



INDIAN AUDIT & ACCOUNTS DEPARTMENT

Office of The Director General of Audit (Central),
Kolkata



8. Kiran Shankar Roy Road, Kolkata-700 001

TENDER REFERENCE No : Record-I/Outsourcing-Safaiwala/Canteen Attendant/ MTS/Staff Car driver/ 2021-22 dated 05.05.2021

DATE OF ISSUE OF TENDER DOCUMENT : 13.05.2021

LAST DATE FOR RECEIPT OF TENDER DOCUMENT : 21.05.2021 at 01.00 pm.

TIME AND DATE OF OPENING OF THE TENDERS: 21.05.2021 at 03.30 pm.

PLACE OF OPENING OF THE TENDERS: O/o the D.G.A(C), Kolkata, 8, Kiran Sankar Roy Road, G.I.Press Bldg. (East Wing),Kolkata: 700-001

Sub: Tender for Outsourcing of Safaiwala, Canteen Attendant, Multi Tasking Staff and Staff Car Driver

I. The details of Tender are as summarized below:-

A) Name of Work: Composite tender for Outsourcing of 05 (five) no. of Safaiwalas, 07 no. of Canteen Attendants, 03 (three) no.s of Multi Tasking Staff and 01 (One) Staff Car Driver at the O/o the Director General of Audit (Central), Kolkata.

B) Pre-Qualification Requirement (PQR) of bidders eligibility criteria for the issue of the Tender document are as under: -

- i. Reputed Outsourcing vendors/agencies having experience in the area of deployment of personnel in the category of Safaiwala, Canteen Attendant, Multi Tasking Staff and Staff Car Driver on outsourcing basis in reputed Govt. offices are eligible to participate.
- ii. Should have well established servicing facility in Kolkata
- iii. At least three years continuous experience in the field of outsourcing services. Director General of Audit (Central), Kolkata reserve the right to call for documentary proof, if required.
- iv. Valid Trade License Certificate should be furnished.
- v. Xerox copy of latest Income Tax certificate and Xerox copy of PAN card should be furnished.
- vi. Copy of EPF registration certificate should be furnished.
- vii. Copy of ESI registration certificate should be furnished.
- viii. Copy of Goods and Service Tax registration certificate should be furnished.
- ix. Tender form can be downloaded from our web site <https://cag.gov.in/cen/kolkata/en/tenders> from **05.05.2021** onwards.
- x. Tenders in a closed envelop with all documents relating to Pre-Qualification requirement superscripting "Tender for Outsourcing of Safaiwala, Canteen Attendant, Multi Tasking Staff and Staff Car Driver" should reach this office either by Speed post/hand delivery latest by **21.05.2021** upto 01.00 pm. Tenders received after due date and time will not be entertained/considered.
- xi. Tender will be opened on **21.05.2021** at **03.30** pm at the O/o the Director General of Audit (Central), Kolkata.
- xii. Non furnishing of the aforementioned documents may summarily be rejected.

C) General Terms and Conditions:-

1. Tender shall be submitted in annexed prescribed tender form only. If submitted in any other form the same shall be summarily rejected.
2. Quotations are to be separately furnished for Safaiwala, Canteen Attendant, Multi Tasking Staff and Staff Car Driver.
3. All the applicable charges should separately/distinctly be mentioned by the vendors.
4. The service provider shall provide direct service and shall not employ Sub- Contractors.
5. Persons deployed by the agency after contract shall not be removed arbitrarily by the agency. They may be replaced only after written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.
6. Sealed quotations are invited for outsourcing of 05 (five) no. of Safaiwalas, 07 no. of Canteen Attendants, 03 (three) no.s of Multi Tasking Staff and 01 (One) Staff Car Driver at the O/o the Director General of Audit, Central, Kolkata.
7. Quoted rates must follow the Minimum wage rate and VDA published by the Govt. of India.
8. Corrections, if any, in the tender form must be attested by the tenderer.
9. Director General of Audit (Central), Kolkata reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
10. Late tenders will not be considered and shall be rejected.
11. **If any doubt arises in any of the tender clauses, please feel free to contact Sr.AO (Record) of this office by person on any weekday between 11.00 am and 5.00 pm.**
12. Tax at source will be deducted from each bill of the vendor as applicable under rules in respect of Income Tax Act, 1961. The contract is liable to be terminated at any time with a notice of 15 days and without assigning any reason to the bidder.

