



भारतीय विदेश व्यापार संस्थान
INDIAN INSTITUTE OF FOREIGN TRADE

जनशक्ति आपूर्ति और चपरासी सेवा के लिए निविदा दस्तावेज
TENDER DOCUMENT FOR MANPOWER & OFFICE MAINTENANCE STAFF

निविदा पत्र
TENDER DOCUMENT

अनुबंध की शर्त
CONDITION OF CONTRACT

निविदा संदर्भ संख्या / TENDER REF. NO.:
IIFT (K)/TENDER/ MPS &OMS /2024-25
दिनांक / DATED:- 25.11.2024

INDIAN INSTITUTE OF FOREIGN TRADE
(A deemed to be University under Ministry of Commerce and Industry, Govt. of India)
Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107.

Sub.-<u> Details regarding the tendering of Manpower & Office Maintenance Staff services (Peon) at IIFT Kolkata Centre.</u>

: I N D E X :

Sec. No.	Item	Page No.
1	Detailed NIT	3 – 5
2	Tender Information	6-7
3	Scope of Work & Technical Specifications	8-13
4	General Instructions to Bidders (GIB)	14-21
	Checklist (TECHNICAL BID) & Others	22-23
Annexure-A	Client Certificate regarding the performance of the contractor	24
5 (Part-A)	General (Commercial) Conditions of Contract (GCC)	25-29
5 (Part-B)	Special (Commercial) Conditions of Contract (SCC)	30-31
6 (A, B, C & D)	Undertaking & declaration, Near Relationship certificate, No addition & deletion declaration,	32-35
7 (A & B)	Proforma (s) for PBG, Letter of authorization	36-38
8	Bidder's Profile & Questionnaire	39-40
Annexure – C	Draft Agreement	41-42
9 (Part-A)	Technical Bid Letter	43
9 (Part-B)	Financial Bid Letter & Price Schedule	44-45
Annexure-B	Guidelines for evaluation of technical & financial bid & Urgent clause	46-48
Section-X	Qualification of Manpower's & Office Maintenance staffs	49-50

**Assistant Registrar
(Administration)
Indian Institute of Foreign Trade
Kolkata Centre**

SECTION – 1
NOTICE INVITING TENDER (NIT)
INDIAN INSTITUTE OF FOREIGN TRADE

(A deemed to be University under Ministry of Commerce and Industry, Govt. of India)
Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107

निविदा संख्या / Tender No.: IIFT (K)/TENDER/MPS &OMS/2024-25

दिनांक / DATED:- 25.11.2024

1.0 Sealed tenders in the Single Stage Two Envelope method (Part-A: Techno-commercial bid and Part-B: Financial bid) are invited on behalf of the Director IIFT for undertaking the following works:

Sl. No.	Name of the Item / Work	Estimated Cost	EMD Amount
1.	Manpower & Office Maintenance Staff Services (Peon) at IIFT Kolkata Centre.	Rs.1,20,00,000/- (excl.GST)	02% of Estimated value (Rs. 2,40,000/-)

2.0 **Time Period:-** One Year

3.0 **Tender Document:** - The tender document can be downloaded from the IIFT website www.iift.ac.in/iift/tender.php / www.eprocure.gov.in/epublish/app from 25.11.2024

3.1 The tender documents shall be issued free of cost to bidders.

4.0 **Eligibility Criteria:-**

a) The bidder should have satisfactorily completed similar work **during the last five years** ending the previous day of the last day of the submission of the tender as detailed below :

i) ONE similar work of 1 year duration of value not less than 80% of estimated cost i.e. **Rs.96,00,000/-** (Excl.GST) in each Service or more from any Departments / Autonomous Institutions / Public Sector Undertakings of the Government of India / State Government or Public Sector Banks only.

OR

ii) TWO similar works of one year duration of value not less than 50% of the estimated cost i.e. **Rs.60,00,000/-** (Excl.GST) in each Service or more from any Departments / Autonomous Institutions / Public Sector Undertakings of the Government of India / State Government or Public Sector Banks only.

OR

iii) THREE similar works of one year duration of value not less than 40% of the estimated cost i.e. **Rs 48,00,000/-** (Excl.GST) in each Service or more from any Departments / Autonomous Institutions / Public Sector Undertakings of the Government of India / State Government or Public Sector Banks only.

*******Note: Similar work shall mean “Manpower Service & Office Maintenance (Peon) only”**

b) The bidder should have a valid PAN.

c) The bidder should have a Goods and Service Tax Registration Certificate. Copy of Registration Certificate is to be submitted as part of bid and bidder has to give a self-declaration that bidder is not blacklisted by GST authorities.

OR

The bidder should produce a certificate that the bidder is exempted from registering under the Goods and Services Tax (GST).

- d) The bidder should be registered with the appropriate authorities of WB under the Employees Provident Fund and Employees State Insurance Acts.
 - e) The bidder must have an average turnover of twice the estimated value of this tender in the last five FY i.e. 19-20, 20-21, 21-22, 22-23, and 23-24. The Bidder must submit an audited balance sheet in support of the same. In case the audited balance sheet for the years 23-24 is not available, a turnover certificate from a practicing chartered accountant must be submitted.
 - f) The bidder must submit the latest Bank Solvency Certificate from the scheduled bank amounting to 40% of the estimated value.
 - g) The Tenderer/Bidder shall have at least 3 years' experience in the relevant field (i.e. **Manpower Service & Office Maintenance (Peon) only**) as per Annexure A.
 - h) The firm needs to submit documents of at least one currently running contract of a similar nature along with the Satisfactory/ Good/ Very Good service certificate as per Annexure A.
 - i) PF registration with PF code number.
 - j) ESI Registration with Number.
 - k) A valid license issued in respect of previous employers by the regional Labour Commissioner. (i.e. **Govt. of West Bengal**)
 - l) The bidder must submit the valid ISO certificate, and CMMI level 3 and level 5 certificates wherever applicable.
- 4.1** The experience certificate should be on the letterhead of the organization with name, designation and contact number along with the office seal of the issuing authority. The Certificate should be signed/issued by the authority not less than the "Gazetted Officer / Manager" rank officer for Govt. / semi govt. / PSU.
- 4.2** The bidder must submit an Incorporation Certificate & MOA, partnership deed, or proof against proprietorship as applicable.
- 5.0** The bidder has to submit "**EMD**" in the form of DD/RTGS/NEFT/IMPS from any scheduled bank. If they withdraw or modify their bids during the period of validity etc., they will be suspended for the time specified in the tender documents and EMD will be forfeited.

NEFT Details:

Indian Institute of Foreign Trade, Payable at Kolkata.

A/c No: 707790007

Type: Current.

Bank Name: INDIAN BANK

Branch: Salt Lake City

IFSC: IDIB000S147

Swift Code: IDIBINBBSTR

OR

DD in favor of "Indian Institute of Foreign Trade" payable at Kolkata.

- 6.0** The firms registered with **NSIC/MSME** are exempted from paying EMD on submission of valid registration certificates.
- 7.0** **Submission of Tender bids:-** The tender should be submitted as detailed below:-

Sealed Envelope-1: Comprising of EMD and tender document with all relevant papers duly signed. The envelope should be super scribed as “**Technical Bid for Providing Manpower & Office Maintenance Staff**” along with a Technical Bid letter as mentioned in Section 9 Part A.

Sealed Envelope-2: Comprising of Price Bid. The envelope should be super scribed as “**Price Bid Providing Manpower & Office Maintenance Staff**” (Peon) along with a financial bid letter as mentioned in Section 9 Part-B.

Envelope 1 & Envelope 2 shall be enclosed and sealed in a big envelope super scribed as “**Tender for Providing Manpower & Office Maintenance Staff**” and should be submitted to the **Accounts Officer, Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata - 700107**”.

8.0 Last Date & Time of Submission of Tender bids: -16.12.2024 up to 03.00 PM.

9.0 Pre-bid Meeting on: 03.12.2024. at 11.30 am

10.0 Opening of Tender bids:

10.1 The Tender shall be opened in the presence of intending tenderers or their authorized representatives, who choose to attend, at a time & specified date.

11.0 Date & Time of Opening of Tender Bids:

11.1 Technical Bid:- **16.12.2024 at 3.30 pm.**

11.2 Financial Bid:- The date will be intimated later on to the responsive bidders only.

12.0 Tender bids received after the due date & time will not be accepted.

13.0 Incomplete, ambiguous, conditional, and unsealed tender bids are liable to be rejected.

14.0 The purchaser reserves the right to accept or reject any or all tender bids without assigning any reason. The purchaser is not bound to accept the lowest tender.

