



DIRECTORATE OF COMMERCIAL TAXES
GOVERNMENT OF WEST BENGAL.
14, BELIAGHATA ROAD, KOLKATA – 700015.

TENDER NO: DOCT/SCCT(SLK)/e-NIT04 (2ND CALL)/2017-18

DATED: 30/11/2017

Name of the Work: Engagement of agency for Internal Security Services at the Office of the Commissioner, Commercial Taxes, Jalasampad Bhawan (North Block), Block – DF, Sector – I, Salt Lake, Kolkata – 700091.

Electronic Tenders are invited from experienced, resourceful and bonafide agencies/ firm/Associations of persons / Un-employed Labour Co-operative/ Limited Companies for providing security services at the office of the Commissioner, Commercial Taxes, Jalasampad Bhawan (North Block), Block – DF, Sector – I, Salt Lake, Kolkata – 700091 as per details given below having experience of rendering similar services with at least one year experience of completing the service of equal quantity of workers as mentioned in column III of the Price Bid in a single order to offices under the establishment of this Government or Government of India/ Undertaking of this Government or Government of India/Reputed Private Firm/MNC. The Tender shall be electronically submitted in the website: <https://wbtenders.gov.in>.

<u>SUBMISSION & OPENING OF TENDER</u>	
Publish date & time	30 th November, 2017 at 06:30 PM
Documents download/sale start date	30 th November, 2017 at 06:30 PM
Bid submission start date	30 th November, 2017 at 06:30 PM
Last date of submit of e- tender at the website wbtenders.gov.in.	26 th December, 2017 at 06:30 PM.
Date of Opening The Technical Bid of Tender:	29 th December, 2017 at 12.00 noon.
Date of Opening The Price Bid of Tender:	To be informed later on.

Quality is the essence of the service to be rendered. Services are to be performed to the satisfaction of this office. For this purpose, there will be an assessment period of 06 (six) months from the period of engagement. Bills for the said services rendered will have to be raised on monthly basis for a calendar month or part thereof, as the case may be and submitted in the office within the 15th of the month next to the concerned month.

1) SCOPE OF WORK:

- a) Providing security services in three shifts for 24 hours (round the clock) at the entrance and exit points of the office complex at Jalasampad Bhawan (North Block), Block – DF, Sector – I, Salt Lake, Kolkata – 700091. The entry and exit points will be manned by two male security personnel in each shift and by two female security personnel in one shift i.e. from 9.30 a.m. to 5.30 p.m. at the entry point.
- b) Observance of instructions pertaining to security aspects issued by the competent Police Authorities from time to time.
- c) Regulating entry of visitors in the above office complex as per instructions of the competent administrative authority.

2) INSTRUCTIONS FOR TENDERER:

- a. Tender must be electronically submitted in two parts, i.e., (i) Part-A, Technical Bid and (ii) Part- B, Price Bid.
- b. Technical bid should contain all the documents like, signed tender documents, Instructions for tenderer, Pre-qualifying requirement, General terms & conditions, duly filled & signed by the tenderer.
- c. Only one set of tender document duly signed & stamped on each page by authorized representative of tenderer shall be electronically submitted. Tenderer should note specifically that all pages of tender document electronically submitted by them (after signing/ stamping on each page) as a part of their offer. Price shall not be mentioned by them anywhere in the techno-commercial portion of offer. Price shall be mentioned in the relevant price bid only and electronically submitted.
- d. Price should be mentioned only in the "Part-B, Price Bid Format" after quoting the rates as specified in the price bid format.
- e. Prior to quoting of rates, the intending agencies are requested to inspect the office buildings and office complex at Jalasampad Bhawan (North Block), Block – DF, Sector – I, Salt Lake, Kolkata – 700091 and may contact with Qamar Parwaiz, Special Commissioner, Commercial Taxes, West Bengal.
- f. On the date of opening of tender, Technical Bid shall be opened first to select the eligible tenderers. Price Bid will be opened on the scheduled date only in respect of those tenderers, whose bids are found technically acceptable.
- g. Office of the Commissioner, Commercial Taxes, 14, Beliaghata Road, Kolkata – 700015 reserves the right to accept or reject any or all offer without assigning any reason thereof. In addition, Office of the Commissioner, Commercial Taxes, 14, Beliaghata Road, Kolkata – 700015 shall not entertain any correspondence from bidders in this matter.
- h. The undersigned reserves the right to negotiate the rates, terms and conditions with the lowest tenderer or any of the other tenderers to ascertain the suitability of the acceptable offer.
- i. The contract shall be initially for One year. The authority holds the right to terminate the contract for violation of terms and conditions at any time without any notice.
- j. The agency selected for engagement shall have to enter into a formal agreement with the department.
- k. The tenderers or their representative may attend the opening of both the Bids (Part A & B).