General Terms and Conditions in respect of Safaiwala, Canteen Clerk, Canteen Attendant, Multi Tasking Staff and Staff car Driver are as follows:

Annexure-I: General Terms and Conditions for outsourcing of 05 (five) no. of Safaiwalas (Unskilled Category)

Annexure-II: General Terms and Conditions for outsourcing of 07 (seven) Canteen Attendant (Unskilled Category)

Annexure-III: General Terms and Conditions for outsourcing of 03(three) Multi Tasking Staff (unskilled Category)

Annexure IV: General Terms and Conditions for outsourcing of 01(one) Staff Car Driver (skilled Category)

Annexure-V: Tender Format



**Senior Audit Officer
Record**

Annexure-I

General Terms and Conditions for outsourcing of 05 (five) no. of Safaiwalas (Unskilled Category):-

- 05(five) cleaning personnel are required to be deployed for cleaning of the following on a daily basis
(a) Floors (b) Wall (c) Office Furniture including surfaces, insides stands etc. (d) Staircase including railing (e) windows (doors (bathrooms including sanitary fittings and fixtures (f) cobweb on lights and fans (j) surface of storage racks/almirahs (k) carpets of Ground Floor, 1st, 2nd, & 3rd floor (approx. 38,405 sq. ft.) premises of the O/o the Director General of Audit, Central, Kolkata along with the furniture and fixtures including all bathrooms and canteen located in the office premises. The work will be carried on for maximum **26 days** in a month.
- Among the 05 (five) Safaiwalas 01(one) person will be deployed at the **Resident Audit Office (RAO), CRAD, Customs House (2nd Floor) at 15/1 Strand Road, Kolkata 700 001** for **one hour** in the first half of all working days and rest of the time the said safaiwala will be deployed at Main Office, Kolkata i.e 8, Kiran Shankar Roy Road, on all working days and special cleaning days on Saturdays.
- Vendors may keep in the mind that total deployed days (including special cleaning days on Saturdays) of Safaiwalas in a month should not exceed 26 days.
- Thorough cleaning of the following on a daily basis:
(a) Floors (B)Walls (c) Office furniture including surfaces, insides, stands etc. (d) Staircase including railing (e)Windows (f) Doors (g) Bath rooms, toilets, walls, sanitary fittings and fixtures (h) canteen floors and walls and all sanitary fittings and fixtures (i) cobweb on lights and fans ceilings(j) surface of storage racks/almirahs (k) carpets (l) approach to the office gate (m) general dusting of all office stationeries and equipments including computers, photo-copiers etc. (n) Switch Board(excluding main switch /Meter box) (o) insides of almirahs/racks **with supervision of respective sections**.
The actual cleaning/work is to be carried out on week days before 10AM and after 6PM. The premises and bathrooms, toilets shall always be maintained clean and stench free. Washing of all bathrooms with water three times during the day is mandatory.
- The collected garbage should be carried by the safaiwala and drop it to the adjacent nearest vat to this office on daily basis.
- Apart from the above, cleaning personnel will pour water into the planted tubs (both indoor and outdoor) of this office on daily basis.
- Among the five cleaning personnel one lady cleaning personnel is required to be deputed to attend the ladies toilet along with other area as stated in sl. no. (1) above.
- One cleaning personnel per floor shall be present during office hours i.e. from 10AM to 6PM for maintenance of presentable and hygienic conditions in the office premises.
- Special cleaning of the premises shall be carried out on Saturday between 10AM to 2PM. The cleaning work shall also be carried out on Saturday/Government holidays. The bidders/vendors must keep in mind that the total no. of working days in a month should not exceed 26 days.
- Persons deployed by the agency after contract shall not be removed arbitrarily by the agency. They may be replaced only after written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.
- Payments made to the outsourced staff by the agency should always be done by electronic payments and not by cash/ cheques.
- The bill will be raised on monthly basis and shall be paid by the office of the Director General of Audit, Central, Kolkata within 10-15 working days of the same being presented.
- Office of the Director General of Audit, Central, Kolkata shall make proportional deduction from the lump sum contracted amount, if the contracted number of cleaning personnel are not provided on a daily basis by the vendors/bidders are not performed optimally. The monthly payments shall be released only after

the proportional deductions are made as per the absentee statement/ attendance register. For example, if in a month performing 23 days of cleaning duties, this office will pay for the 23 days proportionate to 26 days.

