



## 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 Clerk/Canteen Attendant / 2016-17 dated 18.05.2016

**DATE OF ISSUE OF TENDER DOCUMENT :**18.05.2016

**LAST DATE FOR RECEIPT OF TENDER DOCUMENT :** 01.06.2016 at 03.00 pm.

**TIME AND DATE OF OPENING OF THE TENDERS:** 02.06.2016 at 03.00 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 Clerk and Canteen Attendant

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

- A) Name of Work:** Composite tender for Outsourcing of 05 (five) no. of Safaiwalas, 01(one) Canteen Clerk, and 04 (four)no. of Canteen Attendants 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 Clerk and Canteen Attendant 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. 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 Service Tax registration certificate should be furnished.
  - ix. Tender form can be downloaded from our web site [pdackolkata.gov.in](http://pdackolkata.gov.in) from **18.05.2016** onwards.
  - x. Tenders in a closed envelop with all documents relating to Pre-Qualification requirement superscripting "Tender for Outsourcing of Safaiwala,Canteen Clerk and Canteen Attendant" should reach this office either by Speed post/hand delivery latest by **01.06.2016** upto 03.00 pm. Tenders received after due date and time will not be entertained/considered.
  - xi. Tender will be opened on **02.06.2016** at **03.00** 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 separately be furnished for each Safawalas, Canteen Clerk and Canteen Attendant.
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. Sealed quotations are invited for outsourcing of 05 (five) no. of Safaiwalas, 01(one) no. Canteen Clerk, and 04 (four) no. of Canteen Attendants at the O/o the Director General of Audit, Central, Kolkata.
6. Corrections, if any, in the tender form must be attested by the tenderer.
7. Director General of Audit (Central), Kolkata reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
8. Late tenders will not be considered and shall be rejected.
9. Tax at source will be deducted from each bill of the vendor as applicable under rules in respect of Income Tax Act, 1961.
10. 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 and Canteen Attendant 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 01(one) no. Canteen Clerk (Skilled Category)**

**Annexure-III: General Terms and Conditions for outsourcing of 04 (four) Canteen Attendant (Unskilled Category)**

**Annexure IV: Tender Format**

Sd/-  
**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) 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,1<sup>st</sup>,2<sup>nd</sup>, & 3<sup>rd</sup> floor(approx. 36,000 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 maximum **26 days** in a month.
2. 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.
3. Apart from the above, cleaning personnel will pour water into the planted tubs (both indoor and outdoor) of this office on daily basis.
4. 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.
5. 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.
6. Special cleaning of the premises shall be carried out on Saturday between 10AM to 2PM. The cleaning work shall also be carried out on Government holidays. The bidders/vendors must keep in mind that the total no. of days in a month shall not exceed 26 days. In this regard vendors must keep in mind that the total no. of working days should not increase 26 days in a month.
7. 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.
8. 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.
9. 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.
10. The contract may also be cancelled forthwith if any of the other provisions of the contract are not satisfied at any point of time.
11. 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 West Bengal/Govt. of India should be quoted by the agencies.
12. **The contract may be terminated if regular incumbents join to this office in the vacancies of Safaiwala etc.**

## **Annexure-II**

### **General Terms and Conditions for outsourcing of 01 Canteen Clerk (Skilled Category):-**

1. The work in respect of Canteen Clerk will be carried on only on weekdays i.e Monday to Friday in a month.
2. Assists in the stocking and pricing of standard canteen merchandise; assists in seasonal inventories; Assists in or prepares short order food servings; dispenses coffee, soft drinks,
3. Operates a cash register for receiving moneys; balances receipts against register tapes; assists in preparing and making bank deposits.
4. Assumes the duties of the Canteen Manager when absent; assists in ordering, receiving and stocking supplies and materials.

### **COMPETENCIES REQUIRED:**

5. Knowledge of inventory methods and procedures as related to retail selling.
6. Ability to noting and drafting.
7. Knowledge of kitchen utensils and usage.
8. Knowledge of cooking/cooking skills.
9. Ability to interact with employees/customers to establish and maintain effective working relationships.
10. Ability to learn merchandising methods and techniques.
11. Ability to operate a cash register.
12. Ability to operate mathematical calculation efficiently.
13. Ability to perform the work as demonstrated by successful performance
14. Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behaviour.
15. Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.
16. Displays a high level of initiative, effort and commitment towards completing assignments economically, efficiently and effectively. Works with minimal supervision. Demonstrates responsible behaviour and attention to detail.
17. Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.
18. Aligns behaviour with the needs, priorities and goals of the office/department.
19. Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

20. Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.
21. 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.
22. Office of the Director General of Audit, Central, Kolkata shall make proportional deduction from the lump sum contracted amount, if the canteen clerk 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 21 days of duties, this office will pay for the 21 days proportionate to 26 days.
23. The performance of Canteen Clerk 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.
24. The contract may also be cancelled forthwith if any of the other provisions of the contract are not satisfied at any point of time.
25. The bidders/vendors must provide ESI & EPF for the Canteen Clerk 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 West Bengal/Govt. of India should be quoted by the agencies.
26. **The contract may be terminated if regular incumbent join to this office in the vacancies of Canteen Clerk etc.**

## Annexure-III

### **General Terms and Conditions for outsourcing of 04 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 clerk 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. 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 half-yearly notification of the Ministry of Labour, Govt. of West Bengal/Govt. of India should be quoted by the agencies.
10. **The contract may be terminated if regular incumbent join to this office in the vacancies of Canteen Attendant etc.**

# Annexure-IV

## Tender Format

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

Madam,

With reference to your tender Notice No. \_\_\_\_\_

dated \_\_\_\_\_ I am to submit my tender for deployment of five no. of safaiwalas/One no. of Canteen Clerk/Four no. of Canteen Attendants 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.

Encl:

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 Service Tax Registration certificate

Signature-----

Name of Tenderer-----

M/s-----

Dated: