

West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id - cscll@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/716 (2nd Call)

Dated: 03-11-2025



**TENDER BOOKLET
FOR
PROVIDING CARETAKER, HOUSEKEEPING AND CATERING
SERVICES AT VIP & NORMAL GUEST HOUSE AT LA BLOCK
SALT LAKE KOLKATA - 98, EETI HOSTEL NEWTOWN NEW TOWN
(FOR IB AND HOSTEL BOARDER) AND EETI KOLKATA TRAINING
FACILITY, KOL-135.**

Issued against

Press Tender Notification no: WBSEDCL/CSC/Guest House/716 (2nd Call)
E-Tender ID: 2025_WBSED_937593_1

Dated- 03-11-2025

**BY
COMMON SERVICE CELL**


Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091
CIN- U40109WB2007SGC113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

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Vidyut Bhavan

Telephone No. 033-2334-5828
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Extension No. 033-23197353/525
Email Id- esccell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/716 (2nd Rev.)

Dated: 03-11-2025

West Bengal State Electricity Distribution Company Limited, hereinafter referred to as WBSEDCL, a Govt. of West Bengal Enterprise, is responsible for distributing uninterrupted and quality Power in the State of West Bengal within the jurisdiction of WBSEDCL, with a consumer base of approximately 2.50 Cr.

WBSEDCL invites tenders through e-tendering process from the bonafide, experienced & resourceful Service Providers including Companies, having Corporate office within West Bengal / firms and/ or Sole Proprietorship, having principal place of business in West Bengal with sound financial capability and also having their own machineries for executing the job for providing services at Guest Houses and Training Centre of WBSEDCL comprising of **complete management of accommodation, housekeeping, caretaking, catering, cleaning, waste disposal, and guest hospitality services**, with a hotel-like standard and service etiquette for Two Years.

Estimated cost of Work: - Rs. 1,09,62,002 inclusive of 5% GST (approx.) Detailed terms & conditions, including detailed scope of work, may be had from the above office and also in the websites <https://wbttenders.gov.in> and www.wbasedcl.in

Name of the Work:	Providing Services at Guest Houses and Training Centre of WBSEDCL comprises of complete management of accommodation, housekeeping, caretaking, catering, cleaning, waste disposal, and guest hospitality services, with a hotel-like standard and service etiquette.
Estimated Cost:	Rs. 1,09,62,002.00 inclusive of 5% GST (approx.)
Amount of Bid Guarantee to be deposited:	Rs. 2,19,240.04 to be paid in Online Mode through Net Banking/NEFT/RTGS or in Offline Mode through Bank Guarantee only
Amount of Security deposit:	@10% of Contract Value in the form of BG.
Website for downloading the Enlistment Booklet, corrigendum and addendum:	www.wbasedcl.in and https://wbttenders.gov.in
Important Dates	Refer to ITB. 5.
Mode of submission of Earnest Money and Security Deposit:	Earnest Money should be deposited online i.e. Net-banking/RTGS/NEFT through the e-tendering portal. Security Deposit "The Security Deposit, amounting to 10% of the contract value, may be submitted in the form of a Demand Draft, Pay Order, Banker's Cheque, or Bank Guarantee (BG). The validity period of the Security Deposit must be 6 months beyond the expiry of the contract. Accordingly, the Security Deposit should remain valid for a total period of 2 years and 6 months from the date of issuance of the contract."
Submission of DD/PO/BC/BG:	DD/PO/BC/BG must be submitted in favour of " West Bengal State Electricity Distribution Co. Ltd. " payable at Kolkata issued from any Nationalized/Scheduled Bank.
Validity of Bid:	180 (One hundred eighty) days from the date of opening of the Techno Commercial Bid.

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Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/716 (2nd Call)

Dated: 03-11-2025

Salient Points of the NIT

- ❖ Nature of Job: Providing services at Guest Houses and Training Centre of WBSEDCL comprises of complete management of accommodation, housekeeping, caretaking, catering, cleaning, waste disposal, and guest hospitality services, with a hotel-like standard and service etiquette
- ❖ Bidders should fulfil the Eligibility Criteria as per ITB.2.1
- ❖ Payment of EMD to be made as per ITB.2.6 & ITB.14. Exemption of EMD is not allowed.
- ❖ Key Dates/ Critical Dates should be followed as per ITB.5
- ❖ Submission of Bids must be made as per ITB.16 with proper filling up of Annexures
- ❖ Rate to be quoted in accordance with ITB.17, Annexure- VII
- ❖ Evaluation of Bids will be made as per ITB.23
- ❖ It is mandatory to comply with the detailed Scope of Work as furnished in Section-II: Scope of Work (SW) and in Annexure
- ❖ General Terms & Conditions of the Contract have been mentioned under Section-IV: General Conditions of Contracts (GCC).


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NIT no. WBSEDCL/CSC/Guest House/ 716 (Ind. Cell)

Dated: 03-11-2025

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Dated: 03-11-2025

SECTION - I: INSTRUCTION TO THE BIDDER (ITB)

ITB.1 The Company shall mean the West Bengal State Electricity Distribution Company Limited, a Government Company incorporated under the Companies Act 1956, having its Registered Office at Vidyut Bhavan, Block-DJ, Sector-II, Bidhannagar, Kolkata-700091.

ITB.2 **Eligibility of Bidders:**

The following are the credentials for eligibility of Bidders.

ITB.2.1 Profile of the Agency

- i) Trade License
- ii) PAN Card
- iii) GST Registration Certificate with clear mention of Type of Registration along with current GST payment Certificate/ Documents related to Live GST and acknowledgement of GST Return for the last 2(two) years
- iv) The Bidder must have a valid license/ registration of ownership to operate caretaking and catering services.
- v) Registration with the Regional Labour Commissioner, valid license under the Contract Labour (R&A) Act, 1970.
- vi) The Bidder should have registration or license of the Food Safety and Standards Authority of India (FSSAI) for catering /canteen services in West Bengal or of the Central Government.
- vii) EPF Registration Certificate and Challan for last month.
- viii) E.S.I Registration Certificate and Challan for last month
- ix) Certificate of Incorporation/ Certificate of Commencement in case of Private/Public Limited Company registered under the Companies Act and Deed of Partnership in case of Partnership firm
- x) Professional tax registration certificate and current enrollment challan (if applicable)
- xi) Documents related to corporate office within West Bengal / firms and/ or Sole Proprietorship, having principal place of business in West Bengal, in the form of the above documents
- xii) The Bidding Firm/Company should have at least three years' experience in providing similar Guest House Operation and Maintenance Services to Government Institutions/Government Departments/Public Sector Undertakings/ Public Sector Banks/Public Sector Insurance Companies. A complete list of clients serviced during the last three years (year-wise) and a certificate from the Clients with respect to performance of the bidder shall be enclosed with the technical bid. **Note: Canteen Maintenance and Mess Maintenance experience will not be considered as Catering experience.**

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ITB 2.2 Financial and Workability status of the Agency

- xiii) Copy of IT Return for the last three Financial Years 2022-23, 2023-24 & 2024-25.
- xiv) Average Annual Turnover should be more than 36 lacs for the last 3 Financial Years i.e. 2022-23, 2023-24 & 2024-25. Audit Report for Companies Registered under Companies Act and for any other organisation, other than companies, Annual Accounts along with Profit & Loss A/c or copy of Form 3CB-3CD to be submitted duly certified by any Chartered Accountant with a valid UDIN.
- xv) A solvency certificate of any scheduled bank amounting to 30% of the estimated cost is required to be submitted by the bidder.
- xvi) The Agencies should not have been Blacklisted/ Holiday listed from any Govt. organization across India in the last three calendar years. An affidavit on Non-Judicial Stamp Paper in this regard shall be provided by the authorized signatory of the Agency. During the contract period, if the undertaking submitted by the vendor is found to be false, the order issued on the vendor shall be terminated with the forfeiture of the EMD/ Security Deposit.

ITB 2.3 Credential of the Agency

Documents in support of credentials:

During the last five years ending on the last date of submission of the bid, the bidder should have successfully completed-

- (a) 03 (Three) similar contract costing not less than the amount equal to 20% of the estimated cost of this tender,
Or
- (b) 02 (Two) similar contract costing not less than the amount equal to 30% of the estimated cost of this tender in
Or
- (c) 01 (One) similar contract costing not less than the amount equal to 50% of the estimated cost of this tender.

A copy of the Order and Job Completion/ Satisfactory Performance Certificate has to be attached.

ITB 2.5 Other requirements related to this Tendering Process

- xvii) Filled up Annexure-I, II, III, IV, VIII, IX & X and Acknowledgement of the Terms and conditions of the NIT by signing on every page of the NIT and Corrigendum/ Modifications (if issued).

(Originals may have to be produced for verification, if required)


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Dated: 03-11-2025

ITB.2.6. Bid Guarantee/ Earnest Money Deposit (EMD) of Rs. 2,19,240.04/- (Rupees Two Lakhs Nineteen Thousand Two Hundred Forty and Four paise only) should be deposited through online mode i.e. Net-banking/RTGS/NEFT through e-tendering website. Earnest Money deposited in any other form will not be accepted. **Details of the online transaction should be mentioned properly in the prescribed format in the Application form.** At the time of opening Technical Bid, if any dispute found in application of a participant and subsequently the application declared as disqualified, the EMD will be refunded to the participant by online mode in e-tendering website automatically through an automated process by NIC portal on receipt of updated status of any bid (in case of EMD submitted online) or by WBSEDCL in due course (in case of submitted in form of Bank Guarantee). The validity should be of 6 months from tender submission, with a claim period of another 3 months.

**** If the offer is submitted without or with inadequate Earnest Money or with improper representation, the bid will not be opened. In case of an incomplete offer, the tender will be liable for rejection and Earnest Money Deposit may be forfeited.**

ITB.3 Responsibility of Bidders:

ITB.3.1. It shall be the sole responsibility of Bidders to determine and satisfy themselves by such means as they consider necessary or desirable for all matters pertaining to this contract, including, in particular, all factors that may affect the cost, duration and execution of the work.

ITB.3.2. It must be understood and agreed that such factors have properly been investigated and considered while submitting the bid. Any claim, whatsoever, including those for financial adjustments to the contract, once awarded under these documents, will not be entertained. Neither any change in time schedule of the contract nor any financial adjustments, arising thereof, shall be permitted which are based on the lack of such clear information of its effect.

ITB.3.3 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding Documents, including required data for quotation in the specific BOQ. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid and forfeiture of EMD.

ITB.3.4 Formation of Cartel & other penal measures: - Any evidence of unfair trade practices.

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NIT no. WBSEDCL/CSC/Guest House/ 716 (Grand Canal)

Dated: 03-11-2025

including overcharging, price fixing, cartelization etc., as defined in various statutes, will automatically disqualify the parties. Penal measures as deemed fit would be imposed on such tenderer. At any stage during scrutiny, if it is found that the credential or any other papers which the Bidder uploaded during Bidding process, found incorrect / manufactured/fabricated, that bid will be considered as nonresponsive and accordingly be outright rejected with forfeiture of Earnest Money and action will be taken as per stipulation of IT Rules in force.

ITB.3.5 The bid shall include all the information as per the bid document and rate to be quoted in the specific columns of the BOQ as per instructions in the NIT.

ITB.3.6 The bidder shall have to bear all the costs associated with the preparation and submission of the bid, and the WBSEDCL shall in no way be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

ITB.3.7 Correctness and sufficiency of rates quoted in the tender: - The bidder shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for work 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 etc. necessary for the proper completion of the work. Rates should be quoted as per instruction in the NIT. Total Amount with Taxes as mentioned in the BOQ should comprise of all charges inclusive of GST (if applicable).

ITB.4 General Guideline for e-Tendering:

Instruction/Guidelines for electronic submission of the tender have been mentioned below for assisting the bidders to participate in e-Tendering.

ITB.4.1 Intending Bidders desirous in participating in the tender are to log on to the website <http://wbtenders.gov.in> for the tender, can be searched by typing in the search box of the website & will have to be enrolled & registered with the e-Procurement system.

ITB.4.2 Bidders willing to take part in the process of e-tendering are required to obtain Digital Signature Certificate (DSC) in the name of person who will sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt of India (viz. n Code Solution, Safescrypt, e-Mudhra). DSC is given as a USB e-Token. After obtaining the Class 2 or Class 3 Digital Signature Certificate (DSC) from the approved Certifying Authority they are required to register the fact of possessing the Digital Signature Certificates through the registration system available in the website.

ITB.4.3 Tenders are to be submitted online and intending bidders are to download the tender documents from the website stated above, directly with the help of the e-Token provided.

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Dated: 03-11-2025

This is the only mode of collection of tender documents. Details of submission procedure are given in "Instructions to Bidders".

ITB.5

Key Dates:

Schedule of Dates for e-Tendering:

	Activity	Date & Time
1	Publishing Date	10-11-2025 at 12:00 PM
2	Document Download start date	10-11-2025 at 12:00 PM
3	Seek Clarification start date	10-11-2025 at 12:00 PM
4	Inspection of Sites	14-11-2025 at 12:00 PM
5	Seek Clarification end date	19-11-2025 at 03:00 PM
6	Date of Pre-bid Discussion in the Presence of the bidder's representative	20-11-2025 at 12:00 PM
7	Bid submission start date	21-11-2025 at 12:00 PM
8	Bid submission end date	02-12-2025 at 12:00 PM
9	Technical Bid opening date	04-12-2025 at 03:00 PM
10	Financial Bid opening date	The date & time will be intimated after evaluation of the Technical Proposal

N.B: If any "Strike" or "Holiday" or "LOCKDOWN" falls on any of the scheduled dates, then the next working day (between the mentioned working hours) shall be considered as the scheduled date and schedule time.

ITB.6

Inspection of Sites:

If required, actual information related to the job may be gathered by the bidder from the sites and Common Service Cell and should obtain all necessary information that may be necessary for preparing the bid.

ITB.7

Clarification of Bidding Documents:

If there be any discrepancy or obscurity in the meaning of any clause of the bid document, such queries must be sent to the Additional General Manager (HR&A), Common Service Cell in written/ online as per schedule indicated in the "Key Dates Clause". Such query received from vendors prior to pre-bid discussion shall only be discussed in the pre-bid discussion. If any changes are decided in pre-bid meeting the same will be uploaded in the websites www.wbasedcl.in and <http://wbttenders.gov.in> and no other communication shall be made afterwards on the issues discussed in the pre bid meeting. The clarification given in pre-bid discussion shall be final and binding on the bidder.

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Dated: 03-11-2025

ITB.8 Pre-Bid Discussion:

ITB.8.1 Pre-bid discussion will be held as per schedule indicated in "Key Dates Clause" above to clarify the queries, if any, from the vendors in respect of tender. Vendors may participate (maximum two persons from each vendor) in the said meeting for any such clarification. In case of any doubts/clarification on Technical specifications, terms & conditions of the tender, the bidder can consult in pre-bid discussion before submitting the bid. Tit-bit change in specification, terms and conditions may be carried out in the Pre-bid discussion. (Participants should produce proper authorisation letter in the letterhead of the organisation.)

ITB.8.2 Non-attendance at the pre-bid discussion will not be a cause for disqualification of the bidder.

ITB.9 Amendment / Addenda of Bidding Documents:

At any time, prior to the deadline of submission of Bid, WBSEDCL may, for any reason, modify the Bidding Documents by issuing Addenda / Amendments/ Corrigendum and the same will be uploaded in the website (<http://wbtennders.gov.in>) and www.wbasedcl.in only in due time i.e. not later than 5 (five) days prior to the deadline for submission of bids. Such addenda/corrigenda shall be binding on the bidders and shall have to be submitted as an integral part of the bid. In order to afford prospective bidders reasonable time to take the addenda/corrigenda into account while preparing their bids, WBSEDCL may, at its discretion, extend the deadline for bid submission. WBSEDCL shall not have any obligation to inform the vendor through any other mode of communication.

ITB.10 No Deviation Tender: -

This is a no-deviation tender and no deviation proposal from the bidders shall be allowed. Bids shall be submitted strictly on the basis of the specification and terms & conditions of the instant bid document. Conditional/incomplete tenders shall be summarily rejected.

ITB.11 Language of the Bid:

The bid so prepared by the bidder and all other correspondences and documents relating to the bid, exchanged by the bidder, shall be written in British English only.

ITB.12 Period of validity of Bid:


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The bid shall remain valid for acceptance up to 180 (One hundred eighty) days from the date of opening of the Techno-Commercial bid of the tender. Vendors may be requested to extend the Validity of their bid beyond 180 (One hundred eighty) days if required, without any change in their offer. A bidder may refuse such a request without forfeiting his bid security. Bidders agreeing to such a 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 the relevant clause regarding discharge and forfeiture of bid security shall continue to apply during the extended period of bid validity.

ITB.13 Acceptance of tender:

- Bidders shall ensure that all the pre-requisites as mentioned in the Tender notice are duly fulfilled by them, and if there is any dispute regarding non-submission of any document/lapsed documents, WBSEDCL reserves the right to cancel that bid unilaterally without assigning any reason. Bidders may be informed accordingly.
- The Technical Bid of a bidder will only be considered for evaluation if the requisite fee is found acceptable by WBSEDCL. Earnest Money Deposit, which is determined to be not substantially responsive to the requirements of the bidding document, may lead to rejection. The decision of WBSEDCL will be final and absolute/binding in this respect.
- The Price Bid of a bidder will only be considered for evaluation if their Techno-commercial Bid is found acceptable by WBSEDCL. Bids, which are determined to be not substantially responsive to the requirements of the bidding document, may lead to rejection. The decision of WBSEDCL will be final and absolute/binding in this respect.
- Price Bid of a bidder will only be considered if the rate is quoted as per the instructions of the NIT in the specific columns of the BOQ. Non-quotation of rates as per instruction may lead to rejection of the bid. The decision of WBSEDCL will be final and absolute/binding in this respect.
- Conditional/incomplete tenders will not be accepted under any circumstances.
- The bidder may be required to arrange a demonstration/presentation of the products offered. Submission of Bidding Documents will not be construed to mean that such bidder is automatically considered qualified.
- Tenders submitted after the expiry of the scheduled date and time shall not be considered.
- The Bidding Documents are not transferable, and the cost of the same is not refundable under any circumstances.
- Any extraneous conditions will be treated as non-responsive.
- The Bids must be submitted in the prescribed proforma only.
- The bidder should examine carefully all instructions, schedules, terms & conditions, annexure, specifications and drawings of the bidding document before submission of the Bid.
- Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of their bid.


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NIT no. WBSEDCL/CSC/Guest House/ 716 (And Cat)
ITB.14 Bid Guarantee/ Earnest Money Deposit:

Dated: 03-11-2025

ITB.14.1 All bids must be accompanied by "Bid Guarantee/ Earnest Money Deposit". The bid shall be considered nonresponsive if the Bid Guarantee is not submitted along with the bid.

ITB.14.2 BID GUARANTEE/EMD should be deposited in online mode through Net-banking/RTGS/NEFT through e-tendering website only. Earnest Money deposited in any other form will not be accepted. **Details of online transaction should be mentioned properly in the prescribed format in the Application form.**

ITB.14.3 Please note that without submission of Earnest Money or inadequate submission of Earnest Money or Earnest Money deposited through other than the prescribed mode, results in non-opening of Technical Bid and subsequently disqualification from the tendering process. At the time of opening of Technical Bid, if any discrepancy found in application of a participant and subsequently the application declared as disqualified, the EMD will be refunded to the participant through online mode using e-tendering website through an automated process by NIC portal on receipt of updated status of any bid for EMD submitted in online mode.

