statutory Payment of Wages					
Sl No.	**Description**	**Category of Worker**			
		Unskilled	**Semi-skilled**	**Skilled**	**Highly-Skilled**
1.	**Number of Workers in each category**	**2**	**3**	**1**	**1**
		Amount in Rs.	**Amount in Rs.**	**Amount in Rs.**	**Amount in Rs.**
2.	Basic / Minimum Wages	383.00	421.00	463.00	510.00
3.	Bonus @8.33% of Sl. No.2	31.90	35.07	38.57	42.48
4.	ESI / Insurance/ Premium @3.25% on Sl No.2&3	13.48	14.82	16.30	17.96
5.	EPF @13% of Sl. No.2	49.79	54.73	60.19	66.30
6.	Daily Rate Per head	478.17	525.62	578.06	636.74
7.	Total Days	365	365	365	365
8.	Total Yearly Wages i.r.o total manpower in each category in Rupees (sl no.6*sl no.7*number)	3,49,064	5,75,554	2,10,970	2,32,410
9.	Total Yearly Wage Bill in Rs.	13,67,998.00			

NOTE: The Contractor/ Service Provider must take note that the Minimum Wages of Govt of West Bengal as notified from time to time for the Hotel & Restaurants including Boarding Houses and Eating Houses employing not more than 20 persons shall be applicable for this contract. Hence the difference due to enhancement of minimum wages will be paid as extra from its effective as mentioned in Appendix- D of Section- V.

B. LUMP SUM CHARGES OF MISC. COMMODITIES (Yearly):

Sl No	Description of Item	Total Monthly Rate in Rs.	Total Annual Charges in Rs.
1	PEST CONTROL AND MOSQUITO REPELLER CHARGES	1100	13,200
2	WASHING OF LINEN	2200	26,400
3	SOAP/ SHAMPOO/ KIT SENIOR GUESTS CHARGES	2200	26,400
4	NEWS PAPERS CHARGES	550	6600
5	CURTAIN WASHING CHARGES	93.50	1122
6	GAS CYLINDERS (INDUSTRIAL) CHARGES	4400	52,800
7	PLUMBER	1100	13,200
8	ELECTRICIAN CHARGES	1100	13,200
9	CARPENTER CHARGES	1100	13,200
10	TOILETRIES (PHENYL, HARPIC, TOILET PAPER, NAPHTHALENE, O' DONNELL, E.T.C CHARGES	1100	13,200
11	PEST CONTROL (RODENT/ TERMITE / COCKROACHES ETC)	1100	13,200
12	SANITIZATION (SURFACE & HAND)	2200	26,400
13	COST OF UNIFORM FOR THE WORKER (FOR 2 SETS OF UNIFORM & SHOES INCLUDING WASHING CHARGES PER HEAD PER YEAR)	19250	19,250
Total Fixed Miscellaneous charges for 01(one) year without GST in Rupees			2,38,172.00
Item wise GST will be applicable extra			

Note: The Miscellaneous Charges of **Rs.2,38,172 /- + GST** per year towards Commodities shall remain fixed throughout the contract period and no escalation shall be entertained in the event of increase in the price of the commodities, whatsoever the reason might be.

Contract Value:

The contract value for one year shall be the sum total of the following:

a. Total wages per year : Rs 13,67,998.00
b. Lump sum fixed miscellaneous charges per year: 2,38,172.00/-
c. Accepted quoted service charge for one year on lowest offer basis as per BOQ.

Quoted Price:

The quoted price for service charge for a period of one year shall require to be mentioned in amount of INR and shall remain fixed throughout the contract period and no escalation of the quoted price shall be affected whatsoever the reason might be, if not mentioned otherwise in the tender document.

For the purpose of calculating monthly payable amount, the component of all charges including service charges per month shall be equal to the total charges per year divided by 12 months.

SCOPE OF WORK AND ADDITIONAL TERMS & CONDITIONS:

The Contractor/ Service Provider shall be responsible for performance of the following duties:

a. Caretaking of Guest House, facilitating accommodation and its allied services for comfortable stay of guests of WBSETCL. The Guest House has accommodation of two VIP suites with attached toilets, Eight double-occupancy rooms with attached toilets.
b. Regular maintenance and cleaning of the area under the scope of this contract by using proper tools, tackles &equipments. Cleaning of Kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins etc. attached to it (Twice Daily). Cleaning has to be carried out with approved material manually and by using Mechanized equipments like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. or both.
c. Furniture, fixtures, sofa sets, cushion chairs, LCD/ LED -TV, kitchen equipments, exhausts fans and other electronic gadgets are required to be cleaned DAILY.
d. Cleaning and dusting of all the doors and windows, glass panels etc in the guest house accommodation rooms ONCE DAILY.
e. Proper regular care for the safe maintenance of fittings, fixtures, LCD / LED-TV, equipments and furniture shall be sole responsibility of the Contractor/ Service Provider. Any damage and or loss caused to the above either by the Contractor/ Service Provider himself or by any of his employees shall be rectified by the Contractor/ Service Provider at his own cost immediately.
f. The Contractor/ Service Provider shall exclusively manage catering arrangements like supply of tea/snacks, meals, lunch, dinner etc. as and when required by the guests on payment basis at the specified rates fixed by WBSETCL **(Details &Price list enclosed –Appendix-A). One chart containing the approved menu with specified rates need to be displayed / provided in all rooms.** Caretaker should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests & collect the approved rates only from the Guests/Visitors before they leave the Guest House. Contractor/ Service Provider

will arrange all the food items which are required in Guest House for serving the Guest(s) and collect the charges from Guests.