15.0 The bidder shall declare on his letterhead that no additions/deletions/corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on the website.

15.1 In case of any correction/addition/alteration/omission in the tender document, the tender bid shall be treated as non-responsive and shall be rejected summarily.

16.0 The supplier has to indemnify IIFT against loss of input tax credit on account of the Black-listing of the supplier during the tenure of the contract.

17.0 IIFT has the right to recover input tax credit loss suffered by it due to any misdeclaration of invoice by the supplier.

Note 1: If the date fixed for submission, and opening of bids is subsequently declared as holiday by the IIFT, the revised date will be notified. In the absence of such notification, the date for submission, and opening shall be on the next working day, time and venue remaining unaltered.

Note 2: All documents submitted in the bid-offer should be preferably in English. In case the certificate viz. experience, registration etc. is issued in a language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translation is a true copy in addition to the relevant certificate.

Note 3: All computer-generated documents must be properly signed and attested by the bidder/vendor organization.

Note 4: All bidders intending to submit their quotations are advised to visit the site and attend a pre-bid meeting.

Note 5: The bidders are requested to attend the prebid meeting.

Note 6: Date & Time of Site Inspection and Pre-bid Meeting: - 03.12.2024 at 11.30 AM

**Assistant Registrar
Indian Institute of Foreign Trade
Kolkata Campus
E-mail: arkol@iift.ac.in**

**SECTION – 2
TENDER INFORMATION**

1. Type of tender:
 - a) Single Stage Two Envelope System.
 - b) Technical & Financial bids to be submitted
**To The Accounts Officer,
Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107.**
2. Bid Validity Period / Validity of bid Offer: - 90 days from the tender opening date.
3. The bid is invited in single-stage two-envelope systems:
 - 3.1 The techno-commercial envelope must contain the following documents:
 - a) The firm needs to submit documents of at least one currently running contract of a similar nature along with a Satisfactory/Good/Very Good Service Certificate in reputed government educational institutions (Central/State/UT/Statutory/Autonomous bodies) only like IIT/IIM/NIT/IIIT/CFTI's /IIFT etc. as per Annexure A.
 - b) Past Work Orders along with completion certificates from reputed government educational institutions (Central/State/UT/Statutory/Autonomous bodies only) like IIT/IIM/NIT/IIIT/CFTI's /IIFT and others in respect of Section 1, clause 4.0 (a).
 - c) Performance Certificates from reputed government educational institutions (Central/State/UT/Statutory/Autonomous bodies only) like IIT/IIM/NIT/IIIT/CFTI's /IIFT and others in respect of Section 1, clause 4.0 (a) as per Annexure A.
 - d) Copy of PAN.
 - e) The bidder must have a Goods and Services Tax (GST) certificate of West Bengal. Bidders must provide the latest GST challan with GSTR 3B or the bidder should produce a certificate that the bidder is exempted from registering under Goods and Service Tax.
 - f) Proof of EMD Submission or valid EMD exemption certificate.
 - g) Bank Solvency Certificate amounting to 40% of the estimated value of this tender document from the scheduled bank. The bank solvency certificate shall be issued in current/ongoing FY.
 - h) Minimum Average Turnover amounting to twice the estimated cost of this tender for the last five financial years along with a certificate issued in this regard by a practicing Chartered Accountant.
 - i) Single Labor License of more than 100 nos. of Employees. The bidder must possess a valid Labour License Registration Certificate as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970. The certificate must cover a minimum of 100 employees employed by the bidder.
 - j) Minimum 03 years of experience in providing services of manpower deployment at reputed **government educational institutions (Central/State/UT/Statutory/Autonomous bodies) only** like IIT/IIM/NIT/IIIT/CFTI's /IIFT etc. supported by Satisfactory/Good/Very Good Experience Certificates in this regard from respective organization as per Annexure A.
 - k) Self-declaration of the bidding agency (signed and stamped) w.r.t. non-blacklisted from any govt. organization and have not been declared bankrupt.
 - l) Valid Cmmi level 3 and Cmmi level 5 certificates.
 - m) Audited financial statement mentioning the net annual profit/loss incurred for the last 5 years.
 - n) The bidder must possess a valid Provident Fund (PF) Registration Certificate issued by the appropriate authority in West Bengal. The bidder must submit the last six months' paid challan related to the Provident Fund contributions.
 - o) The bidder must possess a valid Employees' State Insurance (ESI) Registration Certificate issued by the ESI Corporation, Government of West Bengal. The bidder must also submit the paid challans for the last six (6) months as proof of ESI contribution compliance.
 - p) The bidder must declare any pending legal proceedings or litigation that may affect their ability to perform the contract.
 - q) Ensure that the tender document is signed and stamped by the bidding agency on all pages.

- 3.2 Bidder's Profile & Questionnaire duly filled & signed. (Section - 8)
- 3.3 Undertaking & Declaration (Section – 6A)
- 3.4 Near relationship certificate(Section – 6B)
- 3.5 Certificate regarding restrictions on procurement from a bidder of a country that shares a land border with India(Section-6C)
- 3.6 Declaration in respect of no additions, deletions, or corrections in tender(Section -6D)
- 3.7 Documents (self-attested) stated in Clause-10 of Section 4. viz;
 - 3.7.1 Valid NSIC / MSME certificate, if any.
 - 3.7.2 Certificate of incorporation, if any.
 - 3.7.3 Article of Association & Memorandum of Association or partnership deed or proprietorship deed as the case may be.

******* All the pages of Tender documents and submitted documents must be signed and stamped.**

Note 1: First Techno-Commercial bid will be opened and evaluated by TEC. The financial bid of only technically qualified bidders shall be opened.

Note 2: The techno-commercial bid must contain all the documents mentioned in Section 2 clause 3 of this NIT as per their applicability. In case any document is missing, the bid shall be technically disqualified. No pre-historic documents (whatsoever the case may be) later shall be called by the institute.

**Assistant Registrar
Indian Institute of Foreign
Trade, Kolkata**

SECTION – 3

TERMS AND CONDITIONS OF CONTRACT FOR MANPOWER & OFFICE MAINTENANCE STAFF

SCOPE OF WORK: MANPOWER & OFFICE MAINTENANCE STAFF at INDIAN INSTITUTE OF FOREIGN TRADE, 1583, Madurdaha, Chowbaga Road, Kolkata-700107 by deploying the required number of contract personnel.

TERMS & CONDITIONS:

1. The said contract will be initially for twelve months commencing from the date of signing the contract which may be extended further (1+1) year with the same terms & conditions subject to mutual consent of both the parties and subject to satisfactory performance of contract. However, in normal circumstances, the Agreement is terminable by giving three months' notice in writing by either party to the agreement as provided.
2. The Contracting Agency shall render the following services to IIFT: **(For Manpower Services):**
 - a. To SUPPLY MANPOWER SERVICE ON CONTRACT BASIS in IIFT, Kolkata. The supplied manpower should be competent enough to execute the office work assigned to them.
 - b. The skilled workers would be engaged for the following type of job: - To attend to all work assigned to them by the concerned Section-in-charge, which may include all official and clerical work like typing, dictation, and maintenance of accounts' records manually as well as on software.
 - c. The Skilled/ semi-skilled workers would be engaged for the following jobs:-

From 09:00 AM to 05:30 PM from Monday to Friday. Saturdays and Sundays are holidays on account of being weekend days. They may also be called on Saturdays/Sundays as and when required for which extra payment per person per day basis will be given.