ITB.14.4 Procedures for Payment of EMD:

- a. A bidder desirous of taking part in a tender invited by the offices of WBSEDCL shall log in to the e-Procurement portal of the Government of West Bengal <https://wbttenders.gov.in> using their login ID and password.
- b. The bidder shall select the tender to bid and initiate payment of EMD. The following payment options are available for paying the EMD amount through the online mode:
 - i. **Net-banking** through Payment Gateway.
 - ii. **RTGS/NEFT Payment:** On selection of RTGS/ NEFT as the payment mode, the e-Procurement portal will show a pre-filled challan having the details to process the RTGS/NEFT transaction. The bidder will print the challan and use the pre-filled information to make RTGS/NEFT payment using their bank account. Once the payment is made, the bidder will come back to the e-procurement portal to continue the bidding process after expiry of a reasonable time to enable the RTGS/NEFT process to be completed.


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c. General Instruction for Online Payment:

- The bidder will have to mandatorily pay through the Net-banking facility once Net Net-banking mode is opted for payment.
- Status of NEFT/RTGS payment through Challan for a bid may take time for bank settlement, which is updated within 24 hours. (approx.). As such, bidders opting to pay through NEFT/RTGS mode shall make payment well before 24 Hrs to avoid any complications.
- In case the actual EMD amount as per NIT is more than the one shown in the E-tender Portal, bidders will have to opt for NEFT/RTGS mode (challan mode). In that case, the total actual EMD amount is to be paid only through NEFT/RTGS mode (challan mode).
- The bank account used for payment of EMD by the bidders shall be kept operative until the completion of the tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

ITB.14.5 Refund/ Settlement of EMD Amount:

- For unsuccessful bidders, the EMD amount submitted against the tender shall be refunded automatically, through an automated process, by the NIC portal on receipt of the updated status of any bid.
- For successful bid(s), EMD will be refunded by WBSEDCL authority after completion of the tendering process and following due procedures.
- The bank account used for payment of EMD by the bidders shall be kept operative until the completion of the tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.
- For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz, 033-40267512/ 13, since the payment gateway facility used by the E-tender portal is maintained by ICICI.

ITB.14.6 Successful bidder(s) shall have to mandatorily create a vendor ID through WBSEDCL Web Portal Vendor Corner, if not created earlier. The 'Bid Guarantee' of the successful Bidder/ Bidders will be returned after acceptance of the Performance Guarantee submitted by the successful bidder as per the **Performance Guarantee Clause** of the bid document.

ITB.14.7 Exemption of EMD is not allowed. No interest shall be payable on the above Bid Guarantee.

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ITB.14.8 EMD/ Bid Guarantee shall be forfeited if

- The Bidder modifies/withdraws the Bid after Bid opening and during the period of Bid Validity or any extension thereon, and/or,
- The bidder has been found to have practised corrupt or fraudulent or collusive, or coercive practices during the bidding process and/or,
- The bidder has been found guilty of forming of Cartel.
- The successful bidder fails to sign the Contract Agreement within the stipulated period and/or,
- The successful bidder fails within the specified time limit to submit the Contract performance/Performance security.
- The successful bidder fails to submit an unconditional Acceptance of LOA within the specified time limit.

ITB.15. Mandatory Condition: The bidder shall provide satisfactory and acceptable documentary evidence to establish that he/she/it has the requisite credentials, capability and experience to handle the contract and meet the requirements of all the Mandatory Conditions indicated in the NIT.

ITB.16. Submission of Bid: Bids shall be submitted as under

ITB.16.1 Tenders are to be submitted online through the website <https://wbtenders.gov.in>. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. Tenderers are required to upload all the tender documents along with the other documents, as asked for, in the tender, through the above website within the stipulated date and time as given in the Tender. Tenders are to be submitted in **two folders** -

- EMD & Technical Proposal-** The tenderer shall carefully go through the documents and prepare the required documents and upload the same in scanned form in Portable Document Format (PDF) to the portal in the designated locations of Technical Bid.
- Financial Proposal-** Rate to be quoted in the specific BOQ and as per instructions mentioned in the NIT. - The tenderer shall carefully go through the instructions mentioned in the NIT before quoting rates.


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ITB.16.2 The bidder needs to download the Forms / Annexures, fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid.

ITB.16.3 The documents uploaded shall be virus-scanned and digitally signed using the Digital Signature Certificate (DSC). Tenderers should take note of all the addendum/corrigendum related to the tender and upload the latest documents as part of the tender.

ITB.16.4 Fee:

EMD: As per ITB 2.6 & 14

ITB.16.5 Technical Proposal:

The Technical Proposal shall contain scanned copies and/or declarations in the following standardised formats in the following covers (folders).

- i) Profile of the Agency: As per ITB., 2.1**
- ii) Financial and Workability status of the Agency: As per ITB., 2.2**
- iii) Quality Measures for Manufacturing Unit: As per ITB 2.3**
- iv) Credential of the Agency: As per ITB 2.4**
- v) Other requirements & Annexure: As per ITB 2.5**

ITB.16.6 Financial Proposal:

The financial proposal should contain the following documents in one cover (folder) named as Financial Proposal Folder. The BOQ format and procedure of quoting is attached as pro-forma at **Annexure-VII** for reference.

The tenderer shall carefully go through the instruction mentioned in the NIT before quoting rates.

ITB.16.7 Bill of Quantities (BOQ) :

The bidder is to quote the Price online through the computer in the space marked for quoting Price in the BOQ.


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ITB.16.8 Manual bids shall not be accepted.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in such an event.

ITB.16.9 Multiple Bids:

Not more than one tender shall be submitted by one contractor or contractors having a business relationship. Under no circumstances bidders having relations with other bidders like father and his son(s) or other close relations who have a business relationship with one another (i.e. when one or more partner(s)/director(s) are common) will be allowed to participate in the tender for the same contract as separate competitors. A breach of this condition will render the bids of both parties liable to rejection.

ITB.17 Price:

ITB.17.1

As the L1 bidders will be evaluated as per overall rates, inclusive of GST, it is mandatory to quote all the Basic Rates and GST (if applicable) separately. Non-quoting of any rates as per instruction would make the bid non-responsive.

ITB.17.2 Basic Rate: The Basic Rate should be quoted as cost of each type as mentioned in NIT and BOQ, including all the levies/duties/cess/freight & all other incidental charges as per statute, only excluding GST (if applicable) in the **Basic Rate** column of BOQ (excel cell column reference no. M).

ITB.17.3 Applicable GST: Only Applicable GST, if any, should be mentioned (in percentage form) separately in the **GST** column of BOQ (Excel cell column reference no N). Process for quoting of GST based on the **Type of Registration of GST** of the vendors should be as follows-

- a) **Regular:** It is mandatory not to quote GST in percentage form in the **GST** column of the BOQ for all the items. The overall rate will be calculated on the basis of the Basic rate plus applicable GST.

ITB.17.4 If these details are not indicated properly, the price bid may not be considered and subsequently the bid may be rejected.

ITB.17.5 Overall lowest rate will be evaluated on the basis of total evaluated rates for all types considering the total basic price plus GST, if applicable as per ITB.17.3. No deviation of rate, if any, may be considered except in the event of any new taxes/levies coming into force due to Govt. legislation/ notification or by any Statutory body, the same will become applicable to the concerned party from the effective date, subject to approval of the competent authority of WBSEDCL. **No advance payment will be**

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made under any circumstances.

- ITB.17.6** The quoted price should be firm. There will be no price variation during the pendency of the contract period or thereafter. Bidders are in no way allowed to get any escalation of price against the contract. Price indicated in the schedule of prices deemed to include all the levies/duties/cess & all other incidentals payable as per statute.
- ITB.17.7** The bidder's quoted rate shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in executing, completing and handing over the work to WBSEDCL by the contractor. **The bidders should quote the rates as per instructions provided at ITB 17.1, 17.2 & 17.3 and should check the TOTAL AMOUNT with Taxes and Quoted Rate in Words as stated in BOQ should be inclusive of all charges (including GST).**
- ITB.17.8** No exemption or reduction of duties & taxes will be granted. All such expenses shall be deemed to be included in and covered in the contractor's quoted rate. The bidder shall also obtain and pay for all permits or other privileges necessary to complete the work.
- ITB.17.9 ABNORMAL RATES:** The bidder is expected to quote a rate after careful analysis of the cost involved, considering all specifications and conditions of the contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand.
- ITB.17.10 SUBMISSION OF DISCOUNT LETTER:** Any separately submitted discount letter on the financial price shall not be considered by WBSEDCL and shall be a ground for disqualification. Evaluation of the financial bid shall be considered only on the quoted price in the financial bid submitted by the bidders.

ITB.18 Taxes, Duties and other levies:

- ITB.18.1** The bidder shall be solely responsible for the taxes that may be levied on the vendor's persons or on earnings of any of his employees and shall hold the WBSEDCL indemnified and harmless against any claims that may be made against the WBSEDCL. The Company shall not take any responsibility whatsoever regarding taxes under the Income Tax Act for


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the contractor or his personnel.

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ITB.18.2 Quoted rate shall be inclusive of all the taxes & duties that shall be payable over & above the contracted rate on submission of documentary evidence, as per applicable rules & procedure. Only GST (if applicable) is to be paid as extra over the basic price as per the quoted rate in the BOQ.

ITB.19 Submission of original copies of documents of Bid Security Deposit:

Place of submission: Aforesaid original copies of BG if opted towards deposition of Bid security along with other documents (if required) shall be submitted in the following office:

Office of the
Additional General Manager (HR&A)
Corp. Common Service Cell,
West Bengal State Electricity Distribution Company Limited,
8th Floor, B-Block of Vidyut Bhavan,
Block-DJ, Sector-II, Bidhannagar, Kolkata - 700091.

ITB.20 No price preference or exemption of fees (EMD) will be allowed to any tenderer based on the size of the industry or its geographic location. Co-operative Society will not be considered with a separate status.

ITB.21 Bid Withdrawal/Modification:

The bidder may modify or withdraw their bid after submission only within the deadline of bid submission, if the same is permitted in the e-tendering portal. Modification/withdrawal of bid by any bidder after the expiry of the deadline for bid submission shall result in forfeiture of their earnest money.

ITB.22 Late Submission of Bid:

Bidder shall take all possible measures to submit the bid within the scheduled date & time at the specified location prescribed in the bidding document. Late submission of a bid for whatever reason shall not be accepted.

ITB.23 Opening and evaluation of tender:

ITB.23.1. Opening of technical proposal:


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Technical proposals will be opened by the Tender Inviting Authority or their authorised representative electronically from the website stated above, using their Digital Signature Certificate.

ITB.23.1.1 Technical proposals for those tenderers whose EMD, as mentioned at ITB.2.6&14 have been received will only be evaluated. Proposals corresponding to which Bid Security/EMD has not been received will not be opened and will stand rejected.

ITB.23.1.2 All bids found to be responsive as regards Clause **ITB.2 & ITB.16** will be examined in respect of "Mandatory Condition" & other qualifying requirements as detailed in the bid document. Bids which do not satisfy the "Mandatory Condition" and qualifying requirements will not be considered for further evaluation.

ITB.23.1.3 The Technical evaluation of the tender will be done based on the uploaded relevant documents as per the list specified in the NIT. If the information furnished by the bidder in an objective manner is not confirmed by the uploaded documents, then the bidder may be outrightly rejected for the price bid opening.

ITB.23.1.4 Techno-Commercial Evaluation: Only those techno-commercial bids, qualifying the requirements of previous clauses **ITB.23.1.1 to ITB.23.1.3**, will be opened. Decrypted (transformed into readable formats) documents in the folder will be downloaded for the purpose of evaluation. These bids will be examined and assessed for the techno-commercial, performance and management capability of the bidder.

ITB.23.1.5 The bidder shall not take any commercial deviation from the stipulation of the Bid document. If the bidder takes any commercial deviation, their Bid may be liable for rejection.

ITB.23.1.6 The bidder may be required to arrange a demonstration/presentation of the papers offered. Participants should produce a proper authorisation letter on the letterhead of the organisation

ITB.23.1.7 The summary list of bidders, whose bids will be found techno-commercially eligible, will be uploaded to the web portals. The date of opening of the financial bid will be intimated to the techno-commercially qualified tenderers only.

ITB.23.2. Opening of financial proposal (Price Bids).

ITB.23.2.1 Financial bids for those tenderers whose technical bids, as mentioned at ITB.23.1, have


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been found responsive will only be opened. Financial proposals corresponding to Technical proposals have been found non-responsive, will not be opened and will stand rejected.

ITB.23.2.1 Financial proposals submitted by the tenderers in the prescribed **BOQ** and declared techno-commercially eligible will be opened electronically by the Tender Inviting Authority from the web portal stated above on the prescribed date.

ITB.23.2.2 No deviation in any form in the price-bid sheet is acceptable.

ITB.23.2.3 The encrypted copies will be decrypted, and the rates will be read out to the bidders remaining present at that time.

ITB.23.2.4 After opening of the financial proposal, the preliminary summary result containing inter alia, the name of bidders and the rates quoted by them will be uploaded. The Tender Accepting Authority may ask any of the tenderers to submit an analysis of their quoted rate.

ITB.23.2.5 For any discrepancy in the number of figures and words, the quoted amount in the figure will prevail.

ITB.23.3. Evaluation and Comparison of Bids (Price bids)

The L1 bidder will be evaluated as per the total rate for all types. All vendors are requested to quote for the items (Basic Rate & GST, if applicable) as per the instructions in the NIT. The lowest rate will be evaluated on the basis of the total evaluated rate for all types, i.e. Basic Rate plus applicable GST. GST rates may be verified from the Indirect Tax Cell of WBSEDCL, and a financial evaluation will be made on the actual GST rate. No variation of rate, if any, may be considered except in the event of any new taxes/ levies coming into force due to the Government. legislation/ notification or by any of the Statutory bodies, the same will become applicable to the concerned party from the effective date, subject to approval of the competent authority of WBSEDCL. The price bids may be scrutinized offline, and the 'Price Evaluation Summary' showing the relative bid position shall be uploaded in the web portal in due course. Non-quotation of the price bid as per instruction at ITB 17 would make the bid non-responsive. However, in case of any discrepancy of quoted rate in BOQ and also in comparison of the statement, WBSEDCL may ask the bidder for clarification of the quoted rates in BOQ. The decision of WBSEDCL will be final in this regard for acceptance/ rejection of the bid.

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ITB.23.4 During evaluation of the bids, the purchaser may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in price or substance of the bid shall be sought, offered or permitted

ITB.24. CORRECTION OF ARITHMETIC ERRORS:

Provided that the bid is substantially responsive, the competent Procurement Committee shall correct arithmetical errors on the following basis: -

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail, subject to points (i) and (ii) above.

ITB.25 Issue of Letter of Award (LOA):

WBSEDCL will award the contract(s) to the successful bidder(s) whose bid(s) have been determined to be substantially responsive and have been determined the lowest evaluated bid for specific items i.e L1 bidder(s), provided further that the bidder(s) are determined to be qualified to perform the contract(s) satisfactorily. WBSEDCL shall be the sole judge in this regard.

ITB.26 At any stage during scrutiny, if it is found that the credential or any other papers which the Bidder uploaded during Bidding process is/are found incorrect/manufactured/fabricated, that bid will be considered a nonresponsive and will be outright rejected with forfeiture of Earnest Money and action will be taken as per stipulation of IT Rules in force.

ITB.27 Right to reject Bids:

WBSEDCL reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of Contract, without thereby incurring any liability to the

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affected bidder or bidders or any obligation to inform the affected bidder or bidders of the reason for such action.

ITB.28 Settlement of Disputes: In case of any dispute arising out of the tendering procedure/ contract, the same shall normally be settled through a meeting between the contracting parties at the appropriate level to the extent possible on receipt of written representation by the contractor. Any dispute arising out of or in connection with the contract shall, to the extent possible, be settled amicably between the parties. For any disputes or differences, if not resolved amicably, the competent Civil Court or the Hon'ble High Court at Calcutta may be approached by either party for adjudication.

ITB.29 Communication:

The successful vendor, for communicating with, for this job may use the following modes:
Telephone – (033) 2319-7353, 2319-7525
e-mail: cscell@wbasedcl.in

ITB.30 Representative of Vendor:

ITB.31.1. The successful vendor is required to nominate one officer exclusively for this project from commencement to completion as a Nodal Officer to be stationed at Kolkata, with whom WBSEDCL will contact on all matters related to this order.

ITB.31.2 The vendor has to specifically furnish to WBSEDCL the name, designation, Telephone no, including mobile no, email address of such person.

ITB.31.3 The Controlling Officer reserves the right to ask the contractor to remove any of the contractor's workmen and replace with suitable substitute(s). The contractor shall also provide photo-identity cards to his workmen at his cost and full responsibility of the employees engaged for this job will be borne by the vendor.

ITB.31 Rights of the Owner/ WBSEDCL:

To take care of unexpected circumstances, WBSEDCL shall reserve the right to the following:

ITB.31.1 Extend the closing date for submission of the bid proposals.

ITB.31.2 Amend the bidding requirements at any time prior to the closing date, with the amendment being notified to prospective bidders.

ITB.31.3 Allow a bidder to change its Technical proposal if the same opportunity is given to all bidders.

ITB.31.4 To accept and/or reject any bid (not necessarily the lowest), without assigning any

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reason and accept a bid for all or anyone or more of the stores for which a bid has been invited.

ITB.31.5 WBSEDCL reserves the right to accept or reject the bid, wholly or partly, or to split the work into parts and to add/delete any of the items, without assigning any reason whatsoever.

ITB.31.6 WBSEDCL reserves the right to go to a divisible contract/order, if necessary

ITB.31.7 WBSEDCL reserves the right to terminate or abandon the bidding procedure or the entire project, whether before or after the receipt of bid proposals, at any time before placement of LOA, without giving any clarification or justification to anybody.

ITB.31.8 Seek the advice of external consultants to assist WBSEDCL in the evaluation or review of proposals

ITB.31.9 Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposal.

ITB.31.10 Reproduce for the purposes of the procedure the whole or any portion of the proposal, despite any copyright or other intellectual property right that may subsist in the proposal.

ITB.31.11 There shall be no negotiations in general. Even in exceptional circumstances, negotiations may be carried out only with the lowest evaluated responsive bidder on a mutual agreement basis between both the parties.

ITB.31.12 WBSEDCL, who do not bind itself to accept the lowest tender, 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 contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders the reason for WBSEDCL's action.

ITB.32 SIGNATURE OF BIDDER:

ITB.32.1 The bid must contain the name, address and place of business of the person or persons making the bid and must be signed and sealed by the Bidder under his usual signature. The name(s) of all the persons signing should also be typed or printed below the signature.

ITB.32.2 Bid by a partnership must be furnished with full names of all partners and be signed with the partnership firm name, followed by the signature (s) and designation (s) of the authorised partner (s) or other authorised representative (s).

ITB.32.3 Bids by corporation/ company must be signed with the legal name of the corporation/ company by the President, Managing Director or by the Secretary or other person or persons authorised to bid on behalf of such corporation/company in the matter.

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CIN- U40109WB200756C113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbsecl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (Grand Call)

Dated: 03-11-2025

ITB.32.4 A bid by a person who affixes to his signature the word 'President', 'Managing Director', 'Secretary', 'Agent' or other designation without disclosing his principal will be liable to be summarily rejected. Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with the bid.

ITB.32.5 The Bidder's name stated on the proposal shall be the exact legal name of the firm.

ITB.32.6 To be qualified for evaluation and finalization of the contract, Bidder/ Bidders shall submit a written power of attorney, authorising the signatory of the Bid to act on behalf of the Bidder.

ITB.32.7 Erasures or other changes in the bid documents shall bear the initials of the person signing the bid. Bids not conforming to the above requirements of signing shall be disqualified.