g. All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles etc. shall be collected back from the tables/rooms immediately.

h. Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of Guests. The Contractor/ Service Provider shall not be permitted to deny supply of any item for any reason whatsoever.

i. Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh and of good quality and manufactured by well-know manufactures. Lists of few branded items have been mentioned at **Appendix " B**".

j. The eatables served by the Contractor/ Service Provider to the Guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, fillies or non-usable liquid etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected.

k. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Contractor/ Service Provider shall be responsible for their hygienic fitness. Milk and milk product such as curd, yoghurt, cheeses etc. shall be of good standard and should be prepared and served fresh.

l. If any of the above mentioned items are found to be of substandard quality the same shall be rejected outrightly. An authorized representative of WBSETCL has the right to destroy such items on the spot without any compensation to the Contractor/ Service Provider whatsoever. The Contractor/ Service Provider shall ensure that beverages and eatable prepared in the Guest House are not sub-standard. WBSETCL reserves the right to reduce the prices or refuse the payment of such items already served/supplied.

m. The used cups, saucers, tea pots, utensils are washed with good quality utensils cleaning powders. Used utensils/ bowls are to be additionally washed in hot water.

n. WBSETCL shall not be responsible for any amount/due to the Contractor/ Service Provider arising out of supply of foodstuffs supplied by him to any person/ individuals.

o. The Contractor/ Service Provider shall maintain the premises in proper and hygienic condition as per the satisfaction of WBSETCL representative.

p. **The total manpower for Guest House shall be seven comprising *one Manager cum Supervisor, two cook, two caretakers / room attendants and 2 cleaners*.**

q. Although the present manpower requirement is 7(seven), WBSETCL may request the agency to deploy additional manpower, if required subsequently, at the same rate and terms & conditions of the contract.

r. The Guest House Supervisor, Cook, Caretakers/ room attendants and cleaners should be present in the Guest House all the days including Sundays & Holidays round the clock on shift basis and collect requests for accommodation from Guest House-In-charge, daily.

s. The Contractor/ Service Provider should provide appropriate uniforms to the staff deputed in the guest house and the Contractor/ Service Provider should ensure that his staffs are in uniform while working and specially while serving coffee/tea, lunch, snacks, dinner etc.

t. The payment from the guest for the stay, as per applicable rate, will be collected by the Contractor/ Service Provider or his representatives by issuing proper receipt on behalf of WBSETCL and the collected amount will have to be deposited by the Contractor/ Service Provider to WBSETCL on weekly basis. In this regard the Contractor/ Service Provider is required to maintain a proper room rent register or/and computer generated report.

u. Guest House Catering will not be closed or the Contractor/ Service Provider will not suspend service for any reason, whatsoever.

A. INSPECTION/ MAINTENANCE JOBS

ELETRICALS:

a. Repairing and maintenance of defective electrical equipment including replacement of parts thereof e.g. Fans, Switch, Switch Board, Fuse, Calling Bell, wiring of lines, table lamps etc (except Air Conditioner, Refrigerator, Washing Machine, Water Cooler, Geysers). The cost incurred towards replacements of parts during the repair & maintenance will be reimbursed on actual basis by WBSETCL on production of Cash Memos/ Bills against purchase. Frequency of job schedule is on "as & when required" basis.

b. Checking and replacement of Bulbs/ Tube Lights/ Chokes/ Starters. The cost incurred towards replacements of parts during the repair & maintenance will be reimbursed on actual basis by WBSETCL on production of Cash Memos/ Bills against purchase. Frequency of job schedule is on "as & when required" basis.

c. Other related jobs. Frequency of job schedule is on "as & when required" basis.

CARPENTRY:

Maintenance and repairing of doors, windows, door closures, glass panes, angles, door nuts, stopper, door locks, hatch bolts etc. including replacement of materials (except door/ window). Minor repairing of Guest House furniture also. Frequency of job schedule will be on daily basis or on "as & when required" basis.

The cost towards repairing and replacements of parts/ Items will be reimbursed on actual basis by WBSETCL on production of Cash Memos/ Bills against the purchase. Frequency of job schedule will be on daily basis or on "as & when required" basis.

PLUMBING/ SANITORY:

Inspection and repairs/ maintenance of all plumbing jobs and sanitary fittings and fixtures of Guest House including replacement of items/ parts whenever necessary (except replacement of Wash Basin, Sink, Water Closet Pan Commode). Frequency of job schedule will be on daily basis or on "as & when required" basis.

The cost towards replacements of pipes/ Spares, taps, etc. will be reimbursed on actual basis by WBSETCL on production of Cash Memos/ Bills against the materials, whenever required.

