



## INDIAN AUDIT & ACCOUNTS DEPARTMENT

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

8, Kiran Shankar Roy Road, Kolkata-700 001

### General & Additional Specifications for the Composite bid called for Outsourcing of 05 (Five) Safaiwalas along with supply of cleaning/sanitary materials (as mentioned in the bid)

#### I. The details of Bid are as summarized below:-

**A) Name of Work:** Composite tender for Outsourcing of 05(five) nos. of Safaiwalas along with supply of cleaning/sanitary materials 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: -

1. Reputed Outsourcing vendors/agencies having experience in the area of deployment of personnel in the category of Safaiwala on outsourcing basis alongwith providing sanitary/cleaning materials in reputed Govt. offices are eligible to participate.
2. Should be Kolkata Based Office. This office address must be mentioned either in Trade License or GST Certificate or MSME Certificate otherwise it will be treated as the company don't have any registered office in KOLKATA.
3. The vendor must have at least 03 years continuous experience in the field of outsourcing services at Govt. Offices. The bidder must have served Govt. clients (i.e. Central Govt. Offices/State Govt. Offices/Govt. Undertakings) of repute \.

#### **(Evidentiary documents is to be submitted)**

4. Copy of latest Income Tax Returns(for 03years) and copy of PAN card should be furnished.
5. Copy of EPF registration certificate should be furnished.
6. Copy of ESI registration certificate should be furnished.
7. Copy of Goods and Service Tax registration certificate should be furnished.
8. The bidder must be only Private Ltd./Limited / Limited Liability Partnership company. No Proprietorship business/bidder will be allowed.
9. The bidder must be registered under **West Bengal Shops & Establishment Rules 1969** and the copy of registration certificate is to be submitted.
10. The bidder must have Certificate of Enlistment **only from Kolkata Municipal Corporation (KMC)** as management service provider and the certificate is to be

furnished.

11. Copy of **Labour License of Central Govt.** should be furnished.
12. The bidder must have annual turnover **over 82 lakh.** Evidentiary documents are to be submitted.
  
13. **The bidder must be registered under the following ISO Specifications: -**
  - a. **ISO 9001: 2015 in Providing Facility Management Service.**
  - b. **ISO 14001: 2015 in Providing Facility Management Service.****(Certificates of all ISO Specifications is to be submitted)**
  
14. **Bidder must have at least one experience to handle a single order in one financial year amounting at least Rs.30 lakh or above. Evidentiary documents is to be submitted.**
15. **Non furnishing of any of the aforementioned documents will attract rejection of bid.**

**C)Service related Terms and Conditions :-**

1. **The service provider shall provide direct service and shall not employ Sub-Contractors.**
2. The Agency would be responsible to make adequate enquiries about the character and antecedents of the outsourced staff before their engagement for the purpose. A certificate to this effect along with **proof of identity like aadhar card, voter card, proof of residence and recent photograph** should be submitted to this office before his/her deployment.
3. **The service provider's personnel shall not claim any benefit/compensation/regularization of services from this office.**
4. **Outsourced staffs 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 relevant Act(s). Undertaking from the persons to this effect shall be required to be submitted by the service provider to this office.**
5. All the outsourced staffs 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.
6. The service provider shall ensure proper conduct of the outsourced staff in office premises and enforce prohibition of consumption of any intoxic materials within office premises and office schedule.

7. The transportation, food, medical and other statutory requirement in respect of the outsourced staffs should be either the concern of the outsourced worker or the service provider. This office will not be responsible to provide any of these amenities.
8. The outsourced staffs 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. The service provider and all the outsourced staff shall be always contactable by phone from this office.
10. The Service Provider shall strictly observe the instructions issued by the office implementing the Contract from time to time.
11. 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.
12. The performance of all the outsourced staff 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.
13. The successful bidder will have to provide all the outsourced staff with (i) proper Uniform (at least 2 sets per year) and (ii) ID cards, failing which their entry to this Office shall be barred. No extra payments shall be claimed by the Contractor or its deployed staff from this office for such items.
14. The successful bidder on its part and through its own resources shall ensure that the goods, materials and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for act of commission or omission on the part of its staff or its employees etc. 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.

**D) Payment related terms and conditions:-**

1. Quoted financial rates must follow the latest minimum wage rate and VDA published by the Govt. of India. Minimum Wages and VDA should be updated as and when Govt. of India notifies such changes in rates of Minimum Wages and VDA.
2. The vendor is bound to pay EPF, ESIC, Bonus above the Minimum Wages+ VDA. Quoted EPF, ESIC, Bonus Rates must comply with the present guidelines issued by the Govt. of India. Any other allowances or rates quoted as salary component must be mentioned separately.
3. The bidders/vendors must provide ESI & EPF for all the outsourced staff 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.