PART-A
Technical Bid

Engagement of agency for Internal Security Services at the office of the Commissioner, Commercial Taxes, Jalasampad Bhawan (North Block), Block - DF, Sector - I, Salt Lake, Kolkata - 700091.

(I) Terms & Conditions to be followed for the Technical Bid.

- a) Multiple quotations by a single agency will not be entertained.
- b) Joint ventures will not be entertained.
- c) The operating staff must have such state of physical and mental ability commensurate to provide the above stated security service.
- d) The service may have to be rendered for beyond the stipulated hours of work and even on holiday including Sundays.
- e) The personnel will have to work in separate groups for each floor performing under adequate and competent supervision.
- f) Labour related enactments and laws of the land are to be observed strictly.

(II) An intending agency shall submit signed copies of the following documents.

- a. Valid Trade license specifically to provide security services.
- b. PAN Card.
- c. Profession Tax Registration certificate.
- d. GST Registration certificate.
- e. EPF Registration certificate.
- f. ESIC Registration certificate.
- g. Labour Licence Registration certificate.
- h. Certificate of Shops and Establishments.
- i. Income tax return for last three years.
- j. Audit Report for last three years.
- k. Private Security License obtained from Home Department Govt. of West Bengal.
- l. Banker's solvency certificate addressed to the Commissioner, Commercial Tax, 14, Beliaghata Road, Kolkata - 700015 to the extent of 100% of the Quoted tender value of work.
- m. Minimum one year experience of rendering similar service by at least equal quantity of workers as mentioned in column III of the Price Bid in a single order to offices under the establishment of this Government or Government of India/ Undertaking of this Government or Government of India/Reputed Private Firm/MNC.

(III) Qualification of the personnel engaged for performing Security Duty by the successful bidder:

- a) He/she shall be a citizen of India with valid proof of citizenship like Elector's Photo Identity Card (EPIC) etc.
- b) He/she shall be temperamentally and physically competent for performing security duty.
- c) He/she shall have ordinary residence preferably within 8 (Eight) kilometer from the office site.
- d) He/she shall have an authority by the successful agency to work on their behalf.
- e) He/she shall have age not below 18 years and age not exceeding 50 years.
- f) He/she shall be courteous, sober, obedient and dutiful.

(IV) Earnest Money:-

The Tenderer shall be required to deposit Earnest Money of **Rs.15,000.00 (Rupees Fifteen Thousand only)** in Online Mode only (as per Finance Memo No: 3975 F (Y) dated 28th July 2016). By selecting ICICI Bank Mode bidder have to pay the EMD amount through net banking and in case of ICICI NEFT/RTGS a challan will generate online in that case bidder have to pay the EMD at their concern bank branch through NEFT of RTGS mode.

Sd/-
(Sankar Kumar Roy)
Special Commissioner
Commercial Taxes, W.B.

Government of West Bengal
Finance Department
Audit Branch

No. 3975-F(Y)

Dated, 28th July, 2016

MEMORANDUM

Sub: Online receipt and refund of EMD of e-procurement through State Government e- procurement portal

The State Government procurement portal has already been integrated with the Payment Gateway of ICICI Bank for deposit of EMD and other fees by the bidders participating in e-procurement.

Now, in cancellation of this Department Memorandum No. 1526-F(Y) dated 18.03.2014, the Governor is pleased to prescribe the following procedure to be adopted for deposit of EMD / Bid Security related to e- procurement of the State Government Departments and its subordinate offices, PSUs, Autonomous and Local Bodies, PRIs, etc

1. Login by bidder:

- a) A bidder desirous of taking part in a tender invited by a State Government Office/PSU/Autonomous Body/Local Body/ PRIs, etc shall login to the e-Procurement portal of the Government of West Bengal <https://wbtenders.gov.in> using his login ID and password.
- b) He will select the tender to bid and initiate payment of pre-defined EMD / Tender Fees for that tender by selecting from either of the following payments modes:
 - i) Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway;
 - ii) RTGS/NEFT in case of offline payment through bank account in any Bank.