CIVIL:

a. Inspection and repairs/ maintenance of all petty / miscellaneous civil works of Guest House including patch repair / painting of inside walls / ceiling whenever necessary. Frequency of job schedule will be on daily basis or on "as & when required" basis.
b. Major jobs pertaining to civil maintenance jobs of the building including painting work, plastering, etc. will be done by WBSETCL.
c. The cost towards petty miscellaneous civil work including patch repair / painting etc. will be reimbursed on actual basis by WBSETCL on production of Cash Memos/ Bills against the same, whenever required.

ELECTRONICS AND OTHER SPECIAL ITEMS:

Periodical checking of electrical/ electronic items like Air Conditioners, Refrigerators, T.V., Telephones (P&T and Intercoms), washing machine, microwave etc. to be carried out and WBSETCL shall be immediately informed of any defects/ defaults. Frequency of job schedule will be on daily basis or on "as & when required" basis.

Major jobs pertaining to civil maintenance jobs of the building including brick work, plastering, painting etc will be done by WBSETCL.

B. PROVISION OF TOILETRIES:

a. Contractor/ Service Provider has to provide Medimix Soap (15gms), soap Lux(50gms) and shampoo Sunsilk sachet or approved brand to each visiting officials. For VIP guest, the Contractor/ Service Provider shall supply the special toiletries kit as directed by the Officer-in-charge. In addition, naphthalene balls in all washbasins, toilet paper, liquid soap, paper napkins, Mosquito repellent liquid, room freshener and Hit spray etc. of standard brands shall be made available by the Contractor/ Service Provider at its own cost. Selection of brand will be done with the approval of WBSETCL Guest house in-charge in case of need. All consumable items for housekeeping & sanitary shall be supplied by Contractor/ Service Provider. Stocks to be replenished on daily basis or as and when required. The proper recording of consumable items is the responsibility of the Contractor/ Service Provider. WBSETCL have right to check the record at any time. The Contractor/ Service Provider shall maintain a minimum inventory of consumables as per approved brand as specified in **Appendix- C .**

Failure of such records (receipt /consumption), WBSETCL shall reserve the right to impose the penalty of Rs.1000/- per incident.

b. Any other work which is incidental and essential to keep the Guest House clean and hygienic.

C. READINESS OF ROOM FOR GUESTS:

a. The Contractor/ Service Provider shall be responsible to keep room ready in all respect within 01 hr of the vacation of the room by the guest.
b. Filling drinking water in jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of guest and the same should be changed daily or on request of the guest.
c. Making of the beds of guests i.e. spreading the bed sheets, quilts/ blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.
d. The Contractor/ Service Provider shall ensure that linen of rooms during the stay of guests are changed every alternate day. Washing/ laundering all linen i.e bed sheets, pillow covers, blanket, curtains, towels, bedcovers etc shall be changed on daily basis. All new guest shall be provided cleaned linens.
e. The Contractor/ Service Provider shall be responsible to replace linen of rooms in case room remains vacant for more than 03 days.
f. The Contractor/ Service Provider will also ensure that linen is changed as & when requested by the guest.
g. The bed sheet, bed spreads, pillow covers, bed covers shall be got washed.

D. OTHER OBLIGATOY SERVICES:

a. Providing room services/ attendant for each room in the guest house from 5:00 am to 11:00 pm and any other jobs which the occupants desire.
b. Supplying/ providing daily newspaper of 3 SET each of at least 2 languages (English & Bengali each) in the guest house or as directed by the Officer-in-Charge.
c. Providing liquid insect repellent (all-out, jet, good night etc) in the rooms & Drawing / Dinning room area, as and when required.
d. Allotment of rooms to the guests/ transit officials getting necessary entries made in the records, obtaining monthly feedback from the Guests.
e. The Contractor/ Service Provider shall maintain the filling of housing keeping format daily. The feedback form is to be obtained from guest duly filled in & signed**.** ***In case of adverse remarks on housekeeping, behavior of Guest House staff, catering services etc. WBSETCL shall have right to impose the penalty of Rs.500/- per incident.***
f. The Contractor/ Service Provider is responsible to report all major repairs/maintenance jobs**(excluding minor and urgent requirements)** identified to Guest House in-charge on quarterly basis and shall co-ordinate with the concern Deptt. to execute the works. In case of exigencies, the

Contractor/ Service Provider is liable to make necessary arrangement of repair & maintenance works of appliances, plumbing, electrical failure etc.