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 15-20 working days of the same being presented.
5. **It is the duty of the service provider to pay the salary/wages and other dues on or before 10 th day of every month to the outsourced staff.**
6. Office of the Director General of Audit, Central, Kolkata shall make proportional deduction from the lump sum contracted amount, if the contracted number of outsourced staff are not provided on a daily basis by the vendors/bidders. 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.

7. Payments made to the outsourced staff by the agency should always be done by **electronic payments or cheques only.**
8. Further, Payment slip of all categories of outsourced staff should be furnished along with the bill to this Office which must conform to the actual receipt of the Staff. Non disbursement of any part of **Take home salary** of the staff may be treated as breach of conditions for which services of the respective vendor may be terminated.
9. The agency shall be wholly and exclusively responsible for payment of wages to all category of outsourced staff deployed by it 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.
10. **The service provider should give an undertaking stating that it will not charge any money/fees/deductions in whatever manner, name or form or take any monetary considerations or make any unlawful deductions from the salary of the manpower/ resources engaged by it or to be deployed at the Buyer's site and not insist them to sign any unusual consent letter which has not been mentioned in the bidding sheet. However, if any such complaints previously received from any service personnel employed by any service provider in earlier occasion, this office will have sole authority not to consider the current bid in respective of that services provider at technical bid evaluation stage.**

11. Tax at source will be deducted from each bill of the vendor as applicable under rules in respect of Income Tax Act, 1961 & GST ACT 2017, if applicable.
12. Corrections, if any, in the tender form must be attested by the tenderer.
13. Director General of Audit (Central), Kolkata reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
14. **The contract is liable to be terminated at any time with a notice of 15 days and without assigning any reason to the bidder.**

**Special Terms and Conditions in respect of Safaiwala are as follows :**

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

**Annexure-II: Estimated annual requirement of Sanitary/Cleaning materials and brands/specifications and monetary ranges of such materials.**

**Annexure-III: Tender Format**

**Senior Audit Officer/Record**

-

-

**Annexure-I**

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

1. 05(five) cleaning personnel are require to be deployed for 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 (doors (bathrooms including sanitary fittings and fixtures) (f) cobweb on lights and fans (j) surface of storage racks/almirahs (k) carpets (l) approach to the office gate (m) general dusting of all office stationeries and equipment including computers, photo-copiers etc. (n) Switch Board(excluding main switch /Meter box) (o) insides of almirahs/racks (p) cleaning of lifts etc., of Ground Floor, 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup> 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 **with supervision of respective sections**. The work will be carried on for maximum**26 days** in a month.
2. Among the 05 (five) Safaiwalas , 01(one) person will be deployed at the **Resident Audit Office (RAO), CRAD, Customs House 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.
3. 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**.
4. The actual cleaning/work is to be carried out on week days from 09.30 AM to 06.30PM (Rest for 01 hour will be provided in between). 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.
5. The collected garbage should be carried by the safaiwala and drop it to the adjacent nearest vat to this office on daily basis.
6. Apart from the above, cleaning personnel will pour water into the planted tubs (both indoor and outdoor) of this office on daily basis.

7. Among the five cleaning personnel one lady cleaning personnel is require to be deputed to attend the ladies toilet along with other area as stated in sl. no. (1) above.
8. 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.
9. Special cleaning of the premises shall be carried out on Saturday between 10AM to 4PM. 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.
10. This office will maintain an attendance register in respect of the outsourced safaiwalas deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
11. The bidder/contractor/agency shall not employ any person below the age of 18 years old.
12. **The Persons already deployed as “SAFAIWALA” in this office as outsourced by the existing agency could not be removed arbitrarily by the prospected new agency just after finalization of the contract. They should be replaced only after discussion with this office or through any written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.**
13. **The number of Safaiwalas may be increased or decreased in the contract period as per discretion of competent authority of this office. Further, the contract may be terminated if regular incumbents join this office in the vacancies of Safaiwala etc.**

Senior Audit Officer/Record

### Annexure-II

- A. **The list of the consumable SANITARY/CLEANING materials to be used by the agency on daily basis is also given below. The list also contains the annual estimated requirement of each material along with the minimum and maximum price range of materials to be supplied.**
- B. The materials used for washing the floors and other areas shall be of standard make, in some cases the preferred make is also indicated and bidders are required to supply the preferred brand. **Further while bidding the specifications /brand of materials and price of materials should be specifically mentioned.** If it is not mentioned in bid, the bid will be summarily rejected.
- C. **A penalty clause shall be invoked if material used is found inferior in quality, not as per agreed quantity or not as per specifications mentioned in bid is provided .**These items are subject to verification at any time without notice by the officer in charge or by his superiors or any other person nominated by the authority, whose recommendations are final **and are to be acceptable by the contractor for any action that it may so deemed fit.**
- D. It is to be **mentioned that the list is illustrative and not exhaustive.**

SI No	Item Name	ESTIMATED ANNUAL REQUIREMENT FOR 2024-25 (in Pcs) (A)	PREFERRED BRAND	PRICE RANGE (in Rs.)	
				Minimum	Maximum
1	FLUSH MATIC	38	Harpic	110	150

2	<b>COTTTON MOP WITH HANDLE</b>	105	Any Good quality	125	140
3	<b>WIPER</b>	4	Any Good quality	375	410/
4	<b>FUL JHARU</b>	24	Any Good quality	92	100/
5	<b>FLOOR CLEANER (5l Jar)</b>	14	Diversey/Lizol	1650	1800
6	<b>BATHROOM CLEANER PHENYLE (5L) (UN/PHYTO/TIGER/SUMA)</b>	52	Phyto fresh/white tiger/suma fresh	629	640
7	<b>HAND LIQUID SOAP (5L)</b>	38	Savlon/Dettol	740	750
8	<b>TOILET CLEANER (5L)</b>	19	Sanyfresh/Harpic	850	950
9	<b>TOILET CLEANER (1L)</b>	28	Sanyfresh/Harpic	170	177
10	<b>TOILET CLEANER (500ML)</b>	30	Sanyfresh/Harpic	92	110
11	<b>HAMPU (PLUNGER)</b>	7	Any Good quality	98	110
12	<b>BROOMSTICK (COCONUT JHARU)</b>	4 kg	Any Good quality	100/ kg	110/kg
13	<b>Duster: CLOTH</b>	615	Any Good quality	14	16
14	<b>PLASTIC BUCKET</b>	11	Ankur/ Milton/Cello	215	240
15	<b>PLASTIC MUG</b>	9	Milton/Cello	52	55
16	<b>PLASTIC BELCHA</b>	11	Cello/Milton	45	52
17	<b>TOILET BRUSH (COMMODE)</b>	20	Any Good quality	85	90
18	<b>PLASTIC DRUM (60L)</b>	6	Aristo/Cello/Milton	1325	1400
19	<b>BASIN BRUSH</b>	27	Scotch Brite/Gala	33	35
20	<b>HANDLE BATHROOM SCRUBBER</b>	43	Gala/Nylo/Scotch brite	70	75
21	<b>HAND GLOVES</b>	16	Any Good quality	75	85
22	<b>GLASS CLEANER</b>	56	Colin/Taski	100	110
23	<b>HANDWASH 200ml</b>	77	Dettol/Savlon/lifebuoy	42	45
24	<b>TOILET CUBE</b>	64	Dabur A1/Sanifresh	110	144
25	<b>LUX/SAVLON/Dettol SOAP (LARGE)</b>	102	LUX/Savlon/Dettol	50	65
26	<b>ROOM FRESHNER SPRAY</b>	62	Pour Home./ Air wIck/Goderj ace	130	135
27	<b>AIR FRESHNER AUTOMATIC</b>	4	Air wick/Goderj ace	330	350
28	<b>NAPHTHALENE 1kg</b>	11	Bengal Chemical/Presto	550	670
29	<b>Paddle Dustbin</b>	5	Aristo/Cello/Milton	300	390

30	<b>BASKET 21 lt</b>	33	Aristo/Cello/Milton	200	240
31	<b>AIR FRESHNER</b>	136	Odonil/Godrej/Airwick	50	60
32	<b>BLACK HIT (400ml)</b>	22	Hit	325	325
33	<b>Hand Sanitizer 5l</b>	1	Ramson/Lifebouy	1200	1300
34	<b>urinal pad 2 pcs</b>	12	Any Good quality	190	220

E. If the vendor wishes to use machines for cleaning service other than the cleaning materials, it must be supplied by the vendor at their own cost.

**Senior Audit Officer/Record**

### **Annexure-III**

#### **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 composite bid for deployment of 05 (five) no. of Safaiwala along with sanitary/cleaning materials 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 Returns
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
9. **All other documents as stated in pre-requisition contract.**



-----

Signature-----

-----

Name of Tenderer-----

-----

M/s-----

**Dated:**

-