ITB.32.8. Change of Nomenclature or Corporate structures or name change of the company due to merger of the Successful vendor is to be communicated with proper documents to the Ordering authority/ Controlling Officer well in advance for continuance of the contract.

ITB.33 Process to be Confidential:

The information relating to the examination, clarification, evaluation and comparison of tenders and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process.

The contractor shall not communicate or use in advertising, publicity in any other medium photograph or other reproduction of the works under this contract, or other information concerning the works.

All documents, correspondence, decisions and other matters concerning the contract shall be considered confidential and of restricted nature by the contractor, and he shall not divulge or allow access to these to any unauthorized persons.

ITB.34 From the time of bid opening till the awarding of the Contract, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so in writing.

ITB.35 Corrupt and Fraudulent Practices:

It is the WBSEDCL's policy to require that bidders observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the WBSEDCL:

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(a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) "Corrupt practice" means offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
- (ii) "Fraudulent practice" means misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the WBSEDCL, and includes collusive practices among consultants (prior to or after submission of proposals) designed to establish prices at artificial, noncompetitive levels and to deprive the WBSEDCL of the benefits of free and open competition.

- (b) will reject a proposal for award if it determines that the firm recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
- (c) will cancel the firm's contract if it at any time determines that corrupt or fraudulent practices were engaged in by representatives.
- (d) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a WBSEDCL contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a WBSEDCL contract; and
- (e) will have the right to get the firm audited by auditors appointed by the WBSEDCL.
- (f) will cancel the contract if at any stage it comes to know that the firm has any relation with any of the employees of the WBSEDCL.

Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the WBSEDCL.

Bidders shall furnish information as described in the Bid document on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal, and to execute the work if the firm is awarded the contract.

Bidders shall be aware of the provisions on fraud and corruption stated in the Contract under the clauses indicated in the bid document.

ITB.36 Canvassing in connection with tenders is strictly prohibited, and the tenders submitted by the contractors who resort to canvassing will be liable to rejection


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NIT no. WBSEDCL/CSC/Guest House/ 716 (Bnd Cell) Dated: 03-11-2025

SECTION: II Scope of Work (SW)

SW.1 GENERAL DESCRIPTION: -

West Bengal State Electricity Distribution Co Ltd., hereinafter referred to as WBSEDCL, invites offers from competent service providers for providing complete management of accommodation, housekeeping, caretaking, catering, cleaning, waste disposal, and guest hospitality services, with a hotel-like standard and service etiquette.

Caretaking, Housekeeping, and Catering Services at:

VIP Guest House (B-13), LA Block, Salt Lake, Kolkata-700098.

General Guest House (B-11), LA Block, Salt Lake, Kolkata-700098.

EETI Hostel Newtown (for IB and Hostel Boarders), New Town, Kolkata-700135

EETI Kolkata Training Facility, New Town, Kolkata-700135

Facility Configuration:

Location	Establishment Type	Services to be provided
VIP Guest House (B-13, LA Block Complex)	2 Single Suites	Management of accommodation, Housekeeping, Caretaking, Catering, Cleaning, Waste Disposal & Guest Hospitality Services.
General Guest House (B-11, LA Block Complex)	12 Non-AC Double, 3 AC Single, 6 AC Double	-do-
General Guest House (EETI Hostel Newtown)	14 Non-AC Double, 4 AC Double	-do-
Training Hostel (EETI Hostel Newtown)	36 Non-AC Single	-do-
EETI Training Facility Newtown	3 Training Rooms, 1 Chamber, 1 Kitchen, 1 Dining Room	Caretaking, Catering, Cleaning, Waste Disposal.

As the contract is for VIP Guest House, General Guest House, EETI Hostel Newtown (IB), EETI Hostel Newtown (Hostel) and EETI Training Facility, the L1 bidder will have to maintain a separate Kitchen facility at all the places as the facility configuration described above for service for accommodation, housekeeping, caretaking, cleaning, waste disposal, and guest hospitality service with a hotel-like standard & service etiquette needs to be provided. In no case can cooking be done at one place & carried to other places. The required number of workers is to be provided separately at all places as and when required.

As the main objective of the contract is to provide complete management of accommodation, housekeeping, caretaking, cleaning, waste disposal and guest hospitality service with a hotel-like standard & service etiquette at the mentioned places. However, the contractor/ service provider must maintain a minimum manpower at locations as per break-up given in Appendix-E.

All the responsibility for maintenance & upkeeping at the said places, including all the tit-bit works (except major repair works), will be at the contractor's responsibility and to be done at his own cost. Also, whatever replacement and repair will be done by the vendor, first, it is to be informed in writing to the AGM(HR&A), CS Cell, and after the

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work is completed, it will be verified by the Guest House Manager. "Any repair or replacement work must be carried out using products or parts of the same brand and quality as those being replaced, to ensure consistency and maintain standards. Prior to any replacement, the item must be verified and approved by the Guest House Manager of WBSEDCL.

SW1.1 The Main Operations of EETI Kolkata Training Centre & Hostel:

- i. EETI, which stands for "Electricity Employee Training Institute" within WBSEDCL (West Bengal State Electricity Distribution Company Limited), focuses on training and skill development for employees, particularly those involved in electricity distribution and related activities. Additionally, EETIs may also be utilised for training programs for contractual workers and interns. Trainings are conducted with facilities of Residential/ Non-residential Trainings, where the trainees are provided with the option to stay at the Hostel during the training period. So, the trainees may be categorised into:

- **Boarders (Those who will stay overnight at the EETI Hostel):** The service provider has to get the rooms allotted for boarders within the scheduled reporting time as per the prescribed standards in **SW.2 & Annexure-**. The boarders must be served all the meals, including Morning Tea, Evening Tea and Dinner at the specified location.
- **Non-Boarder:** Non-boarders must be served with all the meals scheduled to be served at the training institute as specified. They won't be served with Morning Tea, Evening Tea and Dinner.

[The trainees shall be handed over an option form to register their preference for food (VEG/NON-VEG)]

- ii. At present, the training courses of the week stand from one day/two days to five days, except during Puja Holidays and other emergency situations/ Public issues/government-imposed restrictions between Monday to Friday, are being conducted throughout the month. Normally, a 15-day training program in a month, except in the months and situations stated above, with batch strength varying from 15 to 20 participants, is being conducted at the Training Institutes. This number may vary under certain exceptional situations as and when ordered by the Principal EETI. The principal / Course coordinator will inform the tentative number of participants prior to their arrival. The service provider has to get the rooms for the boarders ready to move in as per the detailed Scope of Work before the stipulated time of their arrival.
- iii. The Principal / Course Coordinator of the EETI will mention the number of tentative heads of participants in the execution order if two or three simultaneous Training Programs are held at a time. The service provider has to get the arrangement ready in due course of time. All the communication will be directly given from the principal about the training schedule via email only, and the supervisor will confirm to the principal about the arrangement via email.
- iv. As per prevalent practice, Breakfast and Dinner for a minimum of 15 heads and Lunch for a minimum of 20 heads are to be cooked and served at the campus of the EETI- Kolkata during a particular Training period Company's specifications and the enclosed menu list.
- v. However, if the number of participants in any training program at EETI- Kolkata is found to be less than 10 nos. due to any reason or any unforeseen circumstances, the Principal/Course Coordinator will allow Breakfast & Dinner for 10 heads and Lunch for 15 heads from the second day onwards of that particular training program. However, the daily head count of Breakfast, Lunch & Dinner requirements will be handed over a day prior by the course coordinator.

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- vi. In case of cancellation of any Training Program on the 1st day of the program, Breakfast minimum of 15 heads and Lunch for a minimum of 20 heads will have to be arranged for the 1st day only. No bill will be paid for subsequent days of the cancelled Training program.
- vii. The exact date and duration of the Training Program and the number of heads for which the foodstuff to be prepared will be informed to the agency by the Principal/Course Coordinator of EETI-Kolkata, ideally seven (7) days in advance. However, the agency is bound to serve the foodstuff exceeding the ordered quantity on short notice also.
- viii. The service provider has to maintain a stock of required food grain and raw materials, except Fish and Meat, and other perishable products, for at least one day in advance to avoid natural calamity/ social disturbance and other circumstances beyond control.
- ix. The service provider will be bound to supply and serve food as per the menu list (attached) and time schedule as mentioned in this order and as per the Tender Notice under reference.
[The agency will be bound to supply proper food and snacks during holidays/weekly off days in case, if any, an emergency arises.]
- x. In addition, Snacks & Tea/Coffee as per actual (to be served in standard porcelain cups only) with or without Biscuits are to be served as per the schedule given below. The service provider is liable to serve Dinner for a minimum five (5) heads on the previous night and the last night of each training session.
- xi. TV recharge needs to be done by the contractor one at Guest House Reception and another at dining Hall of LA Block Guest House and EETI Hostel. (Recharge amount of 4nos TV will be maximum ₹ 250 per TV).
The contractor's responsibility is to ensure proper service as per the scope of work defined in the NIT at the EETI Training Centre as well as at the Hostel.

Time schedule for supply and serving of food/ beverages:

- Morning Tea with two (2) Biscuits – 07.00 AM at EETI Hostel Dining Rooms.
- Breakfast - 08.00 AM to 09.30 AM at Dining Hall of EETI Training Institute.
- Tea / Coffee (after breakfast) - 09.30 AM at the specified place of EETI Training Institute.
- Tea / Coffee - 11.30 AM at the specified place of EETI Training Institute.
- Lunch - 01.00 PM to 02.00 PM at Dining Hall of EETI Training Institute.
- Tea/coffee - 03.30 PM at the specified place of EETI Training Institute.
- Snacks - 05.30 PM to 6.30 PM at Dining Hall of EETI Training Institute.
- Evening Tea with two (2) Biscuits - 06.30 PM at the specified place of EETI Hostel, Newtown.
- Dinner - 08.30 PM to 09.30 PM at Dining Hall of EETI Hostel, Newtown.

As the training arranged are free of cost for the employees / other trainees, payments for such food will be borne by WBSEDCL and payment will be made by WBSEDCL as per pre-determined rates after successful completion of work and on submission of invoices, on per head trainee basis, those who are doing the training in the mentioned training period.

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SW.1.2 Operations of Guest Houses / IB:

- The Guest Houses of WBSEDCL (West Bengal State Electricity Distribution Company Limited) focus on providing accommodation for the Employees of WBSEDCL or Outsiders for official or personal purposes.
- Cost of occupations as per the approved rate of WBSEDCL to be collected by the contractor/ service provider, and the same is to be deposited to WBSEDCL on a monthly basis as mentioned in the NIT.
- Cost of food will be borne by the occupants, and payment to be collected by the contractor/ service provider as per the pre-approved rate (**Appendix A**) directly from the occupants after producing invoices to them.

The contractor's responsibility is to ensure proper service as per the scope of work defined in the NIT at the Guest Houses of WBSEDCL.

TIMINGS:

- Bed Tea 6.00 AM to 7.30 AM or as per order.
- Breakfast 8.00 AM to 9.30 AM
- Mid-Morning/Mid Evening Tea 11.00 AM to 11.30 AM & 3.00 PM to 3.30 PM or as per order.
- Lunch & Dinner 12.30 PM to 2.00 PM & 8.00 PM to 10.30 PM (or as per order).
- Attending to rooms and Room Services round the clock, i.e., 24*7*365.

The contractor should deploy the necessary skilled and unskilled manpower to provide good quality services at the Guest Houses and the EETI Centre of WBSEDCL at his own cost. The necessary manpower for running the Guest House round the clock (24*7*365) on all days, including Sundays & Holidays **on a shift basis**, should be deployed at the aforementioned premises. The minimum Manpower the vendor should keep around the clock (24*7*365) as per Appendix E.

SW.2 DETAILED SCOPE OF WORK:

SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

A. Housekeeping and Facility Management for Both Hostel & Guest House

- Allotting (accommodation) rooms to the guests coming to stay at WBSEDCL Guest House as per directions from WBSEDCL; services include Caretaking of Guest House, facilitating accommodation and its allied services for comfortable stay of guests of WBSEDCL (For details refer Annexure 'A'), round the clock, on all the days of the year, maintenance of allotment register, billing, allotment and opening of rooms for bonafide occupants and perfect upkeep of rooms and toilets by good housekeeping and room service.
- During the stay, each guest is required to fill out a feedback and registration form, which must be duly maintained by the vendor for official records and quality assessment. Room allotment shall be made strictly on a first-come, first-served basis, unless otherwise directed by WBSEDCL. All bookings must

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be made through email communication. Final booking confirmation will be issued by the caretaker or supervisor, who will respond directly to the sender of the email after verifying room availability and occupancy status. (email id: wbsecllablockguesthouse@gmail.com). The vendor will also mention the place for which the booking has been allotted. Also, to note, the same Feedback form must be filled in by the guest, which will be used for the purpose of quality assessment during the time of payment processing.

- iii. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), pantry, dining hall, glass window pane, venetian blinds and all fixtures/furniture at the Guest House including the office/meeting rooms on the ground floor/first floor and other rooms belonging to the Guest House, shall be the duty of contractor. A status report on a day-to-day basis will be maintained by the supervisor as a permanent record and may be sent to the office weekly.
- iv. Bedroom linen and Bathroom towels shall be changed as per the schedule given in **Annexure 'A'** whenever the rooms are in use. In case of higher requirement (during high occupancy), fresh linen, towels, etc should be provided as per requirement. A floor register for this purpose shall be maintained by the contractor and will be scrutinized by WBSEDCL officials from time to time. Requests of guests should be accommodated, such as for more towels, and logged in the floor register.
- v. Floors of the rooms and corridors/wings will be cleaned daily with ISI mark detergent/phenyl (harmless WHO WHO-certified chemicals) and will be kept clean at all times. Carpets, wherever available, shall be cleaned every alternate day by vacuum cleaner, and dry cleaning will be done on a quarterly basis or earlier, as per requirement. Cleaning of sofa set, covers, and curtains will also be done on a monthly/quarterly basis, as per the schedule given in **Annexure 'A'**. The contractor, at his own expense, shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done as per the schedule given in **Annexure 'A'**.
- vi. Bathroom/toilet shall be cleaned thoroughly and mopped up every day with ISI-marked phenyl/floor cleaner. Air filters of Split/Window type air conditioners will be thoroughly cleaned (every month). Deodorant/Colin/Room Spray shall be used for better results. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, bathroom freshener (odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials etc. will be provided by the contractor at no extra cost (For details see **Annexure 'A'**).
- vii. The contractor should be responsible for the quality cleaning of bed and bath linens as per industry norms. The contractor should also provide laundry services to the guest(s) on a payment basis at rates approved by WBSEDCL Authority. The Reception Desk should attend to the guests' requirements.
- viii. The contractor shall ensure overall general maintenance, like drainage, cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, HVAC etc.), breakdowns, emergency relief and help on an urgency basis. To ensure that Supervisors are sufficiently trained and equipped

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with mobile phones.

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- ix.** The agency has to provide the necessary contract laborer's (housekeeping, supervisors and receptionists) as required for the guest houses.
- x.** The contractor has to arrange for himself all the provision items for cooking, cleaning materials, laborer, skilled and supervisory staff. The Guest House will be available for operation in 'as is where is' condition.
- xi.** The agency shall commit to provide employees with adequate training in order to ensure that the quality of service consistently remains at best International Standards.

xii. 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 / hostel Boarders 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 / Hostel Boarders.
- 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.
- xiii.** The bed sheet, bed spreads, pillow covers, bed covers should be washed after single use by each guest after checking-out.
- xiv.** The contractor shall ensure that there is a good ventilation by keeping the doors and windows of the rooms open every day for 30-60 minutes (whether the room is occupied or not) to prevent the accumulation of bad odour and suffocation. The service provider must provide room freshener if required.
- xv.** The contractor shall ensure that the rooms are cleaned and freshened, usually in the absence of the guests, under the supervision of the housekeeping supervisor. The workmen attending to the job

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should, therefore, have the highest standard of honesty and integrity.

xvi. Electric points (lights, fans, ACs, geysers, etc.) should be switched off when the room is not in use to conserve energy and avoid fire mishaps.

xvii. When an occupant of the room desires to check out, the contractor will have to do a discrete room inventory to ensure that no items are missing and in case any item is missing, he has to report to the Guest House Manager immediately. The contractor shall ensure that the keys are returned when an occupant leaves the room.

B. Catering Service:

- i. 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 a payment basis at the specified rates fixed by WBSEDCL (Details & Price list enclosed -Appendix-A). **One chart containing the approved menu with specified rates needs 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 the Guest House for serving the Guest(s) and collect the charges from the Guests. **"The menu for the training program at the Training Institute, as well as for the hostel boarders, along with the respective rates, is provided in Appendix-F. (needs to be displayed/provided in all rooms of the hostel boarders and the Training Institute). The vendor is required to strictly adhere to this menu on a daily basis for each week. However, in exceptional circumstances, any changes to the menu may be made only with the prior approval of the Principal, EETI, and must remain within the same price range."**
- ii. The contractor should be ready to serve extra lunch ordered by the institute/departments for various occasions like Board meetings/ Department functions, etc. A caterer can fix a rate for the special lunch/dinner and can directly collect money from the event organizers on mutual agreement. He should use extra workforce/cooks/servers for carrying out the special lunch/dinner without disturbing the regular workforce.
- iii. All eatables, soft drinks, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles, etc. shall be collected back from the tables/rooms immediately.
- iv. Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirements and any immediate needs of Guests. The Contractor/ Service Provider shall not be permitted to deny the supply of any item for any reason whatsoever.
- v. 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-known manufacturers. A list of a few branded items has been mentioned in Appendix "B".

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- vi. 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, eggshell, human hair, glass or crockery chips, paper, wood insects, fillers or non-usable liquid, etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected on complaint or on inspection.
- vii. 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 products such as curd, yoghurt, cheeses etc. shall be of good standard and should be prepared and served fresh.
- viii. There shall be no re-chafing, i.e. leftover food of one meal shall not be served at the next meal.
- ix. Tea/Breakfast/Lunch/Dinner, etc., to be provided and served to the guest in a decent and dignified manner.
- x. Kitchen items and utensils, except those available in the Guest House, will be arranged by the contractor as per requirement at no extra charge by the contractor. Refilling of gas cylinder to be done by the vendor itself, and WBSEDCL will bear no cost, and repair maintenance of the items under contractor control, like refrigerator, bread toaster, mixer/grinder, etc., will be done by the contractor at no extra charge.
- xi. If any of the above-mentioned items are found to be of substandard quality, the same shall be rejected outright. An authorised representative of WBSEDCL 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. WBSEDCL reserves the right to reduce the prices or refuse the payment of such items already served/supplied.
- xii. The used cups, saucers, teapots, and utensils are washed with good-quality utensil cleaning powders. Used utensils/ bowls are to be additionally washed in hot water.
- xiii. WBSEDCL shall not be responsible for any amount/due to the Contractor/ Service Provider arising out of the supply of foodstuffs supplied by him to any person/ individuals.
- xiv. The Contractor/ Service Provider shall maintain the premises in proper and hygienic condition as per the satisfaction of the WBSEDCL representative.
- xv. Guest House Catering shall not close or the Contractor/ Service Provider will not suspend service for any reason whatsoever.
- xvi. Since necessary appliances, electricity and crockery are provided by the department, the Contractor has to provide the catering services on a cost-to-cost basis, and the rate shall be decided by WBSEDCL.