g. Cleaning of all electrical fitting and other decorative items by using "Brasso" or Colin spary / other chemicals. Frequency of job schedule is on weekly basis.
h. The Contractor/ Service Provider shall depute allocated manpower every day in all areas. Any shortfalls should be met by substitution.
i. The Contractor/ Service Provider or his representative shall be physically present for supervising and monitoring the house keeping activities and overall smooth operation of guest house.
j. The Contractor/ Service Provider shall maintain attendance logbooks and payment records for all concerned labourers. Also follow all safety procedures and practices as indicated by WBSETCL from time to time.
k. All jobs will be carried out by professional/experienced persons who are well versed in rendering these services.
l. Notwithstanding anything to contrary in the contract document expressed or implied the tenderer shall be and remain at all times exclusively responsible to provide all materials, manpower, equipment that are needed to ensure the guest house operation that the contractual obligations are to be fulfilled by the Contractor/ Service Provider.
m. The Contractor/ Service Provider is responsible to liaison with WBSEDCL & respective Telephone service provider for electricity &telephone bill collection/payment including any power failure or defective telephone lines. WBSETCL shall make the payment to the respective authority against the bill.
n. No undesirable person or any outside person other than the official / authorized official guests will be allowed to enter the guest House premises without the specific permission by the Officer in charge appointed by WBSETCL for the purpose of this contract. The Contractor/ Service Provider shall also ensure the safety of men and belongings of the guests during their stay in the guest house.
o. The contractor/ service provider shall maintain first aid box (provided by WBSETCL).
p. The Contractor/ Service Provider shall be responsible to maintain and keep record of dead-stock articles including linen, curtain etc in a register. The register will be verified periodically by the Officer In-Charge on putting his signature along with the signature of Supervisor cum Manager of Contractor/ Service Provider jointly.
q. The above scope of works are not exhaustive, indicative only. The scope of works shall include the execution of works as directed by the Officer-in-Charge. This is to be abided by the Contractor/ Service Provider.

E. PROCUREMENT OF CONSUMABLE/OTHER ITEMS:

The various items to be procured/used in connection with the contract can be categorized as under:

a. Items to be procured by the Contractor/ Service Provider at his own cost. The quality shall be maintained for cooking of food. In absence of non-availability of specified brand of cooking materials/ grocery items, officer-in-charge shall decide the alternative brand.
b. Items are to be procured by the Contractor/ Service Provider for catering services, sweeping & cleaning. For housekeeping/sanitary consumables, the brand shall be **as per Appendix–C**. Any other items not indicated in the list of consumable/tender document, the Contractor/ Service Provider shall arrange the same within the scope of contract on reimbursement of actual cost.
c. The cost of LPG cylinder shall be paid by WBSETCL which is included within the contract value. The Contractor/ Service Provider shall utilize only Commercial Cylinder (19 Kg). In no case, domestic cylinder shall be used for Guest House Catering service.

TIMINGS :

a) Bed Tea 5.00 AM to 7.30 AM or as per order
b) Breakfast 8.00 AM to 9.30 AM
c) Mid Morning/Mid Evening Tea 11.00 AM to 11.30 AM & 3.00PM to 3.30 PM or as per order
d) Lunch & Dinner 12.30 PM to 2.00 PM & 8.00 PM to 10.30 PM
e) Attending to rooms and Room Services 5.00 AM to 11 PM

1. The Contractor/ Service Provider will also be required to provide the services as and when required in connection with official meetings.
2. No undesirable person or any outside person other than the official/authorized official guests will be allowed to enter the guest House premises without the specific permission by the Officer in charge appointed by WBSETCL for the purpose of this contract.
3. The Contractor/ Service Provider if so asked shall serve snacks to guests in the rooms and shall provide various services at official meetings.
4. Catering services will primarily involve Procurement of material for food and beverages (only non alcoholic). Cooking and preparing food and beverages with such materials. Serving goods and beverages to the Occupants /Guest in rooms and/or at the dining hall.

The rates of catering services shall be fixed throughout the contract period. Any complaint on quality of food shall attract the penalty of Rs.1000.00 per occasion or as decided by the Officer-in-charge.

F.POWER, WATER & OTHER FACILITIES:

1. WBSETCL shall provide the following facilities/items free of cost:
   Kitchen with pantry and storage space for raw material. Requisite Gas Burners, regulator, tubing Linens, tapestry, towels, Table & Chair, Refrigerator, Water purifier, Micro oven, Crockery cutlery, Essential kitchen utensils, Water, Electricity, telephone, All in house furniture & fixture, appliances, Washing Machine, Electric Iron, Automatic shoe polish machine.
2. The exact inventory of items shall however be got recorded by WBSETCL at the time of handing over. Any other material/equipment required by the Contractor/ Service Provider for his day to day working will be purchased and made available by WBSETCL. The contractor shall be responsible for and ensure proper utilization of the facilities like equipment, water, electricity or other equipment provided by the owner, without any manner of abuse or excess use.
3. It will be obligatory on the part of the Contractor/ Service Provider to maintain all equipments and items supplied by the owner as mentioned above and also keep the premises neat and tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the contractor's bills and material/item replaced at his cost.
4. Any misuse of premises, equipment or facilities extended to the Contractor/ Service Provider by the owner (WBSETCL) will entail payment by the Contractor/ Service Provider to the owner (WBSETCL) as may be decided by the owner including termination of contract if called for. The amount of such payments shall be decided by the owner or authorized representative and his decision shall be final and binding. Such payments will be recovered/deducted from the Contractor/ Service Provider's pending bills or security deposit.
5. ***Only branded and ISI marked disinfectants and toilets cleaning materials as indicated in this Tender shall be used***. ***Any deviation will affect a penalty of Rs.1000/- on every occasion.***

G.CONDITION OF WORK :

1. Efficiency, promptness, quality service, good behavior, attendance and politeness of the Contractor/ Service Provider and his staff are the essence of the contract. The Contractor/ Service Provider is required to supervise and

control in person on a daily basis all the work and services of the Guest House effectively.