3. The personnel deployed shall be healthy and active. Nobody shall have any communicable diseases.
4. The personnel deployed shall be smartly dressed and always with an Identity Card. The agency shall provide fully trained and disciplined personnel.
5.
 - a. In case the selected agency fails to provide or supply the manpower as Tender for Supply of Skilled / Semi-Skilled / Un-Skilled Workers on a contract basis at IIFT – Kolkata Campus required and to the satisfaction of IIFT, the Institute will advertise the vacancy through appropriate medium and select the suitable manpower.
 - b. The agency will migrate the existing manpower as per the list attached to the roll of them.
 - c. The agency will not charge or collect any fee from anyone on account of additional requirements other than the service charge from the institute as per their quoted rate.
6. The contractor shall bear all expenses regarding preparation of their Identity card, compensations, wages and allowances, DA, PF, ESI, etc. as applicable relating to personnel engaged by him and abide by the provisions of various labour legislations including weekly off, Over-time and working hours.
7. The Contractor shall pay the wages to the personnel on or before the 7th of every succeeding month, irrespective of payment of Bill by the Institute. Failure to comply with this clause will call for a major penalty and will be considered as serious lapse resulting in deductions from the total bill of next month's cycle.
8. Wages payable shall not be less than the rate fixed by IIFT or the Minimum Wages Act 1948 wherever applicable. The contractor shall also quote his rate of service charges in addition to the wages to be paid to his workers.
9. The contractor shall submit the worker's salary slip, EPF number and proof of submission of EPF, ESI etc. as applicable every month for the previous month along with the monthly bill concerning all employees deployed by him at IIFT, and in case of any difference in the amount for which documentary evidence has not been provided, IIFT has the right to deduct the amount accordingly from the bills. While depositing the applicable ESI & EPF amount in the account of the respective worker, it shall be the sole responsibility of the contractor to comply with all prescribed provisions of Labour rules/Laws/Acts. Further, the agency shall specifically

ensure compliance with various Labour Laws/Acts including but not limited to the following and their reenactments/amendments/modifications:

- a) The Payment of Wages Act, 1936
- b) The Employees Provident Fund Act, 1952
- c) The Factory Act, 1948
- d) The Contract Labour (Regulation) Act, 1970
- e) The Payment of Bonus Act, 1965
- f) The Payment of Gratuity Act, 1972
- g) The Employees State Insurance Act, 1948
- h) The Employment of Children Act, 1938
- i) The Motor Vehicle Act, 1988
- j) The Minimum Wages Act, 1948

DUTIES AND RESPONSIBILITIES OF THE OFFICE MAINTENANCE STAFF (OMS) AT THE IIFT CAMPUS

1. He should come to the office no later than 8.00 A.M. and leave half an hour after the scheduled office hours.
2. As soon as he comes to the office, he should open the windows unless there are instructions to the contrary. He should dust the office tables, chairs, Almira, windows, book-shelves, file cabinets and other furniture and keep the office rooms clean and tidy.
3. He should remove all waste papers etc. for disposal as directed by the officer or the Superintendent of the Branch concerned.
4. If he has to go early, he must take prior permission of his officer or of the Superintendent of the Branch to whom he is attached.
5. He should fill up the water jug/glass for use of the officer or staff, if so required.
6. He should assist in any office work as may be required of him.
7. He should have a general idea about the arrangement for receipt of local and outside dak.
8. He should know the priority involved in the movement of papers marked 'Urgent' 'Immediate' and 'Priority' and act accordingly.
9. He will bring Tea and other refreshment from the canteen to the officer concerned whenever required.
10. He will assist in packing parcels closing and stamping of letters whenever necessary and authorized by responsible personnel.
11. He will expeditiously deliver the outgoing mail to the addresses and post offices and bring the incoming mail from the post office and other officers.
12. He will see that sweeper allotted to the area cleans floors walls toilets etc., daily before the office hours.
13. Before leaving office he should switch off all lights, fans and heater, if any, and close the windows.
14. He should know the working hours of local Post and Telegraph Offices, Treasury and Banks.

15. He must avoid personal work when he is sent out on official work.
16. He should know the description of stationery articles and various kinds of form used in the office.
17. He should be polite and respectful toward all officers and staff.
18. He should be very courteous and helpful toward members of the public visiting the Institute.
19. He must always come to office in uniform, which should be clean, and his appearance should be neat and tidy.
20. **If he is attached to an Officer/ Faculty / Staff –**
 - (a) He should keep the pencils sharpened, the ink pots filled and put other articles like pin-cushion, pen scissors, eraser, clips, etc. in their proper places;
 - (b) He should keep slips of paper within easy reach inside the room for use of his officer and outside for use of the public.
 - (c) He will attend to the telephone calls when officer is not in his seat.
 - (d) He will announce the arrival of visitors to the officer concern and help them to the officer concerned in an orderly manner.
 - (e) He will carry IN correspondence and files from the main office to the officer desk & carry OUT correspondence from officer's desk.
 - (f) He should not leave before the officer has left without prior permission.

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**CONTRACT PERSONNEL REQUIRED AT
INDIAN INSTITUTE OF FOREIGN TRADE**

The agency must provide the following categories and number of manpower as and when required for the Institute:-

Sl.No	Category of Manpower	Indicative Quantity
1	Assistant – Graduate	6
2	Junior Assistant (erstwhile Junior Clerk)	3
3	Library Junior Assistant (Part-Time) (erstwhile library clerk)	1
4	Personal Assistant	1
5	Computer Engineer	1
6	Maintenance Engineer	1
7	Audio Visual Operator	2
8	Receptionist	1
9	Electrician	4
10	DG Operator	1
11	Plumber	2
12	Caretaker (Junior Assistant level)	2
13	Part-Time Gym Trainer	1
14	Driver	1

*The number and posts may vary based on the requirement of manpower for various activities by the institute only.

OFFICE MAINTENANCE STAFF

SI No	Manpower description	Number	Shift (8 a.m.-4.30.p.m.)
1	OFFICE MAINTENANCE STAFF	13 *	01
2	DUFTRY (MEN) in uniform and I-card	7 *	01

*The manpower requirement is an indication of the job requirement however the manpower can be increased/decreased as per the requirement of IIFT for the successful conduct of the daily work.

• **OTHER IMPORTANT INSTRUCTIONS**

The selected bidder must strictly adhere to the following instructions during the tender process. The office maintenance staff assigned to the institute must also follow and ensure the adherence to the dos and don'ts while on duty at the institution.

DO's

Keep this INSTRUCTION with you while on duty.

1. Always obey and follow the policy of the Institute/department.
2. Wear your proper uniform.
3. Your uniform should be neat and properly ironed.
4. Your shoes should be neat and polished.
5. Shave daily/keep beard and mustache trimmed.
6. Ensure that you have a proper haircut.
7. Wear 'Dress' properly in case uniform is not issued to you.
8. Display your identity card on your person while on duty.
9. Be punctual.
10. Be alert and vigilant.
11. Be polite and courteous.
12. Be enthusiastic.
13. Be respectful to all customers/visitors.
14. Be aware of the Institute's locations.
15. Greet and reply the greetings in a friendly way.
16. Keep yourself healthy and fit.
17. Stay calm with an angry customer.
18. Deal respectfully with lady customers.
19. Know your senior staff.
20. Inform your supervisor/superiors about any unexpected or emergency situation.
21. Ensure secrecy of Institute's information.
22. Make sure you know your duties/responsibilities at every post.
23. Proper duty handing over should be carried out.
24. Be cooperative and build a good relationship with all.
25. Be available and flexible for any Emergency duty.
26. Do simple stretching exercises every hour while on duty.
27. Keep yourself updated about functional processes and procedures.
28. Maintain your cool while speaking over telephone.
29. Be aware of the vulnerable areas, threats and emergency exits at your location.
30. Ensure that the premises are secure after Office hours.
31. Keep a list of important telephone numbers with you.
32. Be aware of the actions to be taken in case of any emergency.
33. You should know how to frisk and check visitors if required.
34. Report any breaches of PEON to your superior immediately.
35. Ensure proper key management.
36. Usage of mobile phones may be limited to official calls and bare minimum to personal calls except in case of emergency
37. Barriers to be down/gates to be closed when not in use.
38. Make sure the first aid box is available in your post and is to be used in an emergency.
39. Make sure you know the types of fire extinguishers and how to use them in case of an emergency.

DON'T's

1. Do not leave your post unless permitted by your supervisor.
2. Do not come to work under the influence of liquor/narcotic substances.
3. Do not smoke while on duty.
4. Do not chew gum or tobacco while on duty.
5. Do not sleep on duty.
6. Do not engage in unnecessary conversation while on duty.
7. Do not take leave without permission.
8. Do not argue with or shout at customers.
9. Don't be busy in secondary matters while on duty.
10. Don't indulge in rumour-mongering.
11. Do not use Institute property or services for personal gain.
12. Do not entertain your friends/relatives in the guard post.
13. Do not listen to music while on duty.
14. Do not bring your laptop/electronic devices to the workplace.