2. Payment procedure:

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

b) Payment through RTGS/NEFT:

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

3. Refund/Settlement Process:

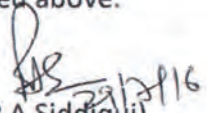
- i. After opening of the bids and technical evaluation of the same by the tender inviting authority through electronic processing in the e-Procurement portal of the State Government, the tender inviting authority will declare the status of the bids as successful or unsuccessful which will be made available, along with the details of the unsuccessful bidders, to ICICI Bank by the e-Procurement portal through web services.
- ii. On receipt of the information from the e-Procurement portal, the Bank will refund, through an automated process, the EMD of the bidders disqualified at the technical evaluation to the respective bidders' bank accounts from which they made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on rejection of bid is uploaded to the e-Procurement portal by the tender inviting authority.
- iii. Once the financial bid evaluation is electronically processed in the e-Procurement portal, EMD of the technically qualified bidders other than that of the L₁ and L₂ bidders will be refunded, through an automated process, to the respective bidders' bank accounts from which they made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on rejection of financial bid is uploaded to the e-Procurement portal by the tender inviting authority. However, the L₂ bidder should not be rejected till the LOI process is successful.
- iv. If the L₁ bidder accepts the LOI and the same is processed electronically in the e-Procurement portal, EMD of the L₂ bidder will be refunded through an automated process, to his bank account from which he made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on Award of Contract (AOC) to the L₁ bidder is uploaded to the e-Procurement portal by the tender inviting authority.

- v. As soon as the L₁ bidder is awarded the contract (AOC) and the same is processed electronically in the e-Procurement portal –
- EMD of the L₁ bidder for tenders of State Government offices will automatically get transferred from the pooling account to the State Government deposit head “8443-00-103-001-07” through GRIPS along with the bank particulars of the L₁ bidder.
 - EMD of the L₁ bidder for tenders of the State PSUs/Autonomous Bodies/Local Bodies/PRIs, etc will automatically get transferred from the pooling account to their respective linked bank accounts along with the bank particulars of the L₁ bidder.
- In both the above cases, such transfer will take place within T+1 Bank Working Days where T will mean the date on which the Award of Contract (AOC) is issued.
- vi. The Bank will share the details of the GRN No. generated on successful entry in GRIPS with the E-Procurement portal for updation.
- vii. Once the EMD of the L₁ bidder is transferred in the manner mentioned above, Tender fees, if any, deposited by the bidders will be transferred electronically from the pooling account to the Government revenue receipt head “0070-60-800-013-27” through GRIPS for Government tenders and to the respective linked bank accounts for State PSU/Autonomous Body/Local Body/PRIs, etc tenders.
- viii. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD & Tender Fees (if any) were initiated.

4. Accounting and Monitoring Process:

- The ICICI Internet Banking will communicate to the State Government e-Procurement portal all details of transactions on daily basis.
- The Tender Inviting Authority of the Government Offices/PSUs/ Autonomous Bodies/Local Bodies/PRIs, etc will be using their respective e-procurement User ID and Password to view the EMD and Tender Fees deposited by the bidders in the pooling accounts.
- The nodal officer of the Finance Department, Government of West Bengal will be able to view the Department-wise EMD and Tender Fees deposited by the bidders to the pooling accounts and fund transferred downstream at various stages of the tender process to the Government accounts and bidders’ accounts, as applicable by using user access as provided by NIC.
- The details of NIC E-Procurement Help Desk and toll free numbers of ICICI Bank are given in annexure.

The system will become effective from 01/08/2016 and can be used by any Government Offices/PSUs/Autonomous Bodies/Local Bodies/PRIs, etc. with effect from that date. However, with effect from 01/09/2016, all the EMD/Tender fees in respect of e-tender of all State Government Offices/PSUs/Autonomous Bodies/Local Bodies/PRIs, etc will mandatorily be received and refunds/settlements made as per the procedure stated above.


(P A Siddiqui)

Secretary to the
Government of West Bengal
Finance Department

Instructions to Bidders

General guidance for E-Tendering:

The following are the instructions / guidelines for electronic submission of the tenders for assisting the service providers and or their authorized representatives to participate in E-Tendering:

- I. **Registration of Contractor:** Any service providers and or their authorized representatives willing to take part in the process of E-Tendering will have to be enrolled & registered with the Government e-procurement system, through logging on to <https://wbtenders.gov.in>.
- II. **Digital Signature Certificated (DSC):** Each service providers and or their authorized representatives is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders for the approval service of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the web site <https://wbtenders.gov.in>. DSC is given as a USB e-Token.
- III. The service providers and or their authorized representatives can search and download the NIT and Tender Document(s) electronically from computer once he logs on to the website <https://wbtenders.gov.in> using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- IV. **Submission of Tenders:** Tenders are to be submitted through online to the web site <https://wbtenders.gov.in> in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). Virus scanned and digitally signed copies of the documents are to be uploaded. The documents will get encrypted (transformed into non readable formats).
- V. **Payment:**

The Tenderer shall be required to deposit Earnest Money of **Rs.15,000.00 (Rupees Fifteen Thousand) only** in Online Mode only (as per Finance Memo No: 3975 F (Y) dated 28th July 2016). By selecting ICICI Bank Mode bidder have to pay the EMD amount through net banking and in case of ICICI NEFT/RTGS a challan will generate online in that case bidder have to pay the EMD at their concern bank branch through NEFT of RTGS mode.
- VI. **Technical Proposal:** The Technical Proposal should contain scanned copies of the following two covers (folders):

a) **Statutory Cover** Containing the following documents –
i. NIT

b) **Non-Statutory Cover** Containing the following documents –

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate (s)	Certificate(s)	<ul style="list-style-type: none"> ✓ EPF Registration Certificate ✓ GST Registration certificate ✓ PAN ✓ P.Tax Registration Certificate ✓ ESIC Registration certificate ✓ Labour Licence Registration certificate ✓ IT return for last three Assessment Year ✓ Certificate of Shops and Establishments ✓ Private Security License obtained from Home Department Govt. of West Bengal ✓ Banker's solvency certificate addressed to the Commissioner, Commercial Tax, 14, Beliaghata Road, Kolkata – 700015 to the extent of 100% of the Quoted tender value of work
B.	Company Detail(s)	Company Detail	PARTNERSHIP DEED, CO-OPERATIVE SOCIETY BY LAW, MOA, TRADE LICENCE, COMPANY REGISTRATION CERTIFICATE
C.	Balance Sheet	PL & Balance Sheet: 2014-15 PL & Balance Sheet: 2015-16 PL & Balance Sheet: 2016-17	P/L AND BALANCE SHEET 2014-15, 2015-16, 2016-17
D.	<i>Credential</i>	Credential – 1	Minimum one year experience of rendering similar service by at least equal quantity of workers as mentioned in column III of the Price Bid in a single order to offices under the establishment of this Government or Government of India/ Undertaking of this Government or Government of India/Reputed Private Firm/MNC

VII. Financial Proposal:

a) **BOQ:** The Financial Proposal should contain Bill of Quantities (BOQ) in one cover (folder). The service providers and or their authorized representatives is to quote the rate online through computer in the space marked for quoting rate in the BOQ after downloading the prescribed format from the web site.

b) Regarding EMD the notifications issued by government from time to time are applicable.

Opening & Evaluation of Tender:

- I. **Opening of Bid Proposal:** A Tender Evaluation Committee comprises of selected officers will open the bids of the Tender.
- II. Intending tenderers may remain present if they so desire.
- III. Cover (folder) for Statutory Documents will be opened first and if found in order, cover (folder) for Non-Statutory Documents will be opened. If there is any deficiency in the Statutory Documents the tender will summarily be rejected.
- IV. Decrypted (transformed into readable formats) documents of the Non-Statutory cover will be downloaded and handed over to the Tender Evaluation Committee.
- V. Summary list of technically qualified tenderers will be uploaded online.
- VI. Pursuant to scrutiny and decision of the Tender Evaluation Committee the Summary List of eligible tenderers and the serial number of items for which their proposal will be considered & uploaded in the web portal.
- VII. During evaluation the committee may summon the tenderers and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.
- VIII. **Rejection of Bid:** The E-tender committee formed by the Commissioner Commercial Taxes, West Bengal reserves the right to reject any / or all the tendered rates without assigning any reason and not to place any orders even after selection and is not liable for any cost that might have incurred by any bidder at the stage of bidding and also reserves the right to divide the contract amongst any number of tenderers, if required so. The said committee does not bind himself to accept the lowest rate.

Sd/-
(Sankar Kumar Roy)
Special Commissioner
Commercial Taxes, W.B.