2. Work shall be carried out by the Contractor/ Service Provider as per the conditions of contract.
3. Cooking outside the premises and serving them will not be permitted.
4. The Contractor/ Service Provider shall engage staffs who are medically fit. They should be free from all infectious diseases. Staff should have the proper hair cut, clean shave and no increase nail. The Contractor/ Service Provider shall submit the medical fitness certificate in once in a year & at the starting of the contract.
5. All the employees appointed by the Contractor/ Service Provider shall wear uniforms as given in by the Contractor/ Service Provider. The design and colour of uniform shall be approved by the Officer-in-Charge. The Contractor/ Service Provider shall provide minimum 2 sets of uniform and 2 pairs of shoes per annum per employee.
6. ***The Cook shall wear the apron & head gear during cooking. Hygienic environment shall be taken on top priority. If any negligence is found, WBSETCL shall impose the penalty of Rs.500/- for each occasion or as decided by the Officer-in-charge***.
7. The Contractor/ Service Provider shall furnish the details of his employees (as per given format) prior to deployment. The minimum no. of staffs/labour required to be deployed for carrying out the entire job/ services are as under:

   Manager cum Supervisor-1 No

   Cook - 2 (Two)

   Caretaker/Room Attendant - 2(Two)

   Cleaner- 02 (One)

   The Contractor/ Service Provider shall engage a qualified Manager cum supervisor who can supervise the housekeeping jobs, accounting, supervise all the manpower, liasioning with other agencies & other jobs as directed by the Officer-in-charge. The Manager/ Supervisor shall be physically present for supervising and monitoring all job and taking care of guests including maintenance of all records & registers. Any additional labour required for this contract, the Contractor/ Service Provider shall arrange for the same as and when required for which reimbursement will be made by WBSETCL on actual basis that should not be more than the prevailing rate of minimum wages.
8. The Contractor/ Service Provider shall ensure proper maintenance of entire guest house. If any defect in the pump arises, to tide over the immediate crisis, the Contractor/ Service Provider will arrange supply of one bucket(big) fresh/hot water for each resident in the room.
9. In case of emergency, the Contractor/ Service Provider will arrange potable water from outside in a timely manner. He would be reimbursed for this at the rate to be finalized by WBSETCL.

H.PERIODICITY OF CONTRACT:

1. Contract Period shall be for the period of 2 years from the date of commencement of contract/ order with a provision of further extension for one year at the same rates, terms &conditions, subject to satisfactory performance of the Contractor/ Service Provider.
2. The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimation in writing is given. Further, the Contractor/ Service Provider will not have any right either contractual or equitable to demand any fresh contract for another terms or to continue the same in the preference to any other intending party.
3. Notwithstanding anything contained in other clauses of the contract document, if at any time during the period of contract it is observed that the services are not being rendered to the entire satisfaction of the owner (WBSETCL), the owner will have right to terminate the contract after satisfying himself about the Contractor/ Service Provider inability or unwillingness to render requisite services or for other reasons. The decision in this regard will be final and binding on the Contractor/ Service Provider. Upon termination of the contract, the owner(WBSETCL) shall be entitled, at the risk and cost of the Contractor/ Service Provider, to carry on the services for the balance period of the contract as contemplated in the scope of work through an independent agency and to adjust any differential amount thus incurred from the contractor in addition to any other amounts, compensation and damage that the owner(WBSETCL) is entitled to in terms of the relevant clauses of this existing contract from the security deposit or any other amount due to the Contractor/ Service Provider.
4. The owner (WBSETCL) shall be entitled to inspect and or/test or through any of its representative or any independent agency the premises held by the Contractor/ Service Provider and raw materials and food stuff stored and served.
5. If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the owner(WBSETCL) or his authorized representative shall be final) the Contractor/ Service Provider shall not use such material.

PENALTY CLAUSES (Payment by Contractor/ Service Provider) :

1. The Contractor/ Service Provider shall pay an amount of Rs.1000/- per day or as decided by the Officer-In-Charge for rendering any service which is considered as lacking in quality or not inconsonance with the quality standards of WBSETCL.

2. The Contractor/ Service Provider shall also be liable to make good the loss or damage caused to owner's (WBSETCL) premises, equipment, furniture. etc.
3. In case of any non-conformity with the terms and conditions of the contract, like of example, delay in service within the specified time, nor serving or supplying anyone of the stipulated/specified items, deploying inadequate manpower which is likely to results in incomplete performance/inefficient performance of the assigned tasks for any omission or commission inconsistent with the terms/conditions of the contract, the Contractor/ Service Provider shall pay an amount of Rs.1000/- or as decided by the Officer-In-Charge for every such occurrence/instance.
4. Highest emphasis in terms of up keep and cleanliness is to be given to the kitchen.