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SECTION – 4

GENERAL INSTRUCTIONS TO BIDDERS (GIB)

1.0 DEFINITIONS:

- (a) **"The Purchaser"** means the Indian Institute of Foreign Trade (IIFT), Kolkata.
- (b) **"The Bidder"** means the individual or firm who participates in this tender and submits its bid.
- (c) **"The Supplier"** or **"The Vendor"** means the individual or firm supplying the goods/services under the contract.
- (d) **"The Goods / Services"** means all the equipment, machinery, and/or other materials/services that the Supplier is required to supply to the Purchaser under the contract.
- (e) **"The Advance Purchase Order"** or **"Letter of Intent"** means the intention of the Purchaser to place the Purchase Order on the bidder.
- (f) **"The Purchase Order"** means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The purchase order shall be deemed as a **"Contract"** appearing in the document.
- (g) **"The Contract Price"** means the price payable to the Supplier under the purchase order for the full and proper performance of its contractual obligations.
- (h) **"Successful Bidder(s)"** means the bidder(s) to whom work in this tender is awarded.

2.0 ELIGIBILITY CONDITIONS:

- 2.1 Kindly refer to Clause 4 of Section – 1 i.e. NIT.

3.0 COST OF BIDDING:

- 3.1 The bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4.0 DOCUMENTS REQUIRED:

- 4.1 The goods/services required to be supplied; bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The contents of the Bid documents are specified in Section 2.
- 4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents and clarifications/ amendments/ addenda, if any. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in the rejection of the bid.

5.0 CLARIFICATION OF BID DOCUMENTS:

- 5.1 A prospective bidder, requiring any clarification on the Bid Documents shall notify the Purchaser in writing by E-mail to the Purchaser as indicated in the invitation to Bid. The Purchaser shall respond in writing to any request for the clarification of the Bid Documents, which it receives, **05 days before the date of opening of the Tenders/revised date of opening of tender subject to corrigendum issued in this regard**. Copies of the query (without identifying the source) and clarifications by the Purchaser shall be sent to all the prospective bidders who have received the bid documents.
- 5.2 Any clarification/corrigendum issued by IIFT in response to a query raised by prospective bidders shall form an integral part of bid documents and shall amount to an amendment of the relevant clauses of the bid documents.

6.0 AMENDMENT OF BID DOCUMENTS:

- 6.1 The Purchaser may, for any reason, whether at its initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments before the date of submission of Bids with due notification to prospective bidders.

6.2 The amendments shall be notified on the websites of IIFT and CPP portal to all prospective bidders at the address intimated at the time of purchase of the bid document from the purchaser and these amendments will be binding on them.

6.3 To afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

7.0 DOCUMENTS COMPRISING THE BID:

The bid prepared by the bidder shall ensure the availability of the following components:

- (a) Documentary evidence establishing that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted under Clauses 2 & 10.
- (b) Bid Security furnished by Clause 12.

8.0 BID FORM:

8.1 The bidder shall complete the bid form and appropriate Price Schedule furnished in the Bid Documents, indicating the goods/services to be supplied, a brief description of the goods/services, their quantity and prices as per Section- 9.

9.0 BID PRICES:

9.1 The bidder shall give the total composite price excluding Goods and Service Tax which will be paid extra. The basic unit price and all other components of the price need to be individually indicated in each column for each service under the contract as per the price schedule given in Section-9 Part-B.

9.2 A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

9.3 "DISCOUNT if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote net price taking all such factors like Discount, free supply, etc. into account".

10.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION:

10.1 The bidder shall furnish, as part of the bid documents establishing the bidder's eligibility, the following documents (whichever is required) as per terms and conditions of Bid Documents:

- (a) Valid NSIC / MSME Certificate, if applicable. In case the ownership of such MSE Entrepreneurs happens to be from SC / ST category, proof in this regard also need to be submitted.
- (b) Documents to establish the eligibility and qualification of bidder as specified in Section-1.
- (c) Power of Attorney as per Clause 14.3 (a) and (d) and authorization for executing the power of Attorney as per Clause 14.3 (b) or (c).
- (d) Certificate of incorporation.
- (e) Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be.

11.0 DOCUMENTS ESTABLISHING GOODS / SERVICES' CONFORMITY TO BID DOCUMENTS:

11.1 Pursuant to Clause-7, the bidder shall furnish, as part of its bid, documents establishing the conformity of its bid to the Bid Documents of all goods and services which he proposes to supply under the contract.

12.0 BID SECURITY EMD

12.1The bidder has to submit "EMD" as mentioned in Section 1 of this NIT i.e. 02% of Estimated Value (amounting to 2,40,000/-) accepting that if they withdraw or modify their bids during the period of validity etc., they will be suspended for the time specified in the tender documents and EMD will be seized.

12.2 The NSIC or MSME registered vendors are exempted from paying EMD. A valid registration certificate must be submitted in support of the same.

12.3 The bid is liable to be rejected in the absence of an EMD or exemption certificate.

12.4The EMD will be discharged to the unsuccessful bidder.

12.5 If the bidder withdraws or modifies their bid within bid validity or does not accept PO on the placement of Work Order or LOA whichever is earlier or fails to submit PBG will lead to forfeiture of EMD.

NOTE: - The bidder shall mean an individual company/firm or the front bidder and its technology/consortium partner, as applicable.

13.0 PERIOD OF VALIDITY OF BIDS:

13.1 A bid shall remain valid for 90 days from the date of the technical bid opening. IIFT may ask for further extension of bid validity on administrative grounds. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

13.2 In exceptional circumstances, the purchaser may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under Clause-12 shall also be suitably extended. The bidder may refuse the request without forfeiting its bid security. A bidder accepting the request and granting an extension will not be permitted to modify its bid.

14.0 FORMAT AND SIGNING OF BID:

14.1 The bidder shall submit his bid through sealed envelopes complying with all eligibility conditions, and other terms and conditions of the tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated, by hand signatures, by the authorized person. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.

14.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. **All pages of the original bid shall be signed by the person or persons signing the bid.**

14.3 Power of Attorney

- (a) The power of Attorney should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the concerned states(s) and the same be attested by a Notary public or registered before the Sub-registrar of the state(s) concerned.
- (b) The Power of Attorney is executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the Company / Institution/ Body corporate.
- (c) In case of the bidder being firm, the said Power of Attorney should be executed by all the partner(s) in favour of the said Attorney.
- (d) Attestation of the specimen signatures of authorized signatories by the Company's / firm's bankers shall be furnished. Name, designation, Phone number, mobile number, email address and postal address of the authorized signatory shall be provided.

15.0 SEALING AND MARKING OF BIDS:

- (a) The bid should be submitted as per Clause-3, Section 2 of tender information.
- (b) The envelope shall bear the name of the tender, the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).
- (c) The envelope shall indicate the name and complete postal address of the bidder to enable the purchaser to return the bid unopened in case it is declared to be received 'late'.
- (d) The bid should be deposited in the tender box provided by tendering authority or sent by registered post or delivered in person on below mentioned address (address is given in (e) below). The responsibility for ensuring that the tenders are delivered in time would vest with the bidder.
- (e) Bids sent by registered post or delivered in person shall be delivered up to specified time & date as stated in NIT to **“Accounts Officer, Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata-700107”**.The purchaser shall not be responsible, if the bids are delivered elsewhere.
- (f) Venue of Tender Opening:
The tenders will be opened in the premises of **“Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata-700107”** at specified time & date as stated in NIT.

16.0 SUBMISSION OF BIDS:

- 16.1** Bids must be submitted by the bidders on or before the specified date & time indicated in Clause-7 of Section-I i.e. NIT.
- 16.2** The purchaser may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in accordance with Clause-7 in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

17.0 LATE BIDS:

- 17.1** No bid shall be accepted after the specified deadline for submission of bids prescribed by the purchaser.

18.0 MODIFICATION AND WITHDRAWAL OF BIDS:

- 18.1** The bidder may modify, revise or withdraw his bid after submission before deadline prescribed for submission of bid.
- 18.2** Subject to Clause-20, no bid shall be modified after the deadline for submission of bids.

19.0 OPENING OF BIDS BY PURCHASER:

- 19.1** The Tender opening committee of IIFT shall open bids in the premises of “ **Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata-700107**”, in the presence of the authorized representatives of bidders physically present, who choose to attend, on due date and time specified in Clause-9 of NIT (Section-1).

The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the authorized representatives of bidders before they are allowed to participate in bid opening.

- 19.2** A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.
- 19.3** The following information should be read out at the time of bid opening:-
- (a) Name of the Bidder
 - (b) Name of the item/services
 - (c) Bid validity and acceptability
 - (d) Information in respect of eligibility of the bidder
 - (e) Details of bid modification/ withdrawal, if applicable
 - (f) Name of the item
 - (g) Quantities/prices quoted in the bid
 - (h) Discount, if offered
 - (i) Taxes & levies
- 19.4** The date fixed for the opening of bids, if subsequently declared as a holiday by the IIFT, the revised date of schedule will be notified. However, in the absence of such notification, the bids will be opened on the **next** working day, time and venue remaining unaltered.

20.0 CLARIFICATION OF BIDS:

- 20.1** To assist in the examination, evaluation and comparison of bids, the purchaser may, at its discretion ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing. However, no post-bid clarification at the initiative of the bidder shall be entertained.
- 20.2** If any of the documents, required to be submitted along with the techno commercial and financial bid is found wanting, the offer is liable to be rejected at that stage. However, the purchaser at its discretion may call for any clarification regarding the bid document within a stipulated period. In case of non-compliance to such queries, the bid will be outright rejected without entertaining further correspondence in this regard.

21.0 PRELIMINARY EVALUATION:

- 21.1 The purchaser shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 21.2 Arithmetical errors shall be rectified on the following basis. 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 by the purchaser.
- 21.3 If there is a discrepancy between words and figures, **the amount in words shall prevail.**
- 21.4 Before the detailed evaluation under Clause-22, the purchaser will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these clauses, a substantially responsive bid conforms to all the terms and conditions of the Bid Documents without material deviations. The purchaser's determination of the bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- 21.5 A bid, determined as substantially non-responsive will be rejected by the purchaser and shall not after the bid opening be made responsive by the bidder by correction of the non-conformity.
- 21.6 The purchaser may waive any minor infirmity or non-conformity or irregularity in a bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

22.0 EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS:

- 22.1 The purchaser shall evaluate in detail and compare the bids previously determined to be substantially responsive according to Clause-21.
- 22.2 The evaluation and comparison of responsive bids shall be done based on Net cost to IIFT based on total composite prices of the services offered inclusive of Packing, Forwarding, Freight and Insurance charges etc. but excluding Goods Service Tax which shall be paid extra.
- 22.3 The evaluation and comparison of responsive bids shall be based on **Quality & Cost Based Selection (QCBS)**. The final score shall be arrived by adding technical & financial score with respective weightages (30% for technical & 70% for financial). The bidder obtaining the highest combined weighted technical and financial score may be considered for acceptance. The procedure for technical & financial evaluation is as under:
- 22.3.1 **Technical evaluations:** The firms fulfilling eligibility criteria only shall be considered for technical evaluations. The technical evaluation shall be based on following parameters:
- 22.3.1.1 Financial strength – 40 marks
- 22.3.1.2 Experience of Providing Manpower Services (Past 05 Years):- 25 marks.
- 22.3.1.3 Performance of works (quality as per clients certificate, Annexure-A) – 25 marks.
- 22.3.1.4 Profit / Loss criteria of firm in previous 5 financial years –10 marks
- 22.3.2 **Financial evaluations:** The financial bids of only those bidders shall be considered who secure 70% and above marks in technical evaluation. The maximum financial score of 100 will be given to lowest bidder and other eligible bidders shall be given financial scores that are inversely proportional to their prices with respect to the lowest offer.

Note: The guidelines for evaluation of technical & financial bids are given in Annexure B at the end of the section.

23.0 CONTACTING THE PURCHASER:

- 23.1 Subject to Clause-20, no bidder shall try to influence the purchaser on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.
- 23.2 Any effort by a bidder to modify its bid or influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

24.0 PLACEMENT OF ORDER:

- 24.1 The purchaser shall consider placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically, commercially and financially acceptable and whose goods/services have been type-approved/ validated by the purchaser. The purchaser reserves the right to counter-offer price(s) against price(s) quoted by any bidder.
- 24.2 The ordering price of the bid shall not exceed the lowest evaluated package price.

- 24.3** The purchaser reserves the right for the placement of an order of the entire tendered quantity on the bidder with the lowest evaluated price.
- 25.0 PURCHASER'S RIGHT TO VARY QUANTITIES:**
Purchaser reserves the right to increase or decrease up to any amount of the quantity of goods and services specified in the schedule of requirements without any change in the unit price or other terms and conditions.
- 26.0 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:**
The purchaser 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 assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.
- 27.0 ISSUE OF ADVANCE PURCHASE ORDER:**
- 27.1** The issue of an Advance Purchase Order shall constitute the intention of the purchaser to enter into contract with the bidder.
- 27.2** The bidder shall within 14 days of issue of the advance purchase order, give its acceptance along with performance guarantee in conformity with the Performa provided with the bid document at Section-7A.
- 28.0 SIGNING OF CONTRACT:**
- 28.1** The issue of the Advance Purchase order shall constitute the award of contract on the bidder.
- 28.2** Upon furnishing of performance guarantee by the successful bidder (pursuant to Clause-27) and signing of contract, the purchaser shall discharge the bid security in pursuant to Clause-12.
- 29.0 ANNULMENT OF AWARD:**
Failure of the successful bidder to comply with the requirement of Clause 27 & 28 shall constitute sufficient ground for the annulment of the award and the forfeiture of the bid security in which event the purchaser may award the work to any other bidder at its discretion or call for new bids.
- 30.0 QUALITY ASSURANCE REQUIREMENTS:**
The quality of services will be monitored by the authorized representatives of the purchaser and their decision in this regard has to be accepted by the contractor.
- 31.0 REJECTION OF BIDS:**
- 31.1** While all the conditions specified in the Bid documents are critical and are to be complied with, the special attention of the bidder is invited to the following clauses of the bid documents. Non-compliance of any one of these shall result in outright rejection of the bid.
- (a) Clauses 12.1, 12.2 & 13.1 of Section-4: The bids will be rejected at the opening stage if Bid Security / EMD is not submitted as per Clauses 12.0 and bid validity is less than the period prescribed in Clause 13.1 mentioned above.
- (b) Clause 2 & 10 of Section-4: If the eligibility condition as per Clause 2 of Section-4 is not met and/or documents prescribed to establish the eligibility as per Clause 10 of Section-4 are not enclosed, the bids will be rejected without further evaluation.
- (c) Section-9 Part-B (Price Schedule): Prices are not filled in as prescribed in the price schedule.
- 31.2** Before outright rejection of the Bid by the Bid-opening team for non-compliance of any of the provisions mentioned in Clause 31.1(a), 31.1(b) of Section-4, the bidder company is allowed to explain their position, however, if the person representing the company is not satisfied with the decision of the Bid opening team, he/they can submit the representation to the Bid opening team immediately but in no case after closing of the tender process with full justification quoting specifically the violation of tender condition if any.
- 31.3** Bid opening team will not return the bids submitted by the bidders on the date of tender opening even if it is liable for rejection and will preserve the bids in sealed cover as submitted by taking the signatures of some of the desired representatives of the participating bidder/companies present on the occasion.

- 31.4 The In-charge of Bid opening team will mention the number of bids with the name of the company found unsuitable for further processing on the date of tender opening and number of representations received in Bid opening Minutes and if Bid opening team is satisfied with the argument of the bidder/company mentioned in their representation and feel that there is prima-facie fact for consideration, the In-charge of the bid opening team will submit the case for review to Officer competent to approve the tender as early as possible preferably on next working day and decision to this effect should be communicated to the bidder company within a week positively. Bids found liable for rejection and kept preserved on the date of tender opening will be returned to the bidders after issue of P.O. against the instant tender.
- 31.5 If the reviewing officer finds it fit to open the bid of the petitioner, this should be done by giving three (working) days' notice to all the participating bidders to give opportunity to participants desirous to be present on the occasion.
- 32.0 NEAR-RELATIONSHIP CERTIFICATE:**
- 32.1 The bidder should give a certificate that none of his/ her near relative, as defined below, is working in the units where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/ Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and IIFT will not pay any damage to the company or firm or the concerned person.
- 32.2 The Company or firm or the person will also be debarred for further participation in the tenders in the concerned unit.
- 32.3 The near relatives for this purpose are defined as:-
- (a) Members of a Hindu undivided family.
 - (b) They are husband and wife.
 - (c) The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).
- 32.4 The format of the certificate is given in Section 6 (B).
- 33.0 VERIFICATION OF DOCUMENTS AND CERTIFICATES:**
- 33.1 The bidder will ensure that all the documents and certificates submitted by him are correct and genuine before enclosing them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.
- 33.2 If any document / paper / certificate submitted by the participant bidder is found / discovered to be false / fabricated / tempered / manipulated either during bid evaluation or during award of contract or thereafter, then the purchaser will take action as deemed fit.
- 34.0 The bidder has to indemnify IIFT against loss of input tax credit to IIFT on account of blacklisting of supplier during tenure of contract.
- 35.0 The bidder must have a registered office in Kolkata.**
- 36.0 There will be no separate fee for uniforms charged by the agency, nor should it be deducted from the wages of employees deputed in the Institute. Bidders may quote accordingly.**
- 37.0 For any violation of tender terms and conditions, the Institute may impose a penalty of up to 10,000/- for each instance.**

- 38.0 The successful bidder should appoint a person who will be the point of contact for all official purposes. The appointed person should be well aware of the tender terms and conditions.
- 39.0 Any bidder who has worked with IIFT and violated any of the tender terms and conditions in the past three years is barred from participating in this tender.
- 40.0 All pages of the tender must be signed and stamped.
- 41.0 No certificate of experience will be provided by the Institute to the persons deployed by the agency.
- 42.0 All bidders are expected to visit the campus of the Institute to inspect the area.