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(A Govt. of West Bengal Enterprise)

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NIT no. WBSEDCL/CSC/Guest House/ 715 (Gnd Flr)

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- xvii. The rates of catering services shall be fixed throughout the contract period. Any complaint on the quality of food shall attract enquiry by the Guest House Manager and may provide an adverse rating, on his part, in the Feedback form, which might impose a penalty as per procedure (after having the validation check which has been received from the Guest).
- xviii. The contractor shall not transfer his rights under the contract to anyone else. The contractor shall not have tenancy rights on the place so provided to him. He shall have to vacate the place allotted immediately on expiry/termination of the contract or when requisitioned by WBSEDCL.
- xix. The contractor shall be responsible for allotting duties and timings to the workers engaged in the catering, housekeeping and maintenance of guest houses.

C. PROVISION OF TOILETRIES:

1. Contractor/ Service Provider has to provide (15 gms)/ (50 gms) Soap, a Shampoo sachet and of approved brand to each visiting official. For VIP guests, 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 the brand will be done with the approval of the WBSEDCL Guest house in-charge in case of need. All consumable items for housekeeping & sanitary shall be supplied by the Contractor/ Service Provider. Stocks to be replenished on a daily basis or as and when required. The proper recording of consumable items is the responsibility of the Contractor/ Service Provider. WBSEDCL have right to check the record at any time. The Contractor/ Service Provider shall maintain a minimum inventory of consumables as per the approved brand as specified in **Appendix- C**.
2. Toiletry items of reputed brand(s) to be supplied daily in sachets (shampoo, oil, soap) etc. Daily supply can be on the basis of usage of the room i.e. one sachet per person per day. A liquid hand wash of a reputed brand should be replenished in the rooms regularly, by the contractor at his own cost.
3. The contractor should keep a small inventory (25 units each) of (good quality) toothbrush, toothpaste, razor, shaving cream, combs, sewing kits, earbuds, and facial tissues (small packs) which may be provided to guests, if needed, at MRP, the cost will be borne by the Guest itself.

D. INSPECTION/ MAINTENANCE JOBS:

For all the below mentioned categories, if any maintenance work is required based on inspection, the matter must first be informed to the **AGM (HR&A)**, Corporate Common Service Cell, and the **Guest House Manager**, WBSEDCL.

The value of the work to be carried out by the vendor shall be **up to ₹ 5,000.00 (Rupees Five Thousand only) per month as a whole**, covering all the categories mentioned below. No major repair or renovation work shall be undertaken by the vendor, as such works will be arranged separately by WBSEDCL.


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1. ELECTRICALS:

- 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 done by the contractor & WBSEDCL will not pay any amount for all this repair & maintenance.
- Checking and replacement of Bulbs/ Tube Lights/ Chokes/ Starters. The cost incurred towards replacements of parts during the repair & maintenance will be done by the contractor & WBSEDCL will not pay any amount for all this repair & maintenance.
- Other related jobs, Frequency of job schedule is on "as & when required" basis.

2. 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 repairs of the Guest House furniture. Frequency of job schedule will be on a daily basis or on an "as & when required" basis.

The cost incurred towards replacements of parts during the repair & maintenance will be done by the contractor & WBSEDCL will not pay any amount for all this repair & maintenance.

3. PLUMBING/ SANITARY:

Inspection and repairs/ maintenance of all plumbing jobs and sanitary fittings and fixtures of the 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 a daily basis or on an "as & when required" basis.

The cost incurred towards replacements of parts during the repair & maintenance will be done by the contractor & WBSEDCL will not pay any amount for all this repair & maintenance.

4. CIVIL:

Inspection and repairs/ maintenance of all petty/miscellaneous civil works of the Guest House, including patch repair of inside walls/ceiling whenever necessary. Frequency of job schedule will be on a daily basis or on "as & when required" basis.

The cost incurred towards replacements of parts during the repair & maintenance will be done by the contractor & WBSEDCL will not pay any amount for all this repair & maintenance.

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5. 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 WBSEDCL shall be immediately informed of any defects/ defaults. Frequency of job schedule will be on a daily basis or on "as & when required" basis. The Contractor/ Service provider must conduct basic cleaning like dusting of the devices on regular basis.

Major jobs pertaining to civil maintenance jobs of the building, including brick work, plastering, painting, etc. will be done by WBSEDCL. Any other work which does not come under this purview and is incidental and essential to keep the Guest House clean and hygienic must be conducted by the service provider.

E. OTHER OBLIGATORY SERVICES:

1. Providing room services/ attendant for each room in the guest house 24*7 & extended time, if required in an emergency and any other jobs which the occupants desire.
2. Supplying/ providing a 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, the cost to be borne by the vendor.
3. Providing liquid insect repellent (all-out, jet, good night, etc.) in the rooms & Drawing / Dining room area, as and when required, the cost to be borne by the vendor.
4. Allotment of rooms to the guests/ transit officials, getting necessary entries made in the records, and obtaining monthly feedback from the Guests.
5. The Contractor/ Service Provider shall maintain the filling of the housing keeping format daily. The feedback form is to be obtained from the guest duly filled in & signed.
6. The contractor should collect the room charges from the guests staying at the guest house at the time of checkout. The collected amount should be deposited in WBSEDCL by the 10th of every month. During the deposition of money collected from the stay for the Guest at the Guest House /IB, they need to bring the register along with them for checking. The same will be checked by the controlling officer.
7. Bills for services should be presented to the guest staying at the Guest House. A proper record and register should have to be prepared for record-keeping and checking purposes of the WBSEDCL. One Housekeeping person/Room boy should always be available at the lobby area or at the reception to receive the guests.
8. Vendor will appoint a manager for the Guest House, Training Institute & Hostel. The Manager / Supervisor will serve as a liaison officer between the contractor and WBSEDCL. Receptionist and caretaker (appointed by the contractor) should assist the Manager /Supervisor in terms of receiving the room booking form, room allotment and collecting the cash from the guest. He will supervise all the activities related to proper housekeeping and catering. He will forward all civil and electrical complaints related to the Guest Houses to the Guest House Manager of WBSEDCL and to the training Institute to the EETI principal. In his absence, his services should be carried out by any allotted person of the Contractor.
9. Electricity and power for non-cooking purposes and water will be provided by WBSEDCL at the premises. However, the contractor/agency shall be responsible for ensuring that there is no undue wastage of power & water by their staff or even by others.

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10. Cleaning of all electrical fittings and other decorative items by using "Brasso" or Colin spray / other chemicals. The frequency of the job schedule is on a weekly basis.
11. The Contractor/ Service Provider shall deploy allocated manpower every day in all areas. Any shortfalls should be met by substitution.
12. The Contractor/ Service Provider or his representative shall be physically present for supervising and monitoring the housekeeping activities and overall smooth operation of the guest house.
13. 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 WBSEDCL from time to time.
14. All jobs will be carried out by professional/experienced persons who are well versed in rendering these services.
15. Notwithstanding anything to the contrary in the contract document, expressed or implied, the tenderer shall be and remain at all times exclusively responsible for providing all materials, manpower, and equipment that are needed to ensure the guest house operation that the contractual obligations are fulfilled by the Contractor/ Service Provider.
16. The Contractor/ Service Provider is responsible for liaising with WBSEDCL & respective Telephone service provider for electricity & telephone bill collection/payment, including any power failure or defective telephone lines. WBSEDCL shall make the payment to the respective authority against the bill.
17. 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 WBSEDCL for the purpose of this contract. The Contractor/ Service Provider shall also ensure the safety of the men and belongings of the guests during their stay in the guest house.
18. The contractor/ service provider shall maintain a first aid box (verified from WBSEDCL Medical Cell).
19. The Contractor/ Service Provider shall be responsible for maintaining and keeping a record of dead-stock articles, including linen, curtains etc, in a register. The register will be verified quarterly by the Officer In-Charge by putting his signature along with the signature of the Supervisor cum Manager of the Contractor/ Service Provider jointly.
20. The above scope of works is 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.

F. PROCUREMENT OF CONSUMABLE/OTHER ITEMS:

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

1. Items to be procured by the Contractor/ Service Provider at their own cost. The quality shall be maintained for the cooking of food. In the absence of the non-availability of the specified brand of cooking materials/ grocery items, the officer-in-charge shall decide on an alternative brand.
2. 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 consumables/tender document, the Contractor/ Service Provider shall arrange the same within the scope of the contract on reimbursement of actual cost.
3. All items such as cooking gas, provisions and other consumables consumed in the guesthouses / EETI

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Hostel Newtown and EETI Training Institute shall be arranged by the caretaker himself. All cooking fuel costs will be borne by the contractor. The contractor shall coordinate the booking and procurement of cylinders in time for all the places

4. The Contractor/ Service Provider, if so asked, shall serve snacks to guests in the rooms and shall provide various services at official meetings.
5. Catering services will primarily involve the Procurement of materials for food and beverages (only non-alcoholic). Cooking and preparing food and beverages with such materials. Serving foods and beverages to the Occupants /guests in rooms and/or at the dining hall.

G. CONDITIONS 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 the contract.
3. The Contractor/ Service Provider will also be required to provide the services as and when required in connection with official meetings.
4. Cooking outside the premises and serving them will not be permitted. Separate cooking is to be made at the LA block, EETI Hostel, Newtown, EETI Training Institute. **In no case cooked food can be carried from one place to another.**
5. The Contractor/ Service Provider shall engage staff who are medically fit. They should be free from all infectious diseases. Staff should have the proper haircut, clean shave and no increased nail. The Contractor/ Service Provider shall submit the medical fitness certificate once a year & at the start of the contract.
6. All the employees appointed by the Contractor/ Service Provider shall wear uniforms as given by the Contractor/ Service Provider. The design and colour of the uniform shall be approved by the Officer-in-Charge. The Contractor/ Service Provider shall provide a minimum of 2 sets of uniform and 2 pairs of shoes per annum per employee. **(Sandals not allowed).**
7. The Cook must wear an apron & headgear during cooking. A hygienic environment shall be given top priority. This will be validated by surprise checking or complaints from guests. If any negligence is found, **WBSEDCL shall impose adverse rating in Feed-Back which might attract penalty as per clause GCC.11 (g).**
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 water manually in 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. Cost for this will not be borne by WBEDCL.

SW.3 Conditions of Contract:

- i) The contractor/ service provider must maintain a minimum manpower at locations as per the break-up given in Appendix E. Accordingly, the contractor has to submit a duty roster with the detailed

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names of the employees, shifts and deployment at the start of the month. This minimum number of workers must be maintained at all times. The attendance sheet for the same must be submitted with the monthly bills. Change in engagement of any worker must be informed to the Guest House-in-Charge immediately along with submission of all details of the worker including information EPF/ESI/Labour License registration, etc.

- ii) The contractor shall appoint trained staff having good character and maintain high standards of turnout, maintain the number and quality of staff, as contracted and ensure there is no hold up of any service for any reason whatsoever. Any deficiency in the number of staffs deployed will entail a reduction from the compensation payable as decided by WBSEDCL. The contractor, as soon as the Agreement is signed, shall submit a list and bio-data with photo of their workmen/supervisors/others indicating their name, age, qualification, experience and salary along with a copy of appointment orders issued to them. As and when there is a change in the staff posted, a revised list and bio-data with photo shall be submitted along with a copy of the appointment order issued to the new appointee/appointees, simultaneously.
- iii) The Contractor/ Service Provider shall engage a qualified Caretaker cum supervisor who can supervise the housekeeping jobs, accounting, supervise all the manpower, liaising with other agencies & other jobs as directed by the Officer-in-charge. The Caretaker/ Supervisor shall be physically present for supervising and monitoring all job and taking care of guests including maintenance of all records & registers.
- iv) It is normally understood and agreed between both the parties that WBSEDCL will not be responsible or be liable for any laws that are in force /that may come into force from time to time in respect of personnel engaged by the contractor and the contractor alone will be solely responsible for the terms and conditions of their services, safety, health, statutory requirement, etc.
- v) The contractor shall depute such officers and supervisors as proposed by him, who shall be available onsite to supervise the contract employees and interact on a daily basis with the Officer-in-Charge regarding delivering the specified service.
- vi) It is understood and agreed that the contractor will be held responsible for any disciplinary matters arising out of the work or conduct of their employees, and the contractor will take appropriate disciplinary action against those employees found indulging in any act of indiscipline in the Centre's premises or in connection with the services referred to herein.
- vii) The contractor will immediately replace any employee found to be unfit in any manner, immediately or on receipt of advice from the ordering authority of WBSEDCL.
- viii) The contractor shall maintain proper and detailed records for the job carried out by their employees and shall also maintain all records and returns as necessary for carrying out the work smoothly and as provided under the Contract Labour Act, Minimum Wages Act, ESI Act, PF Act etc., as relevant and applicable on every month and each of the employees' details needs to be submitted with the monthly invoice for processing of the payment.

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ix) The contractor shall be solely responsible for complying with all legal and statutory requirements that arise out of this tender agreement and in respect of the employees engaged by the contractor in fulfilment of the contractual obligations stated herein. An indicative list of these statutory obligations is at "SW.4".

x) It is understood and agreed that the contractor will provide decent uniforms, badges/ID cards with photos and safety equipment and shoes to their employees (Chapal or Sandal are not allowed).

xi) It is the Contractor's responsibility to have them periodically checked medically so as to ensure that medically fit staff only is deployed for the work.

xii) The contract employees should be covered under all statutory requirements like ESI, PF, etc. as mentioned in SW.4., by the contractor and the contractor shall comply with all the formalities in this regard. The monthly wages of must be paid to the workers as per category of their skill and as per the guidelines published by the Labour Commission from time to time. The same must be remitted to the respective bank accounts of the workers. The contractor must submit the challan and other necessary documents as mentioned confirming up-to-date payment of ESI/PF/ELI, etc., subscriptions enclosed with all (whether running/monthly or final) bills. A copy of the challan and Schedule of Contract Employees for payment of ESI/PF/ELI, etc will be checked by WBSEDCL on a monthly basis for processing of invoice payment.

xiii) The contractor shall pay Salary and other Allowances/Benefits which should order to ensure high quality of service and having regard to the scope of work and the appropriate level of expertise (i.e., qualification, experience) required for the job, the contractor should pay such salary/wages which should not be less than the statutory wages as prescribed by the Minimum Wages Act, so that quality of service is assured.

xiv) WBSEDCL shall not mandate any higher limit on salary or the number of workers to be deployed in order to meet the required standard. However, the contractor must ensure compliance with all statutory obligations under PF/ESI/ELI/Minimum Wages Act or any other act applicable. They must submit copies of statutory documents as proof of compliance of the same along with the monthly bill. However, the original copies of those documents may be asked to be furnished by WBSEDCL from time to time for verification as stated below:

- Proof of Salary payment to all the employees as stated in the duty roster in the form of a Bank Statement.
- The copy of the challan of payment of subscription of PF and ESI in the name of such employees against whom the PF & ESI have been paid. And other necessary documents in compliance with the statutes mentioned in SW.4 must be submitted.

[During verification, if any case of Non-Compliance or false undertaking is found, the contractor will be completely liable. This may lead to termination of the contract after forfeiture of the entire Security Deposit.]

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- xv) WBSEDCL will have the right to inspect/call for books/registers, documents in relation to all matters referred to, in this tender or agreed later on. WBSEDCL will also have all rights to make recoveries from the pending bills or Security Deposit, if any statutory agency imposes any penalty upon WBSEDCL due to the contractor's non-compliance with statutory obligations. A list of these, as applicable at present, is set out in SW.4 below.
- xvi) The contractor shall maintain a muster roll, wages register of all men employed by them and all other documents and submit it to WBSEDCL on the 1st day of every month for the previous month. The contractor shall provide all facilities for inspection/books/personnel on demand by WBSEDCL or any Statutory Authority.
- xvii) The contractor should provide PF A/c number, ESI Card and Photo Identity Card to the contract employees posted at the mentioned places of the order. This should be done immediately, but not later than one month from the date of signing the joint agreement. The workers will come under the purview of being checked by the security personnel deployed by WBSEDCL for access to WBSEDCL property.
- xviii) It is clearly understood and agreed upon that neither the contractor nor employees of contractors shall have any claim of employment with the WBSEDCL at any point in time and this contract is purely between the contractor and WBSEDCL for specific services for the period specified.
- xix) The successful contractor shall indemnify/deemed to have indemnified WBSEDCL for all claims/losses arising out of this tender. The Contractor is deemed to have indemnified WBSEDCL against any claim by any authority once the work order is awarded. In the event WBSEDCL has to pay any individual, statutory body or any agency for reasons directly or indirectly attributable to this tender, the contractor only shall pay such claim/damages and even if WBSEDCL is called upon to pay, such damages/penalties and or cost shall be recovered from the contractor's dues/amount payable or shall be paid by the contractor on a demand from WBSEDCL.
- xx) The contractor shall follow all prevailing rules or as may be framed from time to time for the convenience of WBSEDCL on all aspects covering this tender. Material movement, entry/exit of personnel, identity card, safety, etc. shall be according to procedures existing in WBSEDCL as amended from time to time.
- xxi) The Contractor/ Service Provider is responsible to report all major repairs/maintenance jobs (excluding minor and urgent requirements) identified to the Guest House in-charge on a quarterly basis and shall coordinate with the concerned Department to execute the works. In case of exigencies, the Contractor/ Service Provider is liable to make necessary arrangements of repair & maintenance works of appliances, plumbing, electrical failure etc., at his own cost & no reimbursement will be done from WBSEDCL.
- xxii) In-Charge of the Guest House/authorized officer of WBSEDCL has the right to inspect the guest house at any point of time to check the quality of housekeeping, availability of workers and quality of the food, etc.

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- xxiii) In-Charge of the Guest House/authorized officer of WBSEDCL reserves the right to oversee the quality of food and maintenance services being provided by the contractor.
- xxiv) The contractor shall be provided a suitable place during the validity of the contract period to maintain his office as well as to store the material received to provide the catering, housekeeping and maintenance services to the mentioned places. The contractor shall, however, not use the allotted place for any other purpose than the purpose indicated above.
- xxv) The contractor shall be solely & wholly responsible for the procurement of all articles of raw material, food products, etc. at his own expense. It shall be entirely the responsibility of the contractor to store the material purchased by him in a neat, tidy and hygienic manner in the space provided by the WBSEDCL at his own risk.
- xxvi) Since necessary appliances, electricity and crockery are provided by the department, the contractor has to provide the catering services on to cost-to-cost basis, and the rate shall be decided by WBSEDCL.
- xxvii) Where a doubt arises as regards the applicability of the contractual terms and conditions or as to the interpretation or application of any of the provisions of this agreement during the validity of the contract period, the decision of WBSEDCL thereon shall be final and binding on the contractor.
- xxviii) The contractor shall at all times during the existence of the contract abide by all directions and instructions which may be given by WBSEDCL concerning any aspect of the catering, House-keeping and maintenance services.
- xxix) The service provider will not put a hindrance to WBSEDCL in any point of time, and the service provider shall undertake to implement their direction within the ambit of the Tender Document and this agreement.
- xxx) WBSEDCL reserves the right to ask the contractor to remove and replace any of the workers for their failure to give quality service, and found unsuitable for the job or may have become a nuisance or annoyance, which may adversely affect WBSEDCL. The contractor shall be bound to replace the staff members concerned within a week from the date of such communication.
- xxxi) The stay of the worker will be arranged by himself/herself or by the vendor. In no case the worker will stay at EETI Hostel or EETI Institute, or at the Guest House, permanently except for duty or during night shift.

HANDING/TAKING OVER:

The fittings, fixtures, furniture, furnishings, linen, gadgets and all other items will be properly handed over after making a separate kit inventory and details of each item, giving specification, duly signed by WBSEDCL's representative of the Guest House, and the supervisor /Manager of the

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NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd lot)

Dated: 03-11-2025

vendor allotted for the Guest House. Each room shall display the inventory list and be reconciled on a quarterly basis with compulsory annual inventory verification of the complete Guest House.

DAMAGES AND LOSSES:

All the equipment and the items at site stands at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock as owned by WBSEDCL taking to be done by WBSEDCL. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the contractor or from the security deposit. The contractor or his representative shall be present during the stock taking. If the contractor or his representative does not make themselves available, the stock taking shall be conducted in their absence, which will be binding on them. For losses, if any due to natural calamity or any other act of god, beyond the control of either party, WBSEDCL will replenish the same, as per the obligation mentioned above.

COMPLAINTS:

The contractor shall keep a suggestion box to be provided by WBSEDCL to record any suggestions/complaints on the performance of services, by the guest and produce to WBSEDCL or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their recurrence. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of WBSEDCL. The contractor will provide guest feedback forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings and for monthly bill processing of payment as per the payment clause with the ordering authority.

INDEMNIFY:

The successful bidder shall execute an irrevocable indemnity bond in an appropriate stamp paper in favor of WBSEDCL, as per format mentioned in **Annexure XI**, that they would indemnify and keep WBSEDCL indemnified and harmless against any claims, losses, expenses which WBSEDCL may suffer or incur as a result of breach of contract. The contractor shall further agree that the indemnity herein contained shall remain in full force and effect during the pendency of the contract and that it shall continue to be enforceable till all dues under or by virtue of the said contract have been fully paid and all claims are discharged or till WBSEDCL is satisfied that the terms and conditions of the joint agreement have been fully and properly carried out by the contractor. The contractor also should undertake not to revoke this indemnity during its currency save with WBSEDCL's previous consent in writing.

MISBEHAVIOUR OF EMPLOYEES:

The employees of the contractor shall maintain strict discipline and not use any violent, abusive or offensive language while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehavior, WBSEDCL has the right to terminate the contract after forfeiture of the entire Security Deposit. It will be mandatory for the conducting agency to brief their personnel in advance and apprise them of the conduct, expected for them, while working in WBSEDCL. Nothing prevents WBSEDCL to advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fast disposal.


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Any personnel deployed by the agency, refuses work or creates indiscipline would have to be immediately replaced with the consent of the ordering authority. WBSEDCL reserves the right, to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. WBSEDCL will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Agency.

In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

BREAKAGE:

All damages/breakage to the equipment/inventory in the charge of the contractor, if caused due to negligence of the contractor's employee, the cost or repair/replacement of the equipment will be borne by the contractor. Whether the damage/breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of WBSEDCL.

REPLACEMENT:

Replacement of articles (viz. linens, crockery, cutlery, consumables items/inventory, etc.), which have been lost will be done after proper assessment by the competent authority and as per decision/mutual discussion and shall be borne by the contractor.

SUGGESTIONS REGISTER:

The contractor will maintain a complaints/ suggestion register prominently displayed and take immediate action on every complaint in consultation with the Officer-in-Charge. This register will be open to any authorized person from WBSEDCL for inspection and supervision at all times.

SAFETY, SECURITY AND INSURANCE:

The contractor shall follow all security rules of WBSEDCL and instructions received from time to time regarding issue of identity cards, all material movements (incoming and outgoing).

During the pendency of the agreement, the contractor shall be liable fully to compensate all concerned for any loss, damage of any person & property, etc., including third party risks arising due to causes attributable to the agreement. The decision of WBSEDCL shall be final and will be binding on both parties.

The contractor shall take Employees Liability Insurance of prescribed value for their employees. It must adequately cover all employees/workers under Workmen Compensation Act, 1923 as amended from time to time.


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MISCELLANEOUS:

The work mentioned in the schedule is not exhaustive, but only indicative. WBSEDCL reserves the right to increase or decrease the quantum of work. The contractor shall execute the work on the same terms and conditions and rates throughout the period of the contract.

The employees/workers employed shall be trained and experienced to handle the services as per the Scope of work mentioned in the Annexure 'A'. If such experienced hands are not available, either because the service is extremely specialized and only in-house training is possible, at least a certain percentage of employees/workers shall be experienced/trained who shall be able to impart training/expertise to others.

The contractor shall provide the name and details of his personnel. A list of all the names shall be submitted at the beginning of the contract, along with a copy of each appointment order and whenever there is a change. No personnel will be changed unless WBSEDCL has asked for it or without advance approval of WBSEDCL. They also must provide the PF, ESI registration numbers and any other necessary registration required for compliance statues as mentioned in SW.4.

The contractor shall ensure that no contract employees nor anyone from his side use WBSEDCL transport to come to the work spot or return. The contractor shall use emergency services like medical help and emergency vehicles of WBSEDCL in the event of any accident or emergency to his employees, though all responsibility for such accidents and any injury/death and or loss/damage will fully rest with the contractor.

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 (WBSEDCL) or his authorized representative will be final and binding.
2. The Contractor/ Service Provider shall handover 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 affected within 7 days of the completion of the period of contract or termination of the contract (whichever is earlier). If the Contractor/ Service Provider fails to do so, the owner (WBSEDCL) 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 (WBSEDCL).
3. The Contractor/ Service Provider shall not assign, sub-contract or sub-let the whole or any part of the

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work in any manner.

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SERVICES FOR SPECIAL OCCASSIONS:

1. If at time during the existence of the contract the owner (WBSEDCL) 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 (WBSEDCL).

POWER, WATER & OTHER FACILITIES:

1. WBSEDCL 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 WBSEDCL 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 WBSEDCL. 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 equipment's 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 affected 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 (WBSEDCL) will entail payment by the Contractor/ Service Provider to the owner (WBSEDCL) 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.


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SW.4 STATUTORY OBLIGATIONS:

The selected contractor will strictly observe and follow the following statutory regulations/acts as well as any new rules/changes as applicable, during the period of this contract. He shall be solely responsible for failure to fulfil these statutory obligations. The successful bidder shall indemnify/is deemed to have indemnified WBSEDCL against all such liabilities which are likely to arise out of the contractor's failure to fulfil such statutory obligations. All documents, registers pertaining to this contract shall be maintained meticulously and shall be provided periodically for inspection. The salient features of the statutory regulations/acts are listed below, and it is the responsibility of the selected contractor that these regulations/acts and their amendments from time to time are strictly adhered to in totality. It is incumbent on all contractors to cover all their employees/workmen covered by this tender with these cover/benefits and abide by the mandate of the labour legislation including the following acts

1. The Contract Labour (Abolition and Regulation) Act, 1970:

The selected contractor shall obtain and produce a license from the Labour Commissioner's office (Central). They will maintain and submit to us for inspection on demand such records as Muster Roll, Payment Register, Advance Register, Fines Register, etc.

2. Payment of Wages Act 1936:

It is necessary that the contractor's employees are paid their wages payable for one month of work by the 7th of the succeeding calendar month. The contractor will receive payment from WBSEDCL only after he has disbursed in full the wages payable to his employees and the disbursement report is to be submitted to WBSEDCL.

3. EPF and Miscellaneous Provision (MP) ACT 1952:

The selected bidder shall cover their employees under the Provident Fund Scheme. The premia shall be paid as per the existing rule, partly deducted from their employees, and the balance shall be paid by contribution from the successful bidder as indicated in Annexure B. Proof of such payment shall be submitted (including employees' and employer's contribution) every month as provided under Section 12 of the Act.

4. Employees' State Insurance Scheme 1948:

The successful bidder shall cover all their employees under the Employees' State Insurance Scheme as provided for under the relevant rules and shall remit the premium without default.

5. Workmen's Compensation (ELI):

All employees or workers engaged by the contractor at WBSEDCL must be insured under an Employer's Liability Insurance policy, as required by the Employee's Compensation Act, 1923. The insurance policy must be taken in the contractor's name and should cover any injury or death of the workers while performing their duties. The insurance premium is usually around 3% of the employee's salary and dearness allowance, as per current statutory rules.

6. Payment of Bonus Act, 1965:

Bonus shall be paid to all employees who have worked for a minimum of 30 days in the relevant accounting year shall be paid bonus. Bonus will be limited to 8.33% of total salary earned in the

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relevant accounting year. Bonus shall be paid every year, one week before EID / Durga Puja. Names of the personnel engaged must be identical in PF, ESI, Bank Statement, Attendance sheet & Wage sheet. After payment of bonus, calculation sheet along with bank statement of individual workers must be submitted with the invoice.

7. Minimum Wages Act 1948:

All rules and regulations, and the Employees' STATE INSURANCE Act 1948 and amendments made hereunder must be complied by the contractor.

8. Child Labour provision and Regulation ACT 1956

Rules and regulations, and amendments made thereunder, must be complied by the contractor.

9. PF, ESI Code No & Labour License

The contractor should submit the necessary PF, ESI Code No & Labour License from the Government of West Bengal, and they shall take ESI registration (where ESI is applicable), including individual labour-wise registration after obtaining the order engagement of labour/ work on a monthly basis. In case of any change of any worker, the vendor must inform all the necessary information/as mentioned above to the appropriate authority

10. West Bengal Labour Welfare Fund Act, 1974

11. Contract shall be governed under the extant laws and changes made thereto.

SW.5 Supplementary Works:

Whenever supplementary works become unavoidable for completion of the work in all respects, the Contractor shall bring the matter to the notice of the Controlling Officer and submit their proposal. However, the controlling Officer shall have the right to advise the contractor to proceed with such item(s) of work.


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Dated: 03-11-2025

SECTION: III General Conditions of Contracts [GCC]

GCC.1 Total Contract Period:

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have initiated on or before 10 days from the placement of the Contract and will continue of 2 years, subject to successful completion/ rectification of all defects as notified within the contract period.

GCC.2 Acceptance of LOA:

The successful bidder shall submit written unconditional acceptance of LOA within 7 (seven) days from date of issuance of the same. Submission of conditional acceptance of LOA shall be treated as non-compliance of this clause.

GCC.3 Contractor to submit programme:

Within 15 (Fifteen) days from the date of issue of the letter of intent/ award the contractor shall submit a programme showing the order, procedure and method in which he proposes to carry out the work.

GCC.4 Contract Agreement:

The Contractor shall have to enter into a contract agreement with WBSEDCL on non-judicial stamp paper of Rs. 100/- in the prescribed format as annexed (**Annexure-VI**) with the bid document. Copies of the following documents shall form part of the contract agreement:

- a) Copy of bid document, amendments if any.
- b) All relevant correspondences between WBSEDCL & the successful bidder after issue of NIT and till the placement of the order.
- c) Copy of order and Schedule of Work.
- d) Copy of unconditional acceptance of order by the Contractor.

The contract agreement shall have to be signed by both parties within **15 (fifteen) days** from the date of acceptance of the order by the Contractor. Power of attorney of the Contractor's authorized representative is to be submitted before signing the contract agreement. The contract agreement shall be signed by both the parties in the original and 2 photocopies. The original agreement shall be retained by WBSEDCL and one copy shall be provided to the Contractor. All the costs for execution of contract agreement shall be borne by the contractor.

Failure on the part of the contractor to comply with the requirements of this clause will constitute sufficient grounds for the annulment of the award.

GCC.5 Sub-letting of Contract: No Sub-vendor or Sub-letting is allowed.

GCC.6 Performance Bond/Security Deposit:

Upon placement of the order, a Contract Performance Guarantee has to be furnished by the successful bidder in the form of a Demand Draft/ Bank Guarantee from any scheduled Indian Bank amounting to 10% (as per norms of WBSEDCL) of the total contract price for faithful and due fulfilment of all obligations under the contract. In addition to this, in case of a lower rate (i) Additional Performance Security equal to

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10% of the ordered value for bid of the items having a variation of -20% to -50% of the estimated rate should be furnished in the prescribed format, within a period of 30 days from the date of issuance of the Purchase Order. (ii) Additional Performance Security equal to 20% of the ordered value for bid of the items having variation over -50% to -80% of the estimated rate should be furnished in the prescribed format, within a period of 30 days from the date of issuance of the Purchase Order.

This Security Deposit (i) & (ii) above shall remain valid up to the time of completion of supply of materials, with an additional claim period of a further six months.

This will be sustained with WBSEDCL till completion of the work, subject to adjustment of damages/loss, if any. For any failure towards satisfactory performance on the part of the vendor, the Security Deposit will be liable to encashment and forfeiture.

- i) Performance Guarantee furnished in any other form will not be accepted.
- ii) Performance Guarantee will not carry any interest.
- iii) The above Performance Guarantee is to be submitted within thirty (30) days from the date of issue of the order and shall remain valid up to 6 months after the end, with a further claim period of 6 months.
- iv) In case the contract is renewed/ extended, the successful bidder has to extend the validity of the Performance Bank Guarantee for a further period of 6 months from the end of the renewed contract Period, with a further claim period of 6 months.
- v) If the volume of work needs to be increased, the value of the Performance Security will be increased proportionately.
- vi) The Bank Guarantee shall provide for payment of any damage due to failure of the Contractor to meet his obligations under the Contract
- vii) There will be no reduction in the value of the contract performance guarantee due to phase-wise taking over of the work by WBSEDCL.
- viii) The Contract Performance Guarantee is liable to be invoked on the demand of WBSEDCL when any of the following conditions arise:
 - The Contractor is in breach of contract and fails to remedy the breach within 21 days after receiving written notice from WBSEDCL requiring him to do so. The notice shall state the intention to claim under the contract performance guarantee, the amount claimed and the nature of the breach, or,
 - The Contractor has gone into liquidation or is bankrupt, or, any other reason which may affect the contractual obligations of the contractor.
- ix) No interest shall be paid on the BG by WBSEDCL, irrespective of the date of release.
- x) After acceptance of the contract performance guarantee by WBSEDCL, no further security money shall be deducted from the bills of the work. However, if suitable extension of the contract performance guarantee becomes necessary due to delay in completion of the work and the Contractor fails to provide the same within the stipulated time, WBSEDCL shall have the right to encash the guarantee or to deduct the entire guarantee amount from the Contractor's dues under this contract or any other contracts under WBSEDCL.
- xi) In case of any infractions is found in part of the contractor or violation of terms of contract as mentioned in Scope of Works (Section II).


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GCC.7 Commencement and Completion of work:

The contract shall be valid with effect from the 1st date of the next calendar month. The places of operation will be properly handed over after making separate kit inventory and details of each items giving specification, duly signed by the ordering authority, and the vendor for all the locations.

GCC.8 Contractor's Responsibilities:

The Contractor shall have the following responsibilities in carrying out the work and the Project Coordination Services, respectively:


- The contractor shall execute, complete and maintain the work as per the direction of the ordering authority of the work or his representative.
- Contractor shall indemnify WBSEDCL for loss suffered by WBSEDCL on account of any act/omission / neglect of the Contractor's workers/ employees, etc.
- The Contractor shall comply with all safety standards to the satisfaction of WBSEDCL.
- The Contractor shall ensure that all workers engaged exercise all such skill, care and technical competence as represents a standard within their respective professions or trades as is appropriate for the satisfactory execution of their work and services.
- The Contractor shall not assign this Contract or any part of it to any third party; The WBSEDCL and Consultant reserves the right to review the matter.
- The Contractor shall, on the instruction of WBSEDCL, immediately dismiss from the work any person employed thereon by him who may, in the opinion of WBSEDCL, be incompetent or who engages in unlawful or disorderly conduct, and such persons shall not be re-employed on the Work without the prior written permission of WBSEDCL.
- The contractor shall not, at any time, do, cause or permit any nuisance on the site or do anything which shall cause unnecessary disturbance or inconvenience to the WBSEDCL, tenants or occupiers of other properties near the site and to the public in general. The Contractor shall at no stage allow any activities at site which are violation of law as applicable.

GCC.9 Making Good Defects:

The Contractor shall make good at his own cost and to the satisfaction of WBSEDCL all defects which may appear during the contract period. In case of the Contractor's failure, WBSEDCL may employ other agencies to make good such damages and expenses consequent thereon or incidental thereto shall be borne by the Contractor and such damages, loss and expenses shall be recoverable from the Contractor by WBSEDCL. In the event of the security/retention money being insufficient, WBSEDCL may recover the balance amount from any the Contractor's dues under WBSEDCL.

GCC.10 Variation, Omission, Addition & Alteration:

The Contractor shall not modify the scope of work except under direction in writing by the Company. The detailed scope of works is provisional only, which may vary up to any extent or may be deleted altogether. The quoted rate of each type shall remain firm for the entire contract period.


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Dated: 03-11-2025

The Company reserves the right to alter, amend, and omit or otherwise vary the scope of work as may be necessary but such variation will be limited to $\pm 25\%$ (plus or minus twenty five percent) of the contract price, without charging of unit price or other terms and conditions. Payment shall be made as per actual execution.

GCC.11 Liquidated damage: -

In case of any damage of any property of WBSEDCL caused by any of the employees/ workmen engaged by the agency, the agency will be liable to repair the damage at their own cost or to reimburse the actual cost of repair done by the authority of WBSEDCL in the mode of deduction from the immediate bill/Security Deposit.

Monitoring of the levels of quality of the outsourced services shall be done on regular basis by the Guest House Manager of Guest House and in the event of quality of work being found to be unacceptable in any month due to deficiency in the office work for lack of manpower and/or any other reasons on the agency's side, "Penalty" will be levied and the same will be deducted from the contractor's bills/Performance Security of the contractor in any case as detailed below: -

- In case any of the contractor's personnel deployed under the contract is absent or fails to report on time, and the contractor is unable to provide a suitable substitute in time, it shall be treated as absence. In such cases, a penalty of 0.5% from the monthly invoice, calculated for that particular day, shall be levied by the authority and deducted from the contractor's bills
- In case any of the contractor's personnel deployed under the contract fails to report in time and the contractor is unable to provide a suitable substitute in time for the same, it will be treated as absence and a penalty as mentioned above shall be levied.
- The selected agency shall not be involved in any bribery or other unethical activities with anyone employed at the mentioned places. Involvement in any such activity shall entail a penalty of ₹ 10,000/- for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice. This will be other than the penalty deduction on the basis of Feed-back. This to be deducted from the Monthly Bill.
- The contractor or their authorized representative shall not permit any unauthorized individual, including company officials to stay in the guest house. In the event that, during any routine or surprise inspection, an unauthorized person is found residing in the guest house, the contractor shall be held directly responsible. A financial penalty of ₹ 10,000/- per day shall be imposed on the contractor for such violation, which shall be deducted from their monthly invoice payment. The incident will also be duly recorded in the complaint's precedence register.
- In case of any guest's complaint is received attributable to the misconduct/ misbehavior of the contractor's personnel, a penalty @ 2.5% from the monthly invoice payment for each such incident

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Common Service Cell, WBSEDCL

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CIN- U40109WB2007SGC113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Cav)

Dated: 03-11-2025

shall be levied if found to be guilty after further enquiry by the AGM(HR&A), Common Service Cell. Moreover, the concerned contractor's personnel may be penalized even up to termination from the system immediately.

- f) Any complaints regarding food may be raised in the Feedback form (**Appendix-D**) by respective guest/boarders by adverse rating which may lead to deduction of penalty as per clause GCC.11 (g).
- g) In case the contractor has given any false undertaking about statutory compliance or they fail to comply with any of such obligation, WBSEDCL authority reserves the right to impose a penalty @ 2.5% of the monthly invoice payment for non-compliance of statutory norms of existing labour law. Failure to do so may lead to termination or suspension of the contract. Further, any penalty imposed by the statutory authority in this respect shall entirely be deducted from pending bills and performance security.
- h) The Total amount of the monthly invoice payment will be released on scrutiny of the bills, in which the following penalty will be levied based on feedback score collected on every month from the staying of guest and boarder, along with the Trainee, faculty for food and lodging and overall and Guest House Manager. While collecting the feedback score out of 25 marks, 15 marks weightage will be given to the stay of the guest/boarders, 5 marks to the Trainee, faculty for food and the remaining 5 marks weightage to the Guest House Manager for assessment of overall maintenance of the Guest House. Consolidated Feedback score for the billing period must be certified by the ordering authorities.
- i) Based on the average score obtained in the review, the following deductions shall be made in the monthly invoice, which will be settled to the contractor.