14. The performance of Safaiwalas shall be monitored on daily basis and in case of any deficiency of service; the contract shall be terminated forthwith without any future claims thereof.
15. The contract may also be cancelled forthwith if any of the other provisions of the contract are not satisfied at any point of time.
16. The bidders/vendors must provide ESI & EPF for all employees deployed in this office. The proof of the same has to be submitted to this office within two months from the date of allotment of contract. Minimum wages as per half-yearly notification of the Ministry of Labour, Govt. of India should be quoted by the agencies.
17. Payment slip of the outsourced safaiwalas to be furnished along with the bill to this Office which must conform to the actual receipt of the Safaiwalas. Non disbursement of any part of **Take home salary** of safaiwalas may be treated as breach of conditions for which services of the respective vendor may be terminated.
18. **The contract may be terminated if regular incumbents join this office in the vacancies of Safaiwala etc.**

Annexure-II

General Terms and Conditions for outsourcing of 07 no.s of Canteen Attendant (Unskilled Category):-

1. The work in respect of Canteen Attendant will be carried out only on weekdays i.e Monday to Friday in a month.
2. The Canteen Attendant should perform the following duties:
 - Daily: (i)** Cleaning of Kitchen utensils, furniture in canteen, dining table, dining tops (wall hanging), oven, kitchen top, raw material storage racks, glassware, pots, or pans, garbage cans etc. Sort and remove trash.
 - (ii) Help to Canteen Staff for cooking.
 - Weekly:** Cleaning of refrigerators, micro ovens, fly catchers, Windows and doors, surface area of chimney, cobwebs, exhaust fans, ceiling fans, table fans etc.
3. The Canteen Attendant should have knowledge about departmental canteen illustrated as follows.
 - (i) Handling, upkeep and polishing of cutlery and crockery.
 - (ii) How to use service cloth, carrying of plates, cleaning of plates and cutlery.
 - (iii) Handling of safety hazards.
 - (iv) Care and maintenance of equipments, floor and wood surface in canteen and its cleaning procedure.
 - (v) Cleaning of wall, floor and tiles.
 - (vi) Knowledge of health and hygiene, energy conservation.
 - (vii) Disposal of waste materials (wet, dry, degradable and non-degradable).
4. The bill will be raised on monthly basis and shall be paid by the office of the Director General of Audit, Central, Kolkata within 10-15 working days of the same being presented.
5. Office of the Director General of Audit, Central, Kolkata shall make proportional deduction from the lump sum contracted amount, if the canteen attendant is not provided on a daily basis by the vendor/ is not performed optimally. The monthly payments shall be released only after the proportional deductions are made as per the absentee statement/ attendance register. For example, if in a month performing 20 days of duties, this office will pay for the 20 days proportionate to 26 days.
6. The performance of Canteen Attendant shall be monitored on daily basis and in case of any deficiency in service, the contract shall be terminated forthwith without any future claims thereof.
7. The contract may also be cancelled forthwith if any of the other provisions of the contract are not satisfied at any point of time.
8. The vendors must provide ESI & EPF for all employees deployed in this office. The proof of the same has to be submitted to this office within two months from the date of allotment of contract.
9. Persons deployed by the agency after contract shall not be removed arbitrarily by the agency. They may be replaced only after written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.
10. Payments made to the outsourced staff by the agency should always be done by electronic payments and not by cash/ cheques.
11. The bidders/vendors must provide ESI & EPF for all the Canteen Attendants deployed to this office. The proof of the same to be submitted to this office within two months from the date of allotment of contract. Minimum wages as per notification of the Ministry of Labour, Govt. of India should be quoted by the agencies.
12. Payment slip of the outsourced Canteen Attendant to be furnished along with the bill to this Office which must conform to the actual receipt of the Canteen Attendant. Non disbursement of any part of **Take home salary** of Canteen Attendant may be treated as breach of conditions for which services of the respective vendor may be terminated.
13. **The contract may be terminated if regular incumbent join this office in the vacancies of Canteen Attendant etc.**