Assistant Registrar
Indian Institute of Foreign Trade
Kolkata Centre

CHECKLIST (TECHNICAL BID)

SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER ALONG WITH SUPPORTING DOCUMENTS

Sl. No.	Description of requirement	Yes/No	Page No.
1.	The firm is registered with the Regional Labour Commissioner (Govt. of West Bengal) under provisions of the Contract Labour Act and its Registration No. and validity date.	Yes/No	
2.	Copies of Audited Balance Sheet and P&L A/c. for the last 05 years duly certified by CA.	Yes/No	
3.	Registration certificate of Provident Fund Commissioner enclosed PF registration code allotted by the Regional Provident Fund Commissioner, Govt. of West Bengal.	Yes/No	
4.	Copy of Registration certificate/allotment letter of GST number.	Yes/No	
5.	Copy of Registration certificate/allotment letter of PAN from Income Tax Department.	Yes/No	
6.	Registration certificate of ESI.	Yes/No	
7.	Proforma as per Annexure-II containing details of other organizations where such contracts were/are undertaken (attach supportive documents).	Yes/No	
8.	DD/Online of Rs. _____ /- as EMD	Yes/No	
9.	Financial/Price bid proforma completed & sealed in a separate envelope.	Yes/No	
10.	List of Arbitration cases (if applicable) Do not leave it blank. If there are no such cases, write "Not Applicable" along with Undertaking in this regard needs to be given.	Yes/No/ Not applicabl e	
11.* *	The undertaking of the agency confirms the availability of adequate manpower with requisite qualifications and experience for deployment at IIFT.	Yes/No	
12.	Acceptance of terms and conditions (as per Annexure-III) attached. Each page of terms and conditions is to be duly signed as a token of acceptance and submitted as part of the tender document.	Yes/No	
13.	Copy of last income tax return.	Yes/No	
14.	Undertaking by the bidder to the effect that there is no police case pending against the proprietor/firm/parties relating to previous service contracts.	Yes/No	
15.	Office address in Kolkata with phone number.	Yes/No	
16.	Undertaking that bidder is eligible as per Section 1 clause 4.0	Yes/No	
17.	Undertaking to the effect that the workers to be deputed in IIFT shall be trained and qualified as per terms and conditions of the agreement.	Yes/No	
18.	Undertaking to the effect that the personnel deputed to IIFT shall have been screened by police verification.	Yes/No	
19.	Undertaking to the effect that sufficient 'leave reserve' of personnel shall be maintained by the Agency.	Yes/No	
20.	Undertaking by the bidder that bidding agency is fulfilling all the criteria's mentioned in Section 2 clause 3.	Yes/No	
21	Latest Income tax Clearance Certificate under Section 143(1)	Yes/No	
22	Single Labour Licence of More than 100 nos. of Employees	Yes/ No	

23	Cmmi Level 3 and Cmmi level 5 Certificate	Yes/No	
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**Client Certificate regarding Performance of the Contractor/Bidding agency
(To be issued on the letter head of the client organization)**

SI No	Name of Work & Performance Parameter	Assessment by Client Organization
01	Name of Organization	
02	Date of Award & Agreement No.	
03	Date of Commencement of Work	
04	Stipulated date of completion	
05	Actual date of completion	
06	Details of compensation / penalty levied if any	
07	Gross amount of work	
08	Name & Address of authority under whom work executed	
09	Commencement of capability of contractor i. Financial Soundness ii. Mobilization of adequate T & P iii. Mobilization of Manpower iv. General Behaviour	
10	Dis the contractor go for arbitration? If yes i. Total amount claimed ii. Total amount awarded	
11	Quality of work(indicate grading) i. Very Good ii. Good iii. Satisfactory iv. Poor	

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SECTION – 5 (PART – A)

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT (GCC)

1.0 APPLICATION:

The general condition shall apply in contracts made by the purchaser for the procurement of Manpower services & Office Maintenance Staff.

2.0 PERFORMANCE GUARANTEE:

- (a) The bidder (including NSIC / MSMEs who are registered with the designated bodies) shall furnish a Performance Security or an amount equal to 5% (may be revised on further notice from Dept. Of Expenditure, Govt. of India) of the value of purchase order within 14 days from the date of issue of Purchase Order by the purchaser.
- (b) Performance Security may be furnished in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee (including e- Bank Guarantee) from a Commercial bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects (i.e. as per Rule 171 of GFR).
- (c) The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.
- (d) The performance guarantee Bond shall be in the form of Bank Guarantee issued by a scheduled Bank, valid for 18 months, in the Performa provided in Bid Document.
- (e) The performance guarantee Bond will be discharged by the purchaser after completion of the bidder's performance obligations including any warranty obligations under the contract.

2.1 DEPLOYMENT OF WORKER:

The contractor should deploy well- qualified and experienced worker having requisite qualification. Breach of this condition shall be breach of the contract. In case of change of worker, the new incumbent should possess the required qualifications.

3.0 LABOUR REGULATIONS:

- (a) The contractor shall obtain a valid labour license under the Contract Labour (R&A) Act 1970 and the Contract Labour (R&A) Central Rules 1971, before commencement of the work, else he will not depute more than 19 persons at a time on any day. A copy of labour license has to be submitted by him to IIFT. He shall continue to have a valid license until the completion of work. The contractor shall also abide by and comply with the provisions of the Child Labour (Prohibition and Regulation) Act 1986, Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, Maternity benefits Act 1961, Apprentices Act, 1961, EPF & Misc. Provisions Act 1952 and ESI Act 1948 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time. The contractor is fully responsible to observe the above laws as amended from time to time in regard to his employees and compensation and other benefits / risks in relation to employees to be engaged by him.
- (b) The contractor shall indemnify IIFT against payments to be made for the observance of the laws.
- (c) The regulation aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.
- (d) IIFT shall have the right to deduct from the money due to the contractor, any sum required or estimated to be required, for making good the loss suffered by a worker or workers, by reason of non-fulfillment of the conditions of the contract of the benefit of the workers, non-payment of wages or of deduction made from his / their wages which are not justified by their terms of the contract for non-observance of the Regulations. In the event of any loss / damages caused directly or indirectly to IIFT, the same will be payable by the contractor along with such penalty as may be decided by IIFT which shall not be less than 10 percent of the total loss suffered by IIFT.

4.0 STATUS OF THE CONTRACTOR AND ITS STAFF MEMBERS:

- (a) The contractor shall have the legal status of an independent contractor. Neither the contractor nor its staff members, nor any person employed by the contractor or its agents for the performance of the services under the present contract shall be considered in any way as being staff members of IIFT.
- (b) The IIFT shall accept no liability for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the contractor or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
- (c) The contractor shall indemnify and hold harmless the IIFT in respect of any claim arising out of the contractor or its staff member's negligence or unlawful performance under the present contract for any liability as referred to in paragraphs 6(b) above, including their heirs and assigns, or by third parties.
- (d) For the purposes of this article, the term third party shall be deemed to include "inter-alia" officials of IIFT and its agents and officials, as well as any person or entity employed by the contractor or engaged for the contractor, in order to perform services for, or supplying goods to the contractor in connection with the implementation of the present contract.
- (e) Notwithstanding anything to the contrary contained in this contract, the contractor shall only be liable, and shall only be required to indemnify the IIFT, in respect of claims or liabilities that arise out of the negligence, breach of contract or unlawful conduct of the contractor or its staff members or agents in the performance of this contract.