Sl_No	Avg_Score	Deductions from the monthly Bill Amount
1	16-25	Nil
2	11 -15	2%
3	Below 11	4%

The penalties shall be recovered out of the Pending Bills/Performance Security of the Contractor. The company reserves the right to forfeit a part or whole of the performance security or/and cancellation of contract in case of repeated instances of poor performance with no improvement in spite of bringing the same to the notice of the contractor, verbal or written. The contractor or his employees will not be allowed to take out any item without the explicit written authority of the AGM(HR&A), CS Cell.

- j) All penalties mentioned from (a) to (i) above are exclusive and in addition to one and other.

GCC.12 Terms of Payment:

Bill/Invoice in the form of E-Invoice (if applicable) should be correctly prepared in following manner maintaining the guidelines of GST for billing/invoicing and must be submitted on monthly basis within 7th

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of each month for work carried out during the last month, which after verification the same will be sent to the paying authority:

- i. The bills/invoices should be submitted in triplicate along with attendance sheet in accordance with the submitted at start of the month, wages payment receipt, Prof. Tax Challan, ESI Challan & EPF challan & Bank Statement of the Worker to the **Additional General Manager (HR&A), Common Service Cell, WBSEDCL, 8th floor 'B' Block, Vidyut Bhavan, Block-DJ, Sector-II, Salt Lake, Kolkata - 91.** However, GST compliances must be properly made and periodical verification will be made by appropriate authority.
- ii. Along with the monthly bill, the contractor must furnish copies of all statutory documents, i.e., proof of payment of Minimum Wages along with other applied allowances in the form of payment receipt and workers bank statement, subscription of EPF & ESI in the form of challan, etc. Bank statement provided by vendor must be authenticated by bank officials or system generated bank statement with UTR number may also be provided. Original shift-wise attendance sheet authenticated by vendor and GHIC / Principal EETI in GCC 26.
- iii. The expenditure for catering to Hostel Boarders & Trainees will be reimbursed along with the monthly payment upon submission of head wise and meal wise bill. For invoices related to catering, proper documentary evidence duly certified by competent authority must be produced.
- iv. There will be no cost to be claimed from Hostel Boarders & Trainees for lodging.
- v. The cost of food for the Guest staying at IB/Guest House needs to be claimed, and it will be taken by the vendor at the pre-approved rates as mentioned in **Appendix A.**
- vi. The vendor must submit the list of boarders along with details of their stay for the concerned bill period. Along with the bill they must submit the Feed-Backs from all the boarders/trainees duly signed by the incumbent, and the ordering authority. Average feedback score for a particular billed month must be duly authenticated by GHIC, Principal of EETI & ordering authority for imposition of penalty by Paying Authority.

It is intimated that in any case the vendor must not try to adjust his due payment towards the service charges from the amounts deposited by the boarders, in such happening the same shall be considered as embezzlement.

GCC.13 Payment of Bills:

The Manager (F&A), Establishment Corporate, WBSEDCL, 6th Floor, "B" Block, Vidyut Bhavan will be the paying authority. The payment will be made within 45 (forty-five) working days from date of receipt of corrected final bill, along with at the office of the AGM (HR&A), C. S. Cell, as per prevailing payment policy of WBSEDCL, subject to satisfactory submission of all documents as mentioned in Terms of Payment in prescribed format. For ease of invoice processing the following points must be followed by the vendor:


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NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd call)

Dated: 03-11-2025

GCC.14 Tax deduction:

All statutory deductions as per Govt. and statutory rules and TDS, shall be made from all the bills during the entire period of contract.

GCC.15 Mobilization Advance & Secured Advance:

No mobilization advance and/or secured advance shall be allowed for this contract.

GCC.16 Termination of Contract:

Cancellation/Termination of Contract before expiry period: -

The contract will be terminated as per discretion of the authority of WBSEDCL on the grounds mentioned below and in case of termination/ cancellation of Contract the security money deposited will be forfeited. Following are the grounds that may lead to termination of contract and initiation of process subsequently for holiday listing of the agency/company: -

If the selected agency/company

- fails to provide service or provides service unsatisfactorily for more than three occasions.
- fails to abide by the condition of the service contract.
- Is found to submit false particulars at the time of tender submission or indulged in any type of forgery or falsification of records.
- Changes its constitution without proper intimation to or without approval of the enlistment authority.
- Changes its permanent/business address without prior intimation to the enlistment authority.
- Is declared or is in the process to be declared bankrupt/insolvent, wound up/dissolved/partitioned.
- Persistently defaulted in settlement of Statutory Taxes such as Income Tax, GST, Wages, Bonus, ESI and EPF etc.
- Forms cartel or practicing unfair trade practice including overcharging, price fixing etc. as defined in various statutes.

If any evidence found regarding the above cases or any disciplinary action taken by any Government body against the agency/company, same will attract penal measures as deemed fit and would be imposed on the agency/company by WBSEDCL.

GCC.17 Default Risk:

In the event the WBSEDCL terminated the contract in whole or in part, WBSEDCL may obtain service, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the Contractor shall be liable to the WBSEDCL for any excess costs for such similar services. However, the Contractor shall continue performance of the contract to the extent not terminated. WBSEDCL reserves the right to forfeit Security deposit to the extent of loss so suffered by WBSEDCL and may also deduct the additional amount, if any, so incurred by WBSEDCL from other claim/bill lying with WBSEDCL on account of such default. This will be without prejudice to any other rights or remedies available to WBSEDCL under the contract or law.

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Email Id- cscell@wbsecl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Case)

Dated: 03-11-2025

GCC.18 Limitation of Liability

Except in cases of criminal negligence or willful misconduct:

- neither Party shall be liable to the other Party, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, which may be suffered by the other Party in connection with the Contract, other than specifically provided as any obligation of the Party in the Contract, and
- The aggregate liability of the Contractor to the Employer/ purchaser, whether under the Contract, in tort or otherwise, shall not exceed the amount resulting from the application of the multiplier is not so specified, the total Contract price or if a multiplier is not so specified, the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective items.

GCC.19 Decision:

Controlling Officer's decision is final in respect of all matters which are left to the decision of the Controlling Officer including the granting or with-holding of certificates.

If, in the opinion of the contractor, a decision made by the Controlling Officer is not in accordance with the meaning and intent of the contract, the contractor may file with the Controlling Officer, within 7 (seven) days after receipt of the decision, a written objection to the decision. Failure to file an objection within the allotted time will be considered as an acceptance of the Controlling Officer's decision and the decision shall become final and binding.

GCC.20 Force Majeure:

If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, pandemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts, lockdowns or act of God (hereinafter referred to as 'such acts') provided notice of happening of such event is given by one party to the other within 10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Controlling Officer as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the Company shall be at liberty to take over from the Contractor at a price to be fixed by WBSEDCL, which shall be final, all unused, undamaged and acceptable material, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the Company may deem fit excepting such materials, bought out components and stores as the contractor may with the concurrence of the Company elect to retain.

WBSEDCL shall not be held responsible to or liable to pay for any interruption in the work at the site of the contractor due to resistance from the local public towards work.

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(A Govt. of West Bengal Enterprise)

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8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Call)

Dated: 03-11-2025

- GCC.21 Liability of Damage:**
The Contractor shall be responsible for the loss or damage of the Company's materials during the contract period.
- GCC.22 Legal Jurisdiction:**
During execution of this contract, in case of any dispute arising out of the tendering procedure/ contract, the same shall normally be settled through a meeting between the contracting parties at the appropriate level to the extent possible on receipt of written representation by the contractor. Any dispute arising out of or in connection with the contract shall, to the extent possible, be settled amicably between the parties. For any disputes or differences, if not resolved amicably, the competent Civil Court or the Hon'ble High Court at Calcutta may be approached by either party for adjudication.
- GCC.23 Notice:**
Any "Notice" (except regular correspondences or daily instructions related to the site works) to the agency by WBSEDCL under terms of the contract shall be served by post/speed post/courier or registered mail or by hand at the contractor's office or site office and vice versa
- GCC.24 Price variation:**
The rate quoted by the bidder shall remain firm throughout the entire contract period including extended period, if any. No price variation shall be allowed for any reasons whatsoever.
- GCC.25 Compliance of Laws:**
The Contractor shall, in all matters arising in the performance of the Contract, comply with in all respects, give all notices and pay all fees required by the provisions of any National or State statute, ordinance or other law or any regulation or bye-law of any duly constituted authority. The Contractor shall adhere to the Statutory Provisions under **all the Acts as mentioned in SW.4**, and other relevant Statutes including subsequent amendments thereof. Non-compliance of the statutory provisions i.e. Contract labour engaged in the job may attract penal action against the Contractor from the Law Enforcing Authorities. All liabilities arising out of the non-compliance of the Law of the Land by the contractor will have to be borne by the Contractor and WBSEDCL will not be responsible in any manner whatsoever for the same.
- GCC.26 WBSEDCL's Personnel:**
Controlling Officer: Additional General Manager (HR&A), Common Service Cell WBSEDCL.
Paying Authority: Manager (F&A), Establishment Corporate, WBSEDCL.
In-Charge/Verifying Officer: In-Charge of Guest House and EETI Training Centre & Hostel.
- GCC.27 Effecting Recoveries:**
Any loss, arising due to non-fulfilment of this contract or another contract, will be recovered from the Security & Performance Deposit/ Guarantees held and/or any other amount due to the agency from the WBSEDCL from this Contract as well as from other contracts.
- GCC.28 Severability:**
If any clause of this NIT is held to be otherwise unenforceable, the remainder clauses of NIT will still be applicable.


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NIT no. WBSEDCL/CSC/Guest House/ TIA (2nd Rev)

Dated: 03-11-2025

GCC.29 Death and Bankruptcy Clause

In the event of the death of the contractor (in case of an individual) or the dissolution of the firm (in case of a partnership) or if the contractor becomes insolvent or is adjudicated bankrupt, WBSEDCL shall have the right to terminate the contract forthwith without any compensation. All amounts due to the contractor up to the date of termination shall be settled after adjustment of any recoverable dues. The legal heirs, executors, administrators, or successors of the contractor shall not have any claim or interest under the contract unless specifically approved by WBSEDCL in writing.

WBSEDCL reserves the right to enter into a fresh agreement or make alternate arrangements to complete the remaining work at the risk and cost of the original contractor.


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Dated: 03-11-2025

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NIT no. WBSEDCL/CSC/Guest House/ 716(2nd Eav)

Dated: 03-11-2025

Annexure I

PROFORMA FOR UNDERTAKING TO BE SUBMITTED BY THE BIDDER

(For genuineness of the information furnished on-line and authenticity of the documents produced before Tender Committee for verification in support of his eligibility)

I, _____, Partner/Legal Attorney/ Accredited Representative of M/S _____, solemnly declare that:

1. We are submitting Tender for the Work _____
Against Tender Notice No _____ dt _____
2. None of the Partners of our firm is relative of employee of _____ (Name of the Company)
3. All information furnished by us in respect of fulfillment of eligibility criteria and qualification information of this Tender is complete, correct and true.
4. All documents/ credentials submitted along with this Tender are genuine, authentic, true and valid.
5. If any information and document submitted is found to be false/ incorrect any time, department may cancel my/our Tender and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues including Earnest Money and banning/ delisting of our firm and all partners of the firm etc.

Signature of the Tenderer

Dated


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NIT no. WBSEDCL/CSC/Guest House/ T/B (Ind Call).

Dated: 03-11-2025

Annexure-II

Format of Letter for submission of Bid

LETTER HEAD OF BIDDER (AS ENROLLED ONLINE ON e-Tendering PORTAL OF NIC)

To
The Additional General Manager(HR&A)
Common Service Cell
West Bengal State Electricity Distribution Company Limited,
8th Floor, Block 'B', Vidyut Bhavan,
Block-DJ, Sector-II, Bidhannagar,
Kolkata- 700091.

Sub: Letter for submission of Bid for the work

Ref: 1. NIT No.dated

2. Tender Id No.

Dear Sir,

We offer to execute the work as per our offered bill of quantity in accordance with the conditions of the NIT document as available in the website. The details of the Bid Guarantee and cost of bid, Power of attorney & Undertaking being submitted by us in hard copies, which have been furnished on-line also.

This Bid and your subsequent Letter of Acceptance/ Work Order shall constitute a binding contract between us.

We hereby confirm our acceptance of all the terms and conditions of the NIT document unconditionally.

Thanking you,

Yours faithfully,

.....
.....
Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd law)

Dated: 03-11-2025

Annexure-III

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LTD.
Common Service Cell, 8th Floor: B Block
Vidyut Bhavan: Kolkata 700091

Tender Notice No:

Dated:

BID PROPOSAL

From :

Bidder's Name and Address :
Contact person :
Designation :
Telephone No. - (L/L & mobile) :
Fax :
Tender Reference :

To
The Additional General Manager (HR&A),
Common Service Cell
West Bengal State Electricity Distribution Company Limited,
8th Floor, Block 'B', Vidyut Bhavan,
Block-DJ, Sector-II, Bidhannagar,
Kolkata- 700091.

Sub. : Invitation to bid for Providing Services at Guest Houses and Training Centre of WBSEDCL comprise of complete management of accommodation, housekeeping, caretaking, catering, cleaning, waste disposal, and guest hospitality services, with a hotel-like standard and service etiquette

Dear Sir,

1. We, the undersigned Bidder/(s), having read and examined in details the specifications and other documents of the subject Bid, do hereby propose to execute the contract as per specification as set forth in your Bid-Document.

2. PRICES AND VALIDITY :

- 2.1. All prices and other terms and conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of the technical bids (Cover-1). We further declare that prices stated in our proposal are in accordance with your bidding and prices are firm.
- 2.2. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.

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Email Id- cscell@wbsecl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (And Call)

Dated: 03-11-2025

3. **BID GUARANTEE:** We have enclosed a Bid Guarantee in the form of Bank Guarantee/ Online Transaction in favour of of Rs. payable at Kolkata of vide Ref No. dated
4. **Format of undertaking** - We have enclosed format of undertaking as per annexure - I&II.

5. DEVIATIONS:

We declare that contract shall be executed strictly in accordance with the specifications and documents.

6. WORK SCHEDULE:

If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal, we fully understand that the work completion schedule stipulated in the proposal is the essence of the Contract, if awarded. The completion schedule of the various major key phases of the work will be as per time Schedule submitted by us and approved by in order to maintain the completion time schedule of bid documents.

7. CONTRACT PERFORMANCE GUARANTEE:

We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value, equivalent to 10% (as per norms of WBSEDCL) of contract value in the form of Bank Guarantee/ DD and also agree to pay (i) Additional Performance Security equal to 10% of the ordered value for bid of the items having variation of - 20% to -50% of the estimated rate should be furnished in the prescribed format, within a period of 30 days from the date of issuance of the Purchase Order.

(ii) Additional Performance Security equal to 20% of the ordered value for bid of the items having variation over - 50% to -80% of the estimated rate should be furnished in the prescribed format, within a period of 30 days from the date of issuance of the Purchase Order.

This Security Deposit (i) & (ii) above shall remain valid up to the time of completion of supply of materials, with an additional claim period of further six months of contract value in the form of Bank Guarantee in your favour within stipulated time as mentioned in bid from the date of placement of Letter of Award and undertake to enhance the same, as required, as to be informed time to time.

Dated.....this.....day of.....20

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091

CIN- U40109WB200756G113473 Website- www.wbsecl.in



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Law)

Dated: 03-11-2025

Annexure-IV

Format for Techno-Commercial Bid (Part-I)

Techno-commercial Requirement for complete management of accommodation, housekeeping, caretaking, catering, cleaning, waste disposal, and guest hospitality services for WBSEDCL

1.	Name of firm/Agency/Company	:		
2.	Detailed Address & Telephone No.			
	a) Head Office	:	Address	
		:	Telephone No.	
	b) Registered Office at Kolkata/Howrah/Salt Lake/ North 24 Parganas/South 24 Parganas (Mark the location)	:	Address	
		:	Telephone No.	
3.	Contact Details:			
	a) Authorized person at Head Office	:	Name:	
		:	Telephone & Mobile no:	
		:	e-mail:	
	b) Fax number (if any) of Local Office	:		
	c) Email address of Local Office	:		
	d) Details of personnel of Local Office			
	Particulars	Head of the Office	Responsible Person I	Responsible Person II
	Name:			

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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CIN- U40109WB200756C113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)

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Extension No. 033-23197353/525
Email Id- csccell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (End Call)

Dated: 03-11-2025

Telephone & Mobile No:	Telephone No.	Telephone No.	Telephone No.
	Mobile No.	Mobile No.	Mobile No.
e) Website URL (if any)			
4. Trade License no (Copy should be enclosed)			
5. PAN No. (Copy should be enclosed)			
6.(a) GST Registration No. (Copy should be enclosed)			
6.(b) GST Registration Type (Regular or Composite) (Document should be submitted)			
7. Certificate of Incorporation/ Certificate of Commencement in case of Private/Public Limited Company			
8. Company Identification Number (if any)			
9. Professional Tax Reg. no (if applicable):			
10. Registration details with the Regional Labour Commissioner			
11. EPF Registration details			
12. ESI Registration details			
13. ISO 9001:2015 for Quality Management System			
14. Necessary licenses and approval by the competent authorities or any other act governing the provisions of catering and hospitality services			
14. IT Return for F.Y. 2022-23, 2023-24 & 2024-25			
15. Average Annual Turnover for 2022-23, 2023-24 & 2024-25			
16. List of Clients with ongoing service contract (Documents should be enclosed)			
13. Whether the firm had been removed from approved list of outsourced service providing Agency from any organization?	Yes/No (if yes, give details)		

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ T/G (End Env)

Dated: 03-11-2025

14.	Whether the firm is demoted to a lower class of outsourced service providing Agency at any organization?	:	Yes/No (if yes, give details)
15.	Whether the firm is having business banned/ suspended by any government department in the past?	:	Yes/No (if yes, give details)
16.	Whether the firm is convicted by a court of law?	:	Yes/No (if yes, give details)
17.	Whether business activities of the firm have been suspended and they are subject to legal proceeding?	:	Yes/No (if yes, give details)
18.	Whether the firm was disqualified pursuant to administrative suspension or disbursement by any Department?	:	Yes/No (if yes, give details)
19.	Whether already enlisted with other department (except any other department of WBSEDCL)	:	Yes/No (if yes, give details)
20.	Work experience details in support of execution of work with reference to Terms & Conditions		
21.	Filled up Annexure- III, IV, V & VII	:	
22.	Earnest Money Payment Details		
	Mode of Payment (please tick the mode)	:	Online
	Transaction Reference Number	:	
	Transaction Date	:	
	Amount	:	
	Issuing Bank	:	
	Branch name	:	
	Whose favour	:	
23.	Enclosures		

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091

CIN- U40109WB2007S6C113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (End Call)

Dated: 03-11-2025

- i) Attested copies of all requisite registration certificates
- ii) Client List
- iii) Earnest Money (Annexure-VII if submitted in BG)

- iv) Certificate of Incorporation & CIN (if any)
- v) Prof. Tax Registration Certificate
- vi) Desired IT Returns
- vii) Audited Accounts for 2022-23, 2023-24 & 2024-25
- viii) Filled up Annexure – IV, V, VI & VII

-Declaration-

01. I/we certify that I/we have read the Enlistment Rule of WBSEDCL and am/are prepared to abide by them as amended from time to time.
02. I/we certify that the information given in the Technical Bid is true to the best of my/our knowledge. I/we also understand that in case any information is found wrong, I/we shall be liable for cancellation of Bid and will be debarred from the enlistment/ tendering process in future.

Signature(s) of the Authorized Signatory with seal of Head Office

Signature(s) of the Authorized Signatory with seal of Local Office

Note: - The complete application form along with BG should be submitted to the Office the Additional General Manager (HR&A), Common Service Cell, WBSEDCL at 8th floor B Block of Vidyut Bhavan at Block-DJ, Sector-II, Bidhannagar, Kolkata-700091.

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (End Case)

Dated: 03-11-2025

Annexure V

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE

(To be executed on an Rs. 100/- Non-judicial Stamp Paper arranged by the successful Agency/Company after finalization of the Tender)

Ref.....
Bank Guarantee No.....
Date.....

To

West Bengal

Dear Sir(s),

In consideration of West Bengal State Electricity Distribution Company Ltd. (hereinafter referred to as the "owner" which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s. with registered/Head Office at (Hereinafter referred to as "contractor" which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns), a Contract issued by Owner's Letter of Award vide memo no: WBSEDCL/CSC/Guest House Dated..... for providing Engagement of Agency for the job of cleaning of Computers along with the installed peripherals and Telephone Sets installed at different departments at Vidyut Bhavan that comes under the Common Service Cell, Vidyut Bhavan, Salt Lake, Kolkata 700 091 for years (scope of work) and the same having been acknowledged by the Contractor, resulting in a Contract bearing no. dated..... the contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Rs./- (Rupees) only.

We

(Name & address) having its Head office at (hereinafter referred to as the "Bank", which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) do hereby guarantee and undertake to pay the Owner, on demand any or all moneys payable by the Contractor to the extent of Rs. as aforesaid at any time up to*(day/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to this Contractor.

Any such demand made by the Owner on the bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall to continue to be enforceable till the Owner discharges this guarantee.

The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under the Guarantee from time to time to extend the time for performance or the Contract by the Contractor. The Owner

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091

CIN- U40109WB200756C113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- csccell@wbsecl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Case)

Dated: 03-11-2015

shall have the fullest liberty, without affecting this guarantee to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor and to exercise the same at any time in any manner and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not be relieved of its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the bank.

The bank also agrees that the Owner at its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and not withstanding any security or other guarantee the Owner may have in relation to the Contractor's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to ₹..... and it shall remain in force upto including *(dd/mm/yyyy) and shall be extended from time to time for such period as may be desired by M/s. on whose behalf this guarantee has been given.

Unless a demand or claim is lodged on us within and including *(dd/mm/yyyy) we shall be discharged from all liabilities thereafter.

Dated this day of, 20..... at

WITNESS

..... (Signature) (Signature)
..... (Name) (Name)
..... (Official address) (Official address)

Attorney as per the Power of Attorney No.

Date

* Till 6 (Six) months after the validity of the Bank Guarantee.

** Upto 6 (Six) months after the expiry of the guarantee period.

Notes:

1. The Stamp Paper of appropriate value shall be purchased in the name of issuing bank. The performance Bank Guarantee/ Security Deposit Bank Guarantee shall be valid as per terms of contract. A period of 06 (Six) months should be added as the claimed period from the last date of validity of the Bank Guarantee.

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091

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West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (End Case).

Dated: 03-11-2025

Annexure-VI

PROFORMA OF CONTRACT AGREEMENT

(To be executed on a Rs. 100/- Non judicial Stamp Paper)

The AGREEMENT MADE this day of in the year between WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED (WBSEDCL), a company incorporated under Companies Act 1956 having its registered Office at "Vidyut Bhavan", Block-DJ, Sector-II, Bidhannagar, Kolkata-700091, hereinafter referred to as the "Company" (which expression shall unless excluded by or repugnant to the context be deemed to include its successors and assigns) of the ONE PART.

AND

....., hereinafter referred to as the "Contractor" (which expression shall unless excluded by or repugnant to the context be deemed to include its heirs, executors, administrators, representatives and permitted assigns) of the OTHER PART.

WHEREAS the Company invited tender vide Tender Notice No.

..... (annexed hereto) for "....."

AND WHEREAS in pursuance of such invitation for tenders the Contractor submitted a tender vide no. dt the Techno-commercial part of which was opened on and the Price bid was opened on (The tender offer is in custody of the Company at present).

AND WHEREAS AFTER consideration of the tender submitted by the Contractor, with clarification(s), the Company accepted the said tender submitted by the Contractor and placed Letter of Award no.

NOW THEREFORE, The Company and the Contractor agree as follows:

1. The Contractor agrees to undertake the work of "....." as per Letter of Award/Order no. dt referred to above.
2. The Company agrees to pay the contractor as per the Letter of Award no. dt referred to above.
3. Both the Contractor and the Company agree that for the purpose of jurisdiction of court in regard to any dispute arising out of this agreement, this agreement shall be deemed to have been executed within the jurisdiction of the original side of the High Court, Kolkata.

IN WITNESS WHEREOF the parties have hereunder affixed their signature, on the day, the month and year written as above.

SIGNED, SEALED AND DELIVERED

..... Contractor Company
..... Witness Witness
..... Witness Witness

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091

CIN- U40109WB2007S6C113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Call)

Dated: 03-11-2025

Annexure-VII

West Bengal State Electricity Distribution Company Limited
Common Service Cell, 8th Floor 'B' Block
Vidyut Bhavan, Kolkata-91

(NOT TO BE QUOTED OVER HERE,
PLEASE REFER BOQ AS PER TERMS OF NIT)
THIS IS ONLY THE FORMAT

Work Description	Service is for (Months)	Rate per Month (₹)	Value (Ex-GST) (₹)	GST @ 5% (₹)	Total Value with GST (₹)
Providing Services at Guest Houses and Training Centre of WBSEDCL comprises of complete management of accommodation, housekeeping, caretaking, catering, cleaning, waste disposal, and guest hospitality services, with a hotel-like standard and service etiquette.	24	-	-	-	-
Total Monthly Financial Involvement (₹) =	-	-	-	-	-


Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091
CIN- U40109WB2007SGC113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 71A (2nd Row)

Dated: 03-11-2025

Annexure-VIII

MANDATE FORM BY VENDOR FOR RTGS/NEFT PAYMENTS (TO BE FILL IN BLOCK LETTER)

1. NAME OF THE VENDOR :
2. ERP VENDOR NO:
3. Vendor Type: Company / Partnership / Proprietorship / Self Help Grp / HUF/Others :
4. ADDRESS:
5. TELEPHONE NO. & FAX NO:
6. MOBILE PHONE :
7. E-mail:
8. P.A.N. NO. (MANDATORY):

--	--	--	--	--	--	--	--	--	--
9. GST REGISTRATION NO:
10. PARTICULARS OF BANK ACCOUNT (One cancelled Cheque is to be enclosed)
 - i) Name of Account Holder:
 - ii) BANK NAME :
 - iii) BRANCH NAME & ADDRESS :
 - iv) BANK BRANCH TELEPHONE NO:
 - v) Account type (whether SB or Current):
 - vi) ACCOUNT NO:

--	--	--	--	--	--	--	--	--	--
 - vii) BANK'S MICR CODE:

--	--	--	--	--	--	--	--	--	--
 - viii) BANK'S IFS CODE:

--	--	--	--	--	--	--	--	--	--
11. DECLARATION OF THE PARTY:
 I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or Not Affected at all for reasons of incomplete and incorrect information, WBSEDCL will not be held responsible.
 Date:

Signature of the Vendor

N. B: [Where the cheque does not carry IFS Code an attestation from Bank attesting the IFS Code should be given.]

SIGNATURE OF BANK OFFICIAL WITH SEAL

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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West Bengal State Electricity Distribution Company Limited
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8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Bldg)

Dated: 03-11-2025

Annexure-IX

**FORMAT OF THE BANK GUARANTEE FOR ADDITIONAL
PERFORMANCE SECURITY DEPOSIT**

**(To be executed on an Rs. 100/- Non-judicial Stamp Paper arranged by the successful
Agency/Company after finalization of the Tender)**

To

.....(Designation of Officer/Engineer-In-Charge)

.....(Office address of Officer/Engineer-in-Charge)

WHEREAS (name and address of Contractor) (hereafter called "the Contractor") has undertaken, in
pursuance of Contract No.

Dated _____ to _____ execute
(name of Contract and brief description of Works (hereinafter
called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish
you with a Bank Guarantee by a Scheduled Commercial Bank for the sum specified therein for
'ADDITIONAL PERFORMANCE SECURITY DEPOSIT' for compliance with his obligation in
accordance with the Contract;

NOW WHEREAS we _____ (indicate the name of the
bank and branch) have agreed to give the Contractor such a Bank Guarantee.

NOW THEREFORE we _____ (indicate the name of the bank &
branch) hereby affirm that we are the Guarantor and responsible to you on behalf of the
Contractor, upto a total of Rs. _____ (amount of guarantee)

(in words). We undertake to pay you, upon your first written demand and
without cavil of argument, a sum within the limits of

(amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for
your demand for the sum specified therein.

We _____ (indicate the name of the bank
and branch) hereby waive the necessity of your demanding the said debt from the contractor before
presenting us with the demand.

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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Registered Office: Vidyut Bhavan, Block -DJ, Sector -II, Bidhannagar, Kolkata - 700091
CIN- U40109WB200756C113473 Website- www.wbasedcl.in



West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (Ind. Cam.)

Dated: 03-11-2025

We (indicate the name of the bank and branch) further agree to pay to you any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal..... the present absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment.

We (indicate the name of the bank and branch) further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed there under or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

We (indicate the name of the bank and branch) lastly undertake not to revoke this guarantee except with the previous consent of you in writing.

This Guarantee shall be valid upto..... It come into force with immediate effect and shall remain in force and valid for a period upto the time of completion of the work under the stated contract plus claim period of Six months for the Bank Guarantee. Notwithstanding anything mentioned above our liability against this guarantee is restricted to Rs..... (Rupees.....) and unless a claim in writing is lodged with us within the validity period i.e. upto..... of this guarantee all our liabilities under this guarantee shall cease to exist.

Signed and sealed this day of 2025..... at

by:

SIGNED, SEALED AND DELIVERED
For and on behalf of the BANK
(Signature)
(Name)
(Designation)
(Code Number)
(Address)

NOTES: (1) The bank guarantee should contain the name designation and code number of the officer(s) signing the guarantee

The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.


Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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(A Govt. of West Bengal Enterprise)

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8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbsecl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Cell) - I

Dated: 03-11-2025

Annexure-X

Subject: Undertaking for Compliance with Statutory Obligations

Respected Sir/Madam,

I/We, the undersigned, do hereby undertake and declare that during the execution of the contract/work order bearing reference number [WO/PO Number], dated [DD/MM/YYYY], with [Name of the Organization], we shall strictly comply with all applicable statutory laws, rules, and regulations in force from time to time, including but not limited to:

1. The Minimum Wages Act, 1948
2. The Employees' Provident Fund and Miscellaneous Provisions Act, 1952
3. The Employees' State Insurance Act, 1948
4. The Contract Labour (Regulation and Abolition) Act, 1970
5. The Payment of Wages Act, 1936
6. The Payment of Bonus Act, 1965
7. The Payment of Gratuity Act, 1972
8. The Equal Remuneration Act, 1976
9. The Factories Act, 1948 (where applicable)
10. The Labour Welfare Fund Acts (as applicable)
11. Any other labour or taxation laws applicable in relation to the services executed under the said contract.

We further confirm:

- All statutory deductions and deposits (e.g., EPF, ESI, GST, TDS, etc.) will be made and deposited within the stipulated time.
- Necessary returns and registers will be maintained and submitted as required under relevant Acts.
- All personnel deployed will be provided with wages and benefits not less than those prescribed under applicable laws.
- The organization shall not be held liable for any non-compliance on our part.

We understand that non-compliance with any of the above provisions may result in termination of the contract and/or legal action as deemed appropriate.

This undertaking is being given voluntarily and with full understanding of its implications.

Thanking you,

Yours faithfully,

For [Vendor/Contractor Name]

(Authorized Signatory)

Name: _____

Designation: _____

Contact No.: _____

Seal: _____

Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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West Bengal State Electricity Distribution Company Limited
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Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ T & C (Ind Law)

Dated: 03-11-2025

Annexure-XI

INDEMNITY BOND

(To be executed on a Rs. 100/- Non-judicial Stamp Paper)

KNOW ALL MEN BY THESE PRESENT INDEMNITY BOND EXECUTED by me / us on this
.....Day of20..., I/We having Registered Office / residing at

(herein after called "OBLIGOR / OBLIGORS" which expression shall mean and includes my / our successors legal representatives, assigns) do hereby binds myself /ourselves and also our company / firmafter having the power to bind so with the promise and undertaking in favour of the West Bengal State Electricity Distribution Company Limited, a government company within the meaning of Sec. 617 of the Indian Company's act having registered office at Vidyut Bhavan, Block-DJ, Sector-II, Salt Lake City, Kolkata - 700091 (hereinafter called as OBLIGEE, which expression shall mean and include it's legal representative, administrators assigns.

Whereas OBLIGOR / OBLIGORS has / have been enlisted to WBSEDCL as approved vendor to execute the job/works under Enlistment order no. dt. issued by the OBLIGEE after having observing necessary formalities, the details of which is described in the schedule given hereunder as per letter mentioned herein-above and whereas the said job / works will be / likely to be done in places covered under Employees' State Insurance Act (ESI) and / or the Workmen Compensation Act (W.C. Act) and / or other laws relating to the Labour Management and Welfare.

And whereas according to the condition of the contract the OBLIGOR / OBLIGORS is/are under obligation to execute this Indemnity Bond before the commencement of actual execution and OBLIGOR / OBLIGORS is/are aware that unless this Indemnity Bond is executed in accordance with the condition of contract before the actual execution in accordance with law the OBLIGEE shall have the power to deem that actual work has been started within the meaning of the contract before the execution of this Indemnity Bond.

Now this indenture witnesses that I / we the OBLIGOR / OBLIGORS do hereby undertake: -

1. THAT the OBLIGEE shall not be held responsible for any type of accident which may take place during the course of work undertaken by the OBLIGOR / OBLIGORS.
2. THAT the OBLIGOR / OBLIGORS will take/adopt all safety norms in respect of each and every workmen labour personnel according to the rules or to the satisfaction of the OBLIGEE in all cases.
3. THAT the OBLIGOR / OBLIGORS undertakes/undertake to engage only those labour worker or any other personnel whether skilled or unskilled or any other person whether in technical management or non-managerial or any other capacity in the area covered under Employee' State Insurance Act who has/have insurance coverage within the meaning of Employees' State Insurance Act and further undertakes not to engage any person in the

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West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

Telephone No. 033-2334-5828
Tele Fax No. 033-2359-1924
Extension No. 033-23197353/525
Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Cav)

Dated: 03-11-2025

area covered under Employees State Insurance Act., who does / do not has / have insurance coverage within the meaning of Employees' State Insurance Act.

4. That the OBLIGOR / OBLIGORS further undertakes/undertake to engage only those labour, worker, or any other personnel, whether skilled or unskilled, whether in technical, managerial or non-managerial or any other capacity in the area not covered under Employees' State Insurance Act, who has life insurance for the sum assured equivalent to the amount of Compensation under the Employees Compensation Act in case of accidental death or inquiry and such insurance has been effected by the OBLIGOR / OBLIGORS.
5. THAT the OBLIGOR / OBLIGORS undertakes / undertake to indemnify and keep harmless the OBLIGEE from all claims, action, proceedings and of risk, damage, danger to any person whether belonging to / or not belonging to OBLIGOR / OBLIGORS.
6. THAT the OBLIGOR / OBLIGORS shall keep harmless the OBLIGEE from all claims, compensation, damages, any proceedings in respect of any of its employee / workmen under the Workmen Compensation Act. Act or any other laws for the time being in force.
7. THAT, if during the course of execution of work as stated in the letter mentioned hereinabove issued by the OBLIGEE, it is found that the OBLIGOR / OBLIGORS has/have not complied with guidelines/formalities within the meaning of Employees' State Insurance Act or Workmen Compensation Act or any other laws relating to the Labour Welfare for the time being in force, and also has not observed the safety norms in accordance with the law to the satisfaction of the OBLIGEE, the OBLIGEE shall have the right to stop the execution of work / job and the period of such stoppage shall continue till adequate safety and other compliance mentioned hereinabove under the labour welfare legislation have been observed and such period of stoppage shall not be taken into account for the calculation of the total period of completion of work for which the OBLIGOR / OBLIGORS is responsible to complete the work / job and it will be deemed that discontinuance was due to default of OBLIGOR / OBLIGORS.
8. THAT, if at any time, due to exigency, the OBLIGEE i.e. the West Bengal State Electricity Distribution Company Limited, as the Principal Employer, becomes liable to pay any such compensation mentioned hereinabove, whether on failure of the OBLIGOR / OBLIGORS or for any other reason, the OBLIGEE shall have the right to recover the said amount from any amount receivable by OBLIGOR / OBLIGORS or any bank guarantee deposited or anything payable whether in connection with this contract or other contract by the OBLIGEE to the OBLIGOR / OBLIGORS.
9. THAT the OBLIGOR / OBLIGATOR is / are aware and accept that for the persistent or repeated violation of any condition mentioned in this Indemnity Bond, the OBLIGEE shall have right to terminate the contract of work issued by the OBLIGEE to OBLIGOR / OBLIGATOR.


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Email Id- cscell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd floor)

Dated: 03-11-2025

SIGNED AND DELIVERED	
BY THE OBLIGOR / OBLIGORS
Signature
WITNESS:	
1) Name, Designation
Signature
2) Name, Designation
Signature


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ANNEXURE - A

Deliverables

1. WBSEDCL will provide the following:
 - I. Furnishing of Rooms.
 - II. Air Conditioners, Voltage Stabilizers, Geysers, Refrigerator, Washing Machine, Toaster etc.
 - III. Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings etc..
 - IV. Telephone instruments and extensions, computer with Internet connection.
 - V. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided.
 - VI. Payment of electric charges, water charges, telephone bills, house/municipal tax shall be taken care of by WBSEDCL.
 - VII. Renovation/ addition to the building, solar water heating, firefighting equipment, emergency power line etc. shall be taken care of by the WBSEDCL.
 - VIII. Matters related to civil or major electrical works etc. shall be taken care of by the WBSEDCL.
 - IX. Racks, Cupboards, Room Locking arrangements, shoe/luggage rack etc. as onetime support.
 - X. WBSEDCL will provide a comprehensive computing software and room reservation/ allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software.
 - XI. WBSEDCL will hand over to the Agency materials like beds, cots, linen, chairs, tables, mixer/grinder, fridges, kitchen equipment, machinery etc. and the Agency has to agree to keep proper acknowledgement and Agency shall take care to maintain these items properly. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract / termination thereof, the Agency is liable to return the same to WBSEDCL in good working condition barring normal wear and tear. For shortage/misplacement/theft replacement cost of the items will be recovered from the final bill or security deposit.
2. The contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
3. All personnel/employees/workmen employed by the agency shall be preferably in the age group of 21 - 60 with good health and sound mind. The personnel/employees/workmen of the agency shall be liable to security screening by the Security Staff/Agencies deployed by WBSEDCL.
4. The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of WBSEDCL.
5. The agency shall appoint fully qualified and competent workers; appropriate operations-in-charge personnel should be deployed by the agency, at their own cost, to ensure that the services rendered by them are at the best International Standards and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the WBSEDCL. The agency as an employer of its

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employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees/ workmen to fulfil their obligations under this agreement with enough reasons for doing so, with approval of the WBSEDCL authority.