   Persons other than those who are required to work or visit the kitchen should not be allowed into the kitchen. For every instance of unauthorized entry or inadequacy in upkeep and cleanliness the Contractor/ Service Provider shall pay Rs.500/-.

SPECIAL CONDITION :

1. In matter of dispute regarding quality of catering and other services, quality of food Stuff, utilization of the premises and of the facilities made available in the Guest House or any other matter related with these services the decision of the owner(WBSETCL) or his authorized representative will be final and binding.
2. The Contractor/ Service Provider shall give vacant possession of the premises and return all furniture, fixtures, equipment, blankets and make goods losses/shortage of all such inventory items etc. in good condition after the contractual period is over, if the contract is terminated in mid-contractual period, handing over of the vacant possession of the premises and equipment etc. shall be effected within 4 days of the completion of the period of contract or termination of the contract. If the Contractor/ Service Provider fails to do so, the owner (WBSETCL) shall be free to take possession of the premises by opening lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from his pending bill(s) or security deposit, any amount which falls short as the replacement cost of the material/equipment, furniture etc. given to the Contractor/ Service Provider by the owner (WBSETCL).
3. The Contractor/ Service Provider shall not assign, sub-contract or sub-let the whole or any part of the work in any manner.

SERVICES FOR SPECIAL OCCASSIONS:

1. If at time during the existence of the contract the owner (WBSETCL) so desires to utilized the services of the Contractor/ Service Provider for any special occasion or otherwise, the Contractor/ Service Provider will arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of items already included in the tender).
2. Similarly, in case the owner desires to include any new items in the contract for catering or maintenance the same will be negotiated with the Contractor/ Service Provider. The final decision will rest with the owner (WBSETCL).

OBLIGATION ON PART OF THE CONTRACTOR/ SERVICE PROVIDER:

1.The Contractor/ Service Provider shall comply with Professional Tax Obligation towards the Workers deployed by them. Documentary proofs for the same shall be submitted to WBSETCL/Owner for verification. The Contractor/ Service Provider shall make necessary provision in the service charges.

2.The Contractor/ Service Provider shall use only Commercial Cylinders for cooking purpose. However, the use of Kerosene, firewood, coal, coke charcoal or fuel of any other kind is strictly prohibited.

3.**The Contractor/ Service Provider will be responsible for the collection of room charges from the guests and deposit the same with WBSETCL on fortnightly basis along with written account for verification.**

4.As prescribed in the tender the Contractor/ Service Provider shall be liable to arrange the articles required for preparation of food stuff on his own and shall collect the necessary applicable charges from the guest directly.

5.The Contractor/ Service Provider shall comply with the municipal and other regulations, rules and bye-laws relating to the preparation and sale of goods stuffs, drinks and refreshments and shall obtain the necessary license and permits in his own name and at his own expenses, if required. The Contractor/ Service Provider shall store food stuff and other articles in a hygienic manner in proper allocated space.

6.The Contractor/ Service Provider shall be liable for unauthorized entry and unlawful activities in guest house. No unauthorized persons under any circumstances should be allowed to enter into the Guest House premises. The Contractor/ Service Provider shall be liable for any trespass or unauthorized entry.

7.The guest house shall be for the exclusive use of Officers of WBSETCL and its guests and not for outsiders and shall be under the overall supervision, direction and control of WBSETCL and its authorized representatives.

8.The Contractor/ Service Provider shall ensure timely remittance of PF contribution to the RPFC, both Employer's (i.e, payable by himself) and employee's contribution (i.e; payable by his workmen) and furnish proof thereof to WBSETCL. This is

applicable for the workmen employed for single day also. Copy of PF deposit challan along with wage-sheet (amount will be verifiable to attendance register maintained by the Contractor/ Service Provider), admin charge, inspection charge towards EDLI etc. will be submitted by the Contractor/ Service Provider along with the bill.

9.The Contractor/ Service Provider shall strictly comply with the provision of Employees State Insurance Act. The Contractor/ Service Provider shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The Contractor/ Service Provider shall furnish along with each running bill, the challan/receipt for the payment towards ESI for the preceding month (s).

WORK ON EXIGENCIES

1. In case of exigencies, the Contractor/ Service Provider shall be required to arrange housekeeping job, pantry service etc. beyond the aforesaid normal indicated hours in the premises.
2. The Contractor/ Service Provider will authorize (in his absence) in writing his SUPERVISOR for Signing on documents and also deal with Management to avoid any delay in smooth functioning of awarded work. Refuse or deny to receive any verbal or written communication will come into the purview of breach of contract.
3. The Contractor/ Service Provider should inform in writing the names, addresses along with Photograph and such other relevant information pertaining to the workmen employed by them, to the Company at the commencement of the contract.
4. In case of any unrest amongst Contractor/ Service Provider's workers inside/outside of Guest House, the Contractor/ Service Provider himself should be make available at the site and resolve the issue.
5. The Contractor/ Service Provider has to submit the character & antecedent verification report from police within two months from the date of commencement of the contract and credentials related to particular job may also be produced for necessary verification by WBSETCL.
6. The Contractor/ Service Provider has to follow all safety rules for the protection of his labour against any fire, accident , injury, loss of life , and will provide protective clothing and personnel protective equipments to his workmen. The Contractor/ Service Provider shall be responsible for the safety & security of all workmen engaged by him. Contract shall observe the standards of cleanliness, decorum and general discipline laid down by WBSETCL or its officials.
7. WBSETCL shall recover all penalties /fines / overhead charges imposed on it, if incurred due to the negligence of the Contractor/ Service Provider in the execution of awarded work.

8. Termination of Contract: WBSETCL may terminate the contract or part thereof at anytime for any reason whatsoever by giving one month notice in written to the Contractor/ Service Provider.

Payment: 100% Payment to service provider for the performance of the order will be made by WBSETCL on monthly basis i.e. 1/24th of the total order value on prorate basis for two years, subject to submission of bills in triplicate and copy of challan as proof of deposition of EPF & ESI deductions for the previous month and wage sheet as proof of payment of Minimum Wages and Bonus i.r.o your engaged staff for this job. Due to non submission of documents related to payment of Minimum Wages, PF, ESI and Bonus, your monthly bill will not be processed and kept withheld.

For payment of GST, you have to raise tax invoice proof and submit the copy of payment of GST for the preceding month, if applicable.

Payment: 100% Payment to service provider for the performance of the order will be made by WBSETCL on monthly basis i.e. 1/24th of the total order value on prorate basis for two years, subject to submission of bills in triplicate and copy of challan as proof of deposition of EPF & ESI deductions for the previous month and wage sheet as proof of payment of Minimum Wages and Bonus i.r.o your engaged staff for this job. Due to non submission of documents related to payment of Minimum Wages, PF, ESI and Bonus, your monthly bill will not be processed and kept withheld.

For payment of GST, you have to raise tax invoice proof and submit the copy of payment of GST for the preceding month, if applicable.

APPENDIX-A		
C. CATERING **THE CONTRACTOR/ SERVICE PROVIDER SHALL SERVE THE FOLLOWING**		
1	Bed Tea/ Coffee on Ready-Made Basis.	
2	Tea/ Coffee to be served with Tea Bags, Coffee Sachets Sugar Cubes, Milk Sachets E.T.C.	
3	Breakfast.	
4	Lunch and Dinner.	
5	Special Food during Special Occasion like Meeting, seminar, visit of dignitaries, etc. as per advice of WBSETCL.	
6	Paper Napkins in each Breakfast/ Lunch/ Dinner.	
7	Tooth Prick Sticks of Good Quality.	
D. CATERING CHARGES: **THE CHARGES FOR BREAKFAST, DINNER AND LUNCH SHALL BE AS ESTIMATED BELOW**		
Sl. No	**DESCRIPTION OF ITEMS**	**RATE**
1	ONE TEA PER CUP [Two pieces of Biscuits (Branded) to be provided. Tea Leaves should be good quality Assam/ Darjeeling Tea]	Rs10.00/Cup
2	TEA IN POT (TWO CUPS) [Two pieces of Biscuits (Branded) to be provided. Tea Leaves should be good quality Assam/ Darjeeling Tea]	Rs 15.00/ 2 Cups
3	COFFEE	Rs15.00/ Cup
4	BREAKFAST [Four Pieces of Bread with Butter/ Jam with one boiled egg/ Cornflakes with Milk (300ml) and one Banana or Alu-paratha (2 pieces)/ Puri-sabji (5 pieces) , Pickle, Dahi]	Rs40.00/ Plate
5	LUNCH/ DINNER [Rice, Roti, Two Plate seasonal Vegetables, Dal, Papad, Pickle, Dahi& Salads]	Rs 60.00/ Plate
6	FISH [Rohu/Katla]One plate (100 gms/ One Piece)	Rs 35.00/ Plate
7	CHICKEN CURRY WITH POTATO (200gms)	Rs50.00/ Plate
8	MUTTON CURRY WITH POTATO(150gms)	Rs100.00/ Plate
9	EGG CURRY WITH POTATO (2 EGGS) –1 PLATE	Rs25.00/ Plate
10	EGG BOILED/ OMELET – 2 PIECE	Rs 18.00/ Plate
11	VEGETABLE/ONION PAKORA-1PLATE (6 PIECES), FINGER CHIPS- 1 PLATE	Rs 30.00/Plate

12	CHICKEN PAKORA- 1PLATE(6 PIECES BONELESS)	Rs 60.00/Plate
13	HAKKA/GRAVY VEG NOODLES	Rs 30.00/Plate
14	COLD DRINKS/ MINERAL WATERS	MRP PRICE PLUS Rs 2.00/ Bottle
15	SALAD (With Cucumber, Onion, Tomato) [Standard Plate]	Rs. 30/ Plate
16	CURD (Sweet/Sour) [Small Bowl]	Rs20/Bowl
E.	**SPECIAL MENU:**	
1	Contractor shall provide foodstuffs as per the requirement of WBSETCL on as-and-when required basis. The expenditure on account of the same shall be paid by the Occupants/Guests on chargeable basis as per the local prevailing market rate.	