5.0 RESPONSIBILITY FOR PAYMENT OF WAGES:

The contracting agency must pay wages to the Office Maintenance Staff at the Institute's campus in accordance with the Minimum Wages Act. If the government revises these wages, the contracting agency should adjust the payments to their workers accordingly, including any statutory components, and then request reimbursement from the Institute.

- **Please note that for the Manpower Service, the contracting agency will be required to follow the salary structure provided by the Institute every month.**
- **The contracting agency will ensure payment of wages to the staff deployed by it at the Institute's campus by Seventh Day of Every Month, irrespective of the fact whether the payment of its bill submitted to IIFT has been released by the Institute or not by that date. If seventh day of a particular month happens to be a holiday, the agency may be required to make payment of wages to its staff on a working day prior to the seventh day of such month. Failure to follow this clause will be considered as serious lapse and amount to call for penalty as per tender document.**

6.0 SCHEDULE OF SUBMISSION OF BILLS:

Proper Tax Invoice (monthly basis) shall be submitted by the end of the following month. Payment will be made within 15 days' time from the date of submission of the bill in duplicate along with necessary documents, complete in all respect i.e. along with all statutory compliance documents (List Below) and attendance sheet in respect of the person's deployed statutory deduction such as TDS etc. shall be made from the payment due to agency.

List of submission of Documents:

1. Proper printed Bill/ Invoice
2. PAN No./TAN No./GSIN (As Applicable)
3. GST Tax Invoice
4. GST Payment Confirmation (Not challan)

7.0 PAYMENTS:

- Payments will be made through RTGS (Real Time Gross Settlement) or NEFT (National Electronic Fund Transfer) as the case may be, after statutory deductions like TDS.
- Mandate willing to receive e-payments signed by authorised signatory of vendor shall be submitted by the vendor containing following information at the time of signing of Agreement / Contract.
 - (a) Account beneficiary's name.
 - (b) Account type.
 - (c) Account number.
 - (d) Name of the bank.
 - (e) Bank Branch's NEFT code.
 - (f) IFSC code in case of Transfer through RTGS.
- The payment would be made on monthly basis on verification of attendance sheets, wage register, monthly ESIC/EPF/Service Tax Challan/Deployment sheets / Duty Roster / Satisfaction Report duly signed by HOD of the concerned areas, documents in support of salary disbursement through ECS. Workers of contractors should get the wages on the seventh day of each month. The payment of wages shall not be linked to the payment of bill by INDIAN INSTITUTE OF FOREIGN TRADE. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated. The Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs by ECS only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through ECS, the contract will be terminated.

8.0 DEDUCTIONS:

In case the contractor fails to execute / perform the assigned works or part thereof, IIFT shall be authorized to make suitable deductions as deemed fit by IIFT from the bills of the contractor and damages will be charged to the extent of loss.

9.0 PRICES:

Prices charged by the bidder for services performed under this contract shall not be higher than the prices quoted by the bidder in its Bid.

10.0 SUBCONTRACTS:

The bidder shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in its bid. Such notification, in its original bid or later shall not relieve the supplier from any liability or obligation under the Contract.

11.0 DELAYS IN THE SERVICE PROVIDER'S PERFORMANCE:

- (a) Start of services and performance of the services shall be made by the bidder in accordance with the time schedule specified by the purchaser in its work order. In case the services are not started in the stipulated time period, as indicated in the Work Order, purchaser reserves the right to short-close / cancel this purchase order and forfeit his performance guarantee or recover liquidated damage charges.

12.0 LIQUIDATED DAMAGES:

The contracting agency would be expected to maintain high standards of manpower & Officer Maintenance staff services.

- a. Any serious lapse* noticed by the said officers/committee members would attract minimum penalty of **Rs.10,000/-** (Rupees Ten thousand only) on each occasion.
- b. Any minor lapse** noticed by the said officers/committee members would attract minimum penalty of **Rs.1,000/-** (Rupees One thousand only) on each occasion.

*Serious lapse - Absent of Office Maintenance staff & Daftry (Peon) staff and other staff from the post without any prior intimation to IIFT official in charge or engaging in any scuffle by the staff which defaces the Institute.

Any manpower, if incur any financial fault, the onus will lie on the agency and the agency shall be responsible to take action against that staff in that regard. The institute will recover the amount from the agency from their monthly bill.

“Serious and Minor” lapses are to be decided by the competent authority. It is to be also noted that any loss or damage to the Institute’s moveable or immovable property due to the conduct of the Contractor’s staff shall be made good by the contractor. The value of the loss will be decided by the Institute based on accounting principles/market value. The decision of the Institute in this regard will be final and binding on the agency. Such decision(s) of the Institute shall be binding on the contracting agency.

13.0 ACTION BY PURCHASER AGAINST BIDDER(S) / VENDOR(S) IN CASE OF DEFAULT:

In case of default by Bidder(s)/ Vendor(s) such as:-

- (a) Failure to deliver and / or commission any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by the purchaser.
- (b) Failure to perform any other obligation(s) under the Contract; and
- (c) If the contractor persistently neglect to carry out his obligation under the contract and / or commits default in complying with any of the term and the condition of contract and does not remedy it or take effective steps to remedy it within the time specified after a notice in writing is given to him in that behalf by purchaser.

15.1 When the contractor has made himself liable for any of the cases aforesaid, the IIFT shall have the powers to terminate the contract as aforesaid and forfeit performance guarantee.

14.0 FORCE MAJEURE:

- (a) 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 is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.
- (b) Provided, also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the bidder at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the bidder may with the concurrence of the purchaser elect to retain.

15.0 EXTENSION OF CONTRACT:

IIFT will have the right to extend this contract on the same rates, terms & conditions at one time or in spells of lesser time period up to a cumulative maximum period of one year or till an alternative arrangement is made whichever is earlier. Extension beyond one year on the same rates, terms and conditions will be mutually agreed upon subject to maximum of 2 extensions of one year each.

16.0 TERMINATION FOR INSOLVENCY

If the supplier/service provider becomes bankrupt or otherwise insolvent, the purchaser may terminate the contract by giving written notice to the supplier/service provider, without any compensation to the supplier/service provider, provided, that such termination will not prejudice or affect any right of action or remedy which has accrued and/ or will accrue thereafter to the purchaser.

17.0 ARBITRATION:

- (a) Except as otherwise provided elsewhere in the contract, in the event of any disputes, controversy or differences arising out of or related to this agreement or the breach, termination or invalidity thereof between the parties, such party or parties shall make a request to the other party or parties to amicably settle such differences or disputes and parties shall thereupon make every effort to settle the same amicably within a period of 60 (Sixty) days from the date of making of such request.
- (b) Where parties are unable to settle the disputes through conciliation, the same shall be referred to the Director IIFT for referral of such disputes to a sole arbitrator, to be mutually decided by the parties, as per the provisions of the Arbitration and Conciliation Act, 1996, any amendment thereof, and any notification issued or rules made there under from time to time. The venue of the arbitration proceeding shall be IIFT Kolkata Centre.

18.0 SET OFF:

Any sum of money due and payable to the bidder (including performance guarantee refundable to him) under this contract may be appropriated by the purchaser and set off the same against any claim of the purchaser for payment of a sum of money arising out of this contract or under any other contract made by the bidder with the purchaser.

19.0 COURT JURISDICTION:

Any dispute arising out of the tender / bid document / evaluation of bids / issue of APO shall be subject to the jurisdiction of the competent court at Kolkata only.