6. The employees/workmen employed by the agency shall always be under the direct and exclusive control and supervision of the agency and the agency may transfer its employees / workmen and in accordance with their needs, provided in consultation with the Administrative Officer -Services /the officer designated by WBSEDCL. Adequate and necessary numbers of employees / workmen are deployed by the agency for fulfilment of their contractual obligations under this agreement. It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by him, fulfil the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
7. The number and composition of staff required for WBSEDCL Guest House should be given separately. The tenderer should have sufficient number of permanent employees on roll, specifically qualified and trained for housekeeping and allied work as per tender requirement (For details refer to Annexure 'A').
8. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed by WBSEDCL, before the commencement of work:
 - List of Manpower short listed by agency for deployment at WBSEDCL, containing full details i.e. date of birth, marital status, address etc; Bio-data of the persons with passport size photograph
 - Character certificate from a Gazetted officer of the Central/State Government or certificate of verification of antecedents of persons by local police authority. Or any official of WBSEDCL/WBSETCL.
 - Their deployment will be only after the approval of the Administrative Officer, Services /the designated officer.
9. The selected agency shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the guest houses.
10. Services will be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation, mentioned in Annexure - III. The personnel deployed (preferred age group: 21-50 years) of certified character and antecedents be Indian national and must display name badges and identity card signed by the agency/contractor and be conversant in speaking Hindi, English and local languages.
11. The agency should provide at least two sets of uniforms to all personnel employed by them. The staff should wear formal, clean, and pressed uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the guest houses. Housekeeping staff - Appropriate uniform shall be provided for gents and ladies.

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12. The contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions with prior approval of Administrative Officer Services, Guest House / the designated officer. A proper record and register should be maintained and presented for checking purpose of the Administrative Officer Services / the Designated Officer.
13. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by WBSEDCL or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.
14. All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the Guest House campus. The WBSEDCL may introduce a system of Bio Metric/ RFID attendance/ GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Guest House.
15. The services will be provided round the clock on all days of the year (24 x 7 x 365) with sufficient number of manpower required to run the operation. Leaves of the contract employees of the agency should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the contractor.
16. No items will be taken out of the Guest House without written permission of the Administrative Officer (Services) or the designated officer nominated by the Director, WBSEDCL. Normally no inventory will be shifted from one room/ place to another, without approval of Administrative Officer services, Guest House/designated officer and making valid entry in the stock register of the inventory.
17. Room and catering charges will be collected by the contractor and the same will deposited with the official nominated by WBSEDCL. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day, failing which 24% interest will be charged on the withheld amount from the contractor.
18. WBSEDCL will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.
19. Compliance of policy regulation viz., payment of central government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act,


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industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the contractor. In this regard the contractor at all-time should indemnify WBSEDCL against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required.

20. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the WBSEDCL authority for verification and record.
21. The Leave of the employee working in the Guest House needs to be informed to the Guest House Manager.

DETAILED SCOPE OF WORK FOR GUEST HOUSE MANAGEMENT AND RECEPTION SERVICES

- I. Manage the Reception counter by a professional and experienced person who will attend the guest with decent and hospitable manner; Attend to and address any guest complaint promptly.
- II. Maintain the check-in and check-out in both Registers and in system
- III. Allot the rooms in the Guest house as per the directive * booking received on first cum first serve basis.
- IV. Arranges for handling of baggage of the guest;
- V. To attend the telephones and maintain a call traffic register
- VI. Maintain the Complaint Register (standard Format) which should be available on demand;
- VII. To arrange emergency transport as and when required by the guest;
- VIII. To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby;
- IX. To Report the Room-wise Occupancy status every morning to the Guest house Manager;
- X. To Report non-functional electrical gadgets (Geyser, Fan, lights, AC etc) and other maintenance issues of the rooms as well as common areas to the Administrative Officer through Guest house manager. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the Guest house Manager daily through receptionist.
- XI. At the time of check-out, to ensure that all the items provided in the room (like Remote of TV etc) are available in the room in case of any missing items the contractor will be solely responsible to replace the same at no extra cost

HOUSEKEEPING & JANITORIAL SERVICES

All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipment's, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance level.

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1. To ensure that all the rooms, fixture and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).
2. To ensure that all rooms are provided with following items at any point of time [Record to be maintained for verification]. These items will be provided by the WBSEDCL.
 - Bed Sheet
 - Bed Cover
 - Pillow Covers
 - Blanket
 - Bath Towel
 - Hand Towel
 - Tumblers (Glass)
 - Coasters
 - Hangers
 - Bucket
 - Foot Mat
 - Mug
 - Dustbin open
 - Dustbin closed
 - Electric Kettle
 - Cups
 - Telephone
3. The Agency shall supply the following toiletries and consumable for each room per new occupant and replenish every alternate day.
 - Bath Soap
 - Shampoo Sachet
4. The Agency shall supply the following consumables for each room per day.
 - Coffee, Tea, Milk and Sugar Sachets
5. The Agency shall ensure the following items are replenished promptly in each room.
 - Goodnight/All-out mosquito repellent with refills
 - Toilet Tissue Rolls(2nos.)
 - Room fresheners
 - Naphthalene balls
 - Battery Cells (in working condition) for AC remotes.
6. Bedroom linen and Bathroom towels should be changed every second day during occupancy or more frequently, if required.
7. All items mentioned above should be of superior/branded quality. The Agency should provide all these items.


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8. Go-green initiatives should be a part of agency's mission with the usage of eco- friendly branded cleaning chemicals.

The service of the House-keeping is round-the-clock operation. It includes the followings:

✓ **CLEANING SERVICES**

It is necessary to maintain the environment of the guest house in a healthy and hygienic condition round the-clock at the level of a 3-star hotel or above. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:

○ **Daily Cleaning:**

- ❖ Sweeping of the entire premises;
- ❖ Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages;
- ❖ Dusting of desk, table, chair and furniture located in the rooms ;
- ❖ Special attention will be paid to the cleaning of washbasins.
- ❖ Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants;
- ❖ The contractor is responsible for cleaning the entire areas of Guest House inside and outside areas on daily basis. Bushes surrounding to the guest house also should be cleaned weekly basis. Car parking area, approached road to guest house also should be cleaned by the contractor every day
- ❖ All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc;
- ❖ All surfaces shall be free of germs, soap and mud at the washrooms/WCs;
- ❖ Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
- ❖ Cleaning of Doormats, aluminum doors, aluminum Fishplates etc.
- ❖ Naphthalene balls, urinal cubes should be supplied sufficiently in the toilets;
- ❖ Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;
- ❖ All waste wet and dry from waste paper baskets, kitchen, dining halls etc. will be collected and disposed off as per the guidelines every day.
- ❖ The contractor shall ensure that there is a good ventilation by keeping the doors and windows of the rooms open every day for 30-60 minutes (whether the room is occupied or not) to prevent accumulation of bad odor and suffocation.
- ❖ The contractor shall ensure that the rooms are cleaned and freshened usually in the absence of the guests, under the supervision of the housekeeping supervisor. The workmen attending to the job should, therefore, have the highest standard of honesty and integrity.

○ **Weekly Cleaning:**

- ❖ Glass table tops, doors partitions and glass accessories would be cleaned using solvent;
- ❖ Cleaning of bath fittings with silvo.


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o Monthly Cleaning

- ❖ All glass doors, windows of the premises would be cleaned using damp and dry method;
- ❖ Cleaning of photos, sculptures, panels, glass/board partitions etc.;
- ❖ Wipe/clean/polish of all staircases/metal railings, passages, corridors with detergents/brasso/silvo etc.
- ❖ Dusting/cleaning of Venetian blinds.

o Quarterly Cleaning:

- ❖ To remove cobwebs from the entire guest house premises wherever they exist;
- ❖ Scrubbing of all floor areas;
- ❖ Carpets in Guest Rooms, if any, to be cleaned with shampoo by experienced personnel;
- ❖ All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
- ❖ Washing/dry cleaning, ironing and refitting of curtains.



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Dated: 03-11-2025

APPENDIX-A		
CATERING		
THE CONTRACTOR/ SERVICE PROVIDER SHALL SERVE THE FOLLOWING		
1	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 WBSEDCL.	
6	Paper Napkins in each Breakfast/ Lunch/ Dinner.	
7	Tooth Prick Sticks of Good Quality.	
CATERING CHARGES:		
THE CHARGES FOR BREAKFAST, DINNER AND LUNCH SHALL BE AS ESTIMATED BELOW		
Sl No	DESCRIPTION OF ITEMS	RATE
	ONE TEA PER CUP	
1	[Two pieces of Biscuits (Branded) to be provided. Tea Leaves should be good quality Assam/ Darjeeling Tea]	Rs10.00/Cup
	TEA IN POT (TWO CUPS)	
2	[Two pieces of Biscuits (Branded) to be provided. Tea Leaves should be good quality Assam/ Darjeeling Tea]	Rs 20.00/ 2 Cups
3	COFFEE with Biscuit.	Rs20.00/ Cup
	BREAKFAST	
4	[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]	Rs60.00/ Plate
	LUNCH/ DINNER	
5	[Rice, Roti, Two Plate seasonal Vegetables, Dal, Papad, Pickle, Dahi& Salads]	Rs 80.00/ Plate
6	FISH [Rohu/Katla] One plate (100 gms/ One Piece)	Rs 70.00/ Plate
7	CHICKEN CURRY WITH POTATO (200gms)	Rs100.00/ Plate
8	MUTTON CURRY WITH POTATO (150gms)	Rs200.00/ Plate
9	EGG CURRY WITH POTATO (2 EGGS) -1 PLATE	Rs40.00/ Plate

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Dated: 03-11-2025

10	EGG BOILED/ OMELET - 2 PIECES	Rs 30.00/ Plate
11	VEGETABLE/ONION PAKORA-1PLATE (6 PIECES), FINGER CHIPS- 1 PLATE	Rs 50.00/Plate
12	CHICKEN PAKORA- 1PLATE (6 PIECES BONELESS)	Rs 100.00/Plate
13	HAKKA/GRAVY VEG NOODLES	Rs 100.00/Plate
14	COLD DRINKS/ MINERAL WATERS	MRP PRICE
15	SALAD (With Cucumber, Onion, Tomato) [Standard Plate]	Rs. 30/ Plate
16	CURD (Sweet/Sour) [Small Bowl]	MRP PRICE

SPECIAL MENU:

1	Contractor shall provide foodstuffs as per the requirement of WBSEDCL 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.
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Additional General Manager (HR&A)
Common Service Cell, WBSEDCL

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West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Common Services Cell
8th Floor 'B' Block
Vidyut Bhavan

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Email Id- csccell@wbasedcl.in

NIT no. WBSEDCL/CSC/Guest House/ 716 (Ind Cau)

Dated: 03-11-2025

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 Flakes	Mohan Meakin, Champion
11	Jam	Kissan or equivalent as approved.
12	Pickle	Kissan / Mother's 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	Table Salt/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

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Dated: 03-11-2025

28	Kaju, Kismis	Best Quality
29	Laung, Dal Chini, Choti Elaichi & other spices	Best Quality
30	Mineral Water	Bisleri,
31	Pulses - Dal & Beans	Best Quality
32	Fruits & Vegetables	Fresh and best quality
33	Chicken	Good Quality Chicken
34	Mutton	Good Quality Mutton
35	Fish	Local Rohu/ Katla
36	Indian Sweet	Standard best quality


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NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Bm)

Dated: 03-11-2025

APPENDIX-C

Sl. No.	Sanitary items	Brand
1	Room Freshner Spray Bottle	Premium
2	Colin Spray Bottle	Colin
3	Baygon spray 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

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NIT no. WBSEDCL/CSC/Guest House/ 7/6 (2nd call)

Dated: 03-11-2025

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.

Additional General Manager (HR&A)
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NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd call)

Dated: 03-11-2025

APPENDIX-D

WBSEDCL GUEST HOUSE / HOSTEL FEEDBACK FORM

(To be filled by the Guest / Faculty/ Trainee/Boarders)/ Guest House Manager)

A. General Information (to be filled by staff)

Name of Guest:			
Room No. / Dining Area:			
Duration of Stay: From	From:	To:	
(Guest / Trainee/Boarders)			
Category:	<input type="checkbox"/> Staying of Guest (20 marks) <input type="checkbox"/> Food & Services (5 marks)		
Date of Feedback:			

B. Feedback Parameters

Rate the following on a scale of 1 (Very Poor) to 5 (Excellent):

Staying of Guest

Sl. No.	Feedback Criteria	Rating (1-5)				
1	Cleanliness of Room / Dining Area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2	Housekeeping Services / Hygiene & Amenities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3	Behavior of Staffs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4	Comfort of Stay (AC, lighting, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Food & Services

Sl. No.	Feedback Criteria	Rating (1-5)				
5	Quality of Food (Table Service) & Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Signature of Guest / Boarders: _____

Signature of Caretaker / Supervisor: _____

C. Comments / Suggestions (optional):

Additional General Manager (HR&A)
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NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Lab)

Dated: 03-11-2025

Scoring Summary (for office use only)

Total Score (out of 25): _____

Comments by the AGM (HR&A), CS Cell:


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NIT no. WBSEDCL/CSC/Guest House/ 716 (2nd Cell):

Dated: 03-11-2025

APPENDIX-E

Scenario	SL_No	Under Corporate Common Service Cell						Under GM HRD Department	
		General Guest House / IB & EETI Hostel					LA Block VIP Guest House	EETI Training Centre	
			Nos of Rooms	Nos of Beds	Nos of Rooms	Nos of Beds	Nos of Units	Nos of Rooms	
			18	18	36	36	4	As such, No Rooms, only a Training Facility, exist on two (02) floors on a day-to-day basis.	
	1	Caretaker	2					Nil	
	2	Cooks	2				1	2 (During Training Period, Day Time Only, other than that they will report at IB)	
	3		Sweeper	5					3
	4	Housekeeping	Helper	8				1	(During Training Period, Day Time Only, other than that they will report at IB)
	Total Manpower			24					

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NIT no. WBSEDCL/CSC/Guest House/ 716 (Ind Eau)

Dated: 03-11-2025

APPENDIX-F

Rate of the Food and beverage items Trainees' Weekly Menu (Monday to Friday)

Day	Breakfast	Lunch	Evening Snacks	Dinner
Monday	Tea/Coffee/Milk, Idli with Coconut Chutney & Sambar, Egg/Paneer Bhurji, Seasonal Fruits	Steamed Rice + Roti, Dal Tadka, Aloo Posto, Bhaja Chicken Curry / Paneer Butter Masala (Veg Option), Cucumber-Carrot Salad, Tok Doi/Papad	Tea/Coffee, Vegetable Pakora with Mint Chutney, Soup	Rice + Roti, Mixed Vegetable Curry, Fish Kalia / Soya Chaap Masala (Veg Option), Salad, Gulab Jamun
Tuesday	Tea/Coffee/Milk, Aloo Paratha with Curd & Pickle, Boiled Egg, Banana	Rice + Roti, Moong Dal with Ghee, Bhindi Masala, Fish Curry / Chana Masala (Veg Option), Mixed Green Salad, Misti Doi / Papad/Chatni	Tea/Coffee, Veg Cutlet with Tomato Ketchup, Soup	Peas Pulao + Butter Naan, Baingan Bharta, Egg Curry / Paneer Bhuna Masala (Veg Option), Papad, Salad
Wednesday	Tea/Coffee/Milk, Bread & Butter/Jam, Scrambled Egg / Sprouts Salad, Apple	Steamed Rice + Roti, Cholar Dal (Bengali Style Chana Dal), Bhaja, Mutton Curry / Rajma Masala (Veg Option), Green Salad, Sandesh/ Misti Doi, Papad	Tea/Coffee, Onion Samosa, Soup	Ghee Rice + Tandoori Roti, Mixed Veg Korma, Chicken Bharta / Mushroom Masala (Veg Option), Salad, Jalebi
Thursday	Tea/Coffee/Milk, Luchi & Sabji / Paneer Bhurji, Watermelon	Steamed Rice + Bhaja Roti, Masoor Dal, Lau Chingri (Bottle Gourd with Prawns) / Lau Moong Dal (Veg Option), Egg Curry, Mango Pickle, Roshogolla, Misti Doi, Chatni, Papad	Tea/Coffee, Corn & Cheese Sandwich, Soup	Lemon Rice + Tandoori Roti, Palak Paneer, Fish Fry / Soya Nugget Curry (Veg Option), Salad, Chocolate Pudding
Friday	Tea/Coffee/Milk, Dosa with Sambar & Coconut Chutney, Boiled Egg / Moong Dal Chilla, Orange	Ghee Rice + Roti, Dal Makhani, Aloo Gobi Masala, Chicken Kosha / Baingan Masala (Veg Option), Carrot Salad, Ice Cream, Chatni, Papad	Tea/Coffee, Veg Spring Rolls, Soup	Steamed Rice + Butter Naan, Dum Aloo, Egg Curry / Mushroom Do Pyaza (Veg Option), Rasmalai

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Dated: 03-11-2025

- Rate for Breakfast for all Days (Monday - Friday) - ₹ 100
- Rate for Lunch for all Days (Monday - Friday) - ₹ 180
- Rate for Evening Snacks for all Days (Monday - Friday) - ₹ 60
- Rate for Dinner for all Days (Monday - Friday) - ₹ 160

Morning & Evening Tea / Coffee to be served during training with Two Piece Biscuits

- Morning & Evening Tea / Coffee - ₹ 10.00 / ₹ 15.00 per cup
- Biscuits (Marie/Good Day) - ₹ 2.00 each

Example of the quantity to be served:

Breakfast

- Tea/Coffee/Milk: 75-100 ml.
- Idli: **2 medium idlis** (about 80-100 g total).
- Coconut chutney: 1-2 tbsp, Sambar: 90-100 ml.
- Egg option: **1 whole egg** (boiled/scrambled) or Egg bhurji 1 egg portion (~50-60 g cooked).
- Paneer option: **75-100 g paneer** (cooked, bhurji).
- Seasonal fruit: **1 medium fruit** or **1 cup chopped fruit** (80-100 g).

For paratha breakfast (Aloo paratha):

- Paratha: **1 medium** (about 100-120 g).
- Curd: 100 g. Boiled egg: 1. Banana: 1 small.

Midday Lunch

- Steamed rice: **1 cup cooked** (80-100 g), OR
- Roti: **1-2 medium rotis** (each ~40 g raw).
- Dal (lentil) / curry: **100 ml** (1 cup).
- Vegetable side (sabji/posto): **150-200 g cooked veg.**
- Chicken/Fish/Mutton) or paneer option: **120-150 g cooked meat/fish OR 100-120 g paneer/soya/legumes.**
- Salad (cucumber, carrot): **50 g.**
- Dessert (misti doi/ice cream/sandesh): **40-80 g** (small serving).

Evening Snacks

- Tea/Coffee: 75-100 ml.
- Snack portion (pakora/cutlet/spring roll/samosa): **1-2 pieces** depending on size, total 80-120 g.
- Soup option: **200-250 ml** (good low-calorie choice).
- Keep fried snacks to occasional; prefer baked/grilled or soup.

Dinner

Rice: **3/4 cup cooked** (40 g) OR roti: **1-2 medium.**
Mixed vegetable curry or dal: **150-200 g cooked veg / 150-200 ml dal.**
Fish/chicken/egg/paneer/soya: **100-150 g cooked** (or 1-2 eggs).
Salad: **50 g.**
Dessert (gulab jamun/jalebi/rasmalai): **small portion 40-60 g** only occasionally.

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END OF DOCUMENTS

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