APPENDIX-B

ITEMS TO BE PROCURED/SUPPLIED BY CONTRACTOR/SERVICE PROVIDER FOR COOKING OF FOOD

Sl.No.	Items	Quality/Brands
1	Milk-Toned/Full Cream	Mother dairy/Metro/ Amul Taaza
2	Butter/Cheese	Britania/Amul
3.	Condensed Milk	Milkmaid
4.	Ice Cream	Kwality Walls
5.	Atta	ITC /Shaktibhog
6.	Basmati Rice	Kohinoor, LalQuila or equivalent
7.	Sugar cube	Dauralla or equivalent
8.	Tea Bags	Taj Mahal or equivalent
9.	Coffee	Nescafe
10.	Corn Flaxes	Mohan Meakin, Champion
11.	Jam	Kissan or equivalent as approved.
12.	Pickle	Kissan / Mother'as approved.
13.	Refined Oil	Flora, Sunflower, Dhara
14.	Mustard Oil	Engine/Kalash/Elephant/ Fortune
15.	Tomato Sauce	Kissan, Maggi
16.	Chilli Sauce	National, Tims, Weikfield
17.	Soya Sauce	National, Sona
18.	Vinegar	Sona or any good brand
19.	Papad	Lijjat, Bhikaji
20.	Cooking Masalas	Everest, MDH
21.	TableSalt/Pepper	Catch
22.	Custard Powder	Brown & Polson, Weikfield
23.	Corn Flower	Brown &Polson,Weikfield
24.	Dhania, Chilli, Haldi, Jeera Powder	Agmark
25.	Jelly	Rex
26.	Sweet Corn	Rex
27.	Salt	Tata/Captain Cook
28.	Kaju, Kismis	Best Quality
29.	Laung, Dal Chini, ChotiElaichi& other spices	Best Quality
30.	Mineral Water	Bisleri,
31.	Pulses – Dal & Beans	Best Quality
32.	Fruits & Vegetables	Fresh and best quality
33.	Chicken	Broiler chicken clean and without skin.
34.	Mutton	Khasi weighing not exceeding 10 kg.
35.	Fish	Local Rohu/ Katla
36.	Indian Sweet	Standard best quality

APPENDIX-C

Sl. No.	Sanitary items	Brand
1	Room freshener spray bottle	Premium
2	Colin spray ml. bottle	Colin
3	Baygon spray ml. bottle	Baygon – insecticide
4	Hit spray bottle	Insecticide
5	Harpic bottle	Harpic
6	Phenol bottle	Bengal chemical/ Harpic/Sanifresh/Lizol /Doctor
7	Mosquito Repellant Refill	Goodnight/
8.	Odonil	Odonil
9.	Napthalene balls	Bengal chemical/ Doctor's
10.	Marble cleaner	Lizol
11	Shine duster	Approved brand
12	Yellow duster	Approved brand
13,	Toilet brush	Best quality
14	Moping duster	Best quality
15.	Phool broom	Best quality
16	Coconut broom	Best quality
17	Cob web removal broom	Best quality
18.	Detergent.	Surf/Tide/Wheel
19	VIM bar	
20.	LPG cylinder	Indane/HP/Bharat
21	Brasso (100ml)	

N.B: These above items are basic requirement for maintaining hygienic environment in the guest house. Any additional items required for such maintenance, the Contractor/ Service Provider shall liable to make necessary arrangement.

All visiting Officials shall be provided toiletries with toilet soap 15 gms. Medimix brand, Bath soap 50 gms- Lux brand, shampoo 5 ml. pouch sunsilk or as decided by Officer in charge. Any other items are to be provided to any special guests on the direction of Officer-In-Charge.

The Contractor/ Service Provider has to provide tissue paper roll with approved brand in each toilet and tissue papers in the rooms.

APPENDIX- D

FORMAT FOR CALCULATION OF PRICE VARIATION ON ACCOUNT OF REVISION OF MINIMUM WAGES

P0 =Original Contract Price Per month as per the LOA

=(Total Wages + Statutory Components + Fixed components +Service charge) at the time of award as per LOA Price Schedule

=(A0 + B0 + C0 +D0)

Where, A0=Total wages per month as per LOA

B0=EPF + EDLI + Administrative Charges + ESI/WCA + Bonus as per LOA.

C0= Fixed miscellaneous charges to be paid by WBSETCL as per LOA

D0= Service charge

P1 =Revised contract Price due to revision in minimum wages and/or statutory components.

=(A1 + B1+ C1 +D1)

Where, A1= Total wages per month as per revised minimum wages.

B1= EPF + EDLI + Administrative Charges + ESI/WCA + Bonus to be calculated as applicable on revised wages.

C1=. Fixed miscellaneous charges to be paid by WBSETCL as per LOA

D1= Service charge

Price variation amount payable (dP) = (P1-P0) per month.

G.S.T shall be payable extra as applicable.

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ANNEXURE

SECTION VI