**Assistant Registrar
Indian Institute of Foreign Trade
Kolkata, Centre
Email:arkol@iift.ac.in**

SECTION – 5 (PART – B)
SPECIAL (COMMERCIAL) CONDITIONS OF CONTRACT (SCC)

(If there is any conflict in these instructions, with the other instructions in the tender document, these instructions will supersede all those instructions)

1. The vendor shall depute a competent authorized representative. The representative shall represent the vendor in his absence and all directions given to him shall be binding as if given to the vendor. The authorized representative shall not refuse to receive the instructions under any circumstances.
2. The vendor shall make his own arrangement for providing all facilities like boarding and transport etc. for his workers.
3. The worker on duty will be polite and courteous while dealing with the IIFT Staff or any other persons.
4. Proprietor / Director of the vendor should visit and meet the management of IIFT as may be required for effective services. First such meeting must be had within 15 days of signing the agreement.
5. The IIFT Reserve the right to have personal interaction with the workers (Manpower) proposed to be deployed against this contract. Only manpower approved by the IIFT shall be deployed.
6. Contractor will keep a close liaison and follow the instructions of Assistant Registrar.
7. If at any time the IIFT Management decides to dispense away with any part of the work, the same shall be communicated at least two days in advance and the vendor shall comply with same and pro-rata charges shall be deducted by IIFT Management.
8. The vendor worker should not indulge in any kind of Trade union / Association activities in and around IIFT Campus.
9. The loss that IIFT may incur due to acts of omission or commission of vendor or his workers shall be deducted from the vendor's bills. The decision of Vice Chancellor IIFT or his successor in all such events shall be final and binding.
10. The Officer-in-Charge or his authorized representative will have the right to inspect work at any time. If he finds that work is not being carried out properly, or if he desires replacement of any worker for short coming in behavior/performance, such instructions given in writing shall be complied forthwith.
11. Contractor will be responsible for observing all staff and safety regulations and instructions issued by IIFT from time to time in respect of persons employed by him.
12. The vendor shall not be permitted to assign or sub-contract the work awarded to him for any reasons whatsoever. If the work is not done as laid down in scope and conditions of contract, IIFT reserves the right to terminate the contract and engage a new vendor as per Clause 14, Section-5 "Part-A".
13. If the vendor fails to comply with the job assigned to him or neglects compliance of directions given to him by officer in charge or his authorized representatives the contract may be terminated by IIFT.
14. The vendor shall ensure that, the number of guards deployed on any given day to carry out the jobs is not less than the number fixed by the IIFT Management.
15. The vendor shall ensure that all the employees engaged by him are free from all communicable or contagious, infectious and other diseases.
16. If in the opinion of IIFT, any employee of the vendor is found to commit any misconduct or indulge in misbehavior, IIFT in its sole discretion may require the vendor to remove such employee and the vendor shall remove such employees without questioning the decision of IIFT in this respect. IIFT will be entitled to restrain such employees from entering the IIFT Campus.
17. If the vendor fails to complete work or any portion thereof assigned to him or neglects to comply with any directions given to him, IIFT shall terminate the contract. In such case the Contractor shall be liable for any expense / loss or damage which IIFT may incur or sustain by failure of Contractors.
18. The Officer-in-Charge or his representative depending upon the situation and requirement shall decide the deployment of operator in shift.
19. The vendor has to abide by all the statutory laws regarding labour welfare.

20. Operational Conditions:

a It should be noted that the agency has to arrange all the manpower mentioned in the tender document and shall provide personnel from various categories based on the requirements specified in the tender documents, with a monthly remuneration fixed by IIFT-Kolkata subject to the approval of the Institute. However, the institute may also suggest suitable manpower under various categories based on their qualifications, experience etc. in the best institutional interest, which the agency is bound to accept.

b For Office Maintenance Staff: The agency must pay the minimum wages specified by the Ministry of Labour & Employment, Govt. of West Bengal (Commissioner Labour & Employment), EPF employer's contribution, ESIC employer's contribution, or any other statutory obligations. These payments will be reimbursed by IIFT upon submission of appropriate receipts, challans, etc., in accordance with relevant Circulars/Office Memorandums/Office Orders issued by the State Government from time to time.

21. Please note that bidders must supply uniforms for the Office Maintenance Staff (Peon).

22. All bidders are required to visit the Institute's campus/hostel to inspect the area.

Assistant Registrar
Indian Institute of Foreign Trade
Kolkata, Centre
Email:arkol@iift.ac.in

SECTION – 6

UNDERTAKING & DECLARATION

6(A) - FOR UNDERSTANDING THE TERMS & CONDITION OF TENDER & SPEC. OF WORK

(a) Certified that:

1. I / We have read, understood and agree with all the terms and conditions, specifications included in the tender documents & offer to execute the work at the rates quoted by us in the tender form.

2. If I / We fail to enter into the agreement & commence the work in time, the Performance guarantee deposited by us will stand forfeited to the IIFT.

3. I / We are not blacklisted by GST authorities.

(b) The bidder hereby covenants and declares that:

1. All the information, Documents, Photocopies of the Documents / Certificates enclosed along with the Tender offer are correct.

2. If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, IIFT reserves the right to reject our tender offer / cancel the LOA / Purchase / work order if issued and forfeit the Performance guarantee / Bill amount pending with IIFT. In addition, IIFT may debar the contractor from participation in its future tenders.

Date:

Signature of bidder

Place:

Name of bidder

Along with date & Seal

6(B) – NEAR RELATIONSHIP CERTIFICATE

(Format of the Certificate)

"I..... S/o..... R/o.....
hereby certifies that none of my relative(s) as defined in the tender document is / are employed in IIFT unit as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IIFT shall have the absolute right to take any action as deemed fit / without any prior intimation to me."

Date:

Signature of bidder

Place:

Name of bidder

Along with date & Seal

6 (C) Declaration in respect of no addition / deletion / corrections in downloaded tender (To be submitted in Original on Letter Head of the Applicant/ Bidder)

Whereas, I/we (name of agency) has submitted bid for.....
..... I/we hereby submit following declaration that no addition / deletion / corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on the website.

Date:

Signature of bidder

Place:

Name of bidder

Along with date & Seal

6 (D) Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India.

Certificate for Tenders

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India I certify that this bidder is not from such a country, or if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]

Certificate for Tenders for Works involving possibility of sub-contracting

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]

Date:

Signature of bidder

Place:

Name of bidder
(Along with date & Seal)

SECTION – 7

PROFORMAS

7 (A): For the Performance Guarantee

(To be typed on non-judicial stamp paper of appropriate value)

Subject: PERFORMANCE GUARANTEE

Whereas INDIAN INSTITUTE OF FOREIGN TRADE (hereafter referred to as "IIFT") has issued an APO no. Dated/...../20___ awarding the work of "Manpower Services in IIFT Kolkata Centre" to M/s, R/o (hereafter referred to as "Bidder") and IIFT has asked him to submit a Performance Guarantee in favour of "Indian Institute of Foreign Trade" of Rs./- (hereafter referred to as "P.G. Amount") valid up to/...../20..... (hereafter referred to as "Validity Date").

Now at the request of the Bidder, We Bank Branch having (Address) and Regd. office address as (hereinafter called "the Bank") agreed to give this guarantee as hereinafter contained:

1. We, "the Bank" do hereby undertake and assure to the IIFT that if in the opinion of the IIFT, the Bidder has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the IIFT the said sum limited to Performance Guarantee amount or such lesser amount as IIFT may demand without requiring IIFT to have recourse to any legal remedy that may be available to it to compel the Bank to pay the same.
2. Any such demand from the IIFT shall be conclusive as regards the liability of Bidder to pay to IIFT or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Bidder had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Bidder and IIFT regarding the claim.
3. We, the Bank further agree that the guarantee shall come into force from the date of its issue and shall remain in full force and effect up to its Validity date.
4. The Bank further agrees that the IIFT shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by IIFT against the Bidder and to forebear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to Bidder or through any forbearance, act or omission on the part of IIFT or any indulgence by IIFT to Bidder or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.
5. Notwithstanding anything herein contained;
 - (a) The liability of the Bank under this guarantee is restricted to the Performance guarantee amount and it will remain in force up to its Validity date.

(b) The guarantee shall stand completely discharged and all rights of the IIFT under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.

6. In case IIFT demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "**Indian Institute of Foreign Trade**" and payable at "**Kolkata**".

7. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place...

Date...

(Signature of the Bank Officer)

(Rubber stamp of the bank)

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:

.....

Telephone Numbers

Fax numbers

E-mail ID:

7 (B): For Letter of Authorization for Attending Bid Opening Event

(To be typed preferably on letter head of the company)

Subject: AUTHORIZATION FOR ATTENDING BID OPENING

I / We Mr./Ms. have submitted our bid for the tender no. **IIFT (K)/TENDER/MPS & OMS/2024-25** , Dated:- **25.11.2024** in respect of "Manpower Services in IIFT Kolkata Centre" which is due to open on **16.12.2024**, in the Admin building, Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107.

We hereby authorize Mr. / Ms. & Mr./Ms..... (Alternative) whose signatures are attested below, to attend the bid opening for the tender mentioned above on our behalf.

.....
Signature of the Representative

.....
Name of the Representative

Signature of Bidder/Officer authorized to sign