Annexure-III

General Terms and Conditions for outsourcing of 03 no.s of Multi Tasking Staff (Unskilled Category):-

The duties would broadly include:

1. The work in respect of Multi Tasking Staff (MTS) related duties will be carried out only on weekdays i.e Monday to Friday in a month.
2. Physical Maintenance of records of the Section.
3. General cleanliness & upkeep of the Sectional Unit.
4. Carrying of files & other papers within the building.
5. Photocopying, sending of FAX etc.
6. Other non-clerical work in the Sectional Unit.
7. Assisting in routine office work like diary, despatch etc..
8. Delivering of DAK (outside the building).
9. Opening & closing of rooms.
10. Cleaning of rooms.
11. Dusting of furniture etc.
12. Cleaning of building, fixtures etc
13. Work related to his ITI qualifications, if it exists.
14. Knowledge of works in the field of electricity and carpentry is preferable.
15. Upkeep of parks, lawns, potted plants etc.
16. Any other work assigned by the superior authority.
17. Office of the Director General of Audit, Central, Kolkata shall make proportional deduction from the lump sum contracted amount, if the MTS is not provided on a daily basis by the vendor/ is not performed optimally. The monthly payments shall be released only after the proportional deductions are made as per the absentee statement/ attendance register. For example, if in a month performing 22 days of duties, this office will pay for the 22 days proportionate to 26 days.
18. The performance of Multi Tasking Staff shall be monitored on daily basis and in case of any deficiency in service, the contract shall be terminated forthwith without any future claims thereof.
19. The contract may also be cancelled forthwith if any of the other provisions of the contract are not satisfied at any point of time.
20. The vendors must provide ESI & EPF for all employees deployed in this office. The proof of the same has to be submitted to this office within two months from the date of allotment of contract.
21. Persons deployed by the agency after contract shall not be removed arbitrarily by the agency. They may be replaced only after written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.
22. Payments made to the outsourced staff by the agency should always be done by electronic payments and not by cash/ cheques.
23. The bidders/vendors must provide ESI & EPF for all the Multi Tasking Staffs deployed to this office. The proof of the same to be submitted to this office within two months from the date of allotment of contract. Minimum wages as per half-yearly notification of the Ministry of Labour, Govt. of India should be quoted by the agencies.
24. Payment slip of the outsourced Multi Tasking Staffs to be furnished along with the bill to this Office which must conform to the actual receipt of the Multi Tasking Staffs. Non disbursement of any part of **Take home salary** of Multi Tasking Staffs may be treated as breach of conditions for which services of the respective vendor may be terminated.
25. **The contract may be terminated if regular incumbent join this office in the vacancies of MTS Cadre.**

Annexure-IV

General Terms and Conditions for outsourcing of 01 Staff Car Driver (Semi-skilled Category):-

The duties would broadly include:

1. The duties in respect of Outsourced Staff Car Driver will be carried on weekdays i.e Monday to Friday in a month. If necessity arises duties may be performed on holiday/Saturday/Sunday.
2. The outsourced staff car driver engaged by the agency should possess a valid Driving licence for Light Motor Vehicles and should not have any adverse Police records/criminal cases against him.
3. The person engaged as as staff car driver must be at least 8th class pass from a recognised Board and shall not below 18 years as on the date of award of contract.
4. The Agency would be responsible to make adequate enquiries about the character and antecedents of the persons before their engagement for the purpose.
5. A certificate to this effect along with proof of identity like driving license, proof of residence and recent photograph should be submitted to this office before his deployment.
6. The Service Provider shall withdraw such outsourced driver if found not suitable by the office for any reasons immediately on receipt of such a request from this office.
7. The service provider's personnel shall not claim any benefit/compensation/ regularization of services from this office.
8. The outsourced driver shall not divulge or disclose to any person or persons any details of office, administrative/organisational matters as well as all other matters/documents which are confidential/ secret in nature.
9. It is the duty of the service provider to pay the salary/wages and other dues on or before 7 th day of every month.
10. Outsourced driver shall not claim any benefit/compensation/ regularization of services from this office under the provision of Industrial Dispute Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act(s). Undertaking from the persons to this effect shall be required to be submitted by the service provider to this office.
11. The driver should be polite, cordial, positive and efficient while handling the assigned work and his action shall promote goodwill and enhance the image of the office. The service provider shall be responsible for any act of indiscipline on the part of the personnel deployed by him.
12. The service provider shall replace immediately the outsourced driver, if he is unacceptable, to the office because of any security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the office.
13. The service provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan and smoking.
14. The transportation, food, medical and other statutory requirement in respect of the driver; shall be borne by the service provider.
15. The agency shall be wholly and exclusively responsible for payment of wages to the outsourced driver deployed by him in this office in compliance of all the statutory obligations under all related

legislations as applicable to it from time to time including payment of Minimum Wages, EPF, ESI, Bonus etc. and the office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation. The service provider shall be responsible for contributions towards EPF, ESIC and other statutory payments/liabilities etc. wherever applicable. Proof of remittances in this regard may be required to be submitted to this office from time to time.

16. No wage/remuneration will be paid to any staff for the days of absence from duty.
17. The service provider and outsourced driver shall be contactable at all times and message by phone from this office shall be acknowledged immediately on receipt. The Service Provider shall strictly observe the instructions issued by the office implementing the Contract from time to time.
18. If this office suffers any loss or damage on account of negligence, defaults or theft on the part of the personnel of the agency, then the agency shall be liable to reimburse the pecuniary value of the loss, as decided by this office for the same. The agency shall keep this office fully indemnified against any such loss or damage.
19. This office will maintain an attendance register in respect of the outsourced driver deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
20. Office of the Director General of Audit, Central, Kolkata shall make proportional deduction from the lump sum contracted amount, if the Outsourced driver is not provided on a daily basis by the vendor/ is not performed optimally. The monthly payments shall be released only after the proportional deductions are made as per the absentee statement/ attendance register. For example, if in a month performing 22 days of duties, this office will pay for the 22 days proportionate to 26 days.
21. The performance of Outsourced Staff car driver shall be monitored on daily basis and in case of any deficiency in service, the contract shall be terminated forthwith without any future claims thereof.
22. The contract may also be cancelled forthwith if any of the other provisions of the contract are not satisfied at any point of time.
23. The vendor must provide ESI & EPF for all employee deployed in this office. The proof of the same has to be submitted to this office within two months from the date of allotment of contract.
24. Person deployed by the agency after contract shall not be removed arbitrarily by the agency. They may be replaced only after written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.
25. Payments made to the outsourced staff by the agency should always be done by electronic payments and not by cash/ cheques.
26. The bidders/vendors must provide ESI & EPF for the outsourced driver to this office. The proof of the same to be submitted to this office within two months from the date of allotment of contract. Minimum wages as per half-yearly notification of the Ministry of Labour, Govt. of India should be quoted by the agencies.
27. Payment slip of the Outsourced driver to be furnished along with the bill to this Office which must conform to the actual receipt of the Staff Car Driver. Non disbursement of any part of **Take home salary** of Outsourced driver may be treated as breach of conditions for which services of the respective vendor may be terminated.
28. **The contract may be terminated if regular incumbent join this office in the vacancies of MTS Cadre.**

Annexure-V

Tender Format

To
The Director General of Audit, Central, Kolkata
Govt. of India Press Building (East Wing),
8, Kiran Sankar Roy Road,
Kolkata-700 001.

Sir,

With reference to your tender Notice No. _____

dated _____ I am to submit my tender for deployment of five no. of safaiwalas/Seven no.s of Canteen Attendant/Three no.s of Multi Tasking Staff/One Staff Car Driver in your Office.

I further affirm that I have read and fully understood the tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance. In case, I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.

Enclosure:

1. Statement of quoted value of contract.
2. Terms and conditions duly signed.
3. Working experience in reputed Govt.office.
4. Income Tax Certificate
5. Copy of PAN card
6. Copy of ESI registration certificate
7. Copy of EPF registration certificate
8. Copy of Goods and Service Tax Registration certificate

Signature-----

Name of Tenderer-----

M/s-----

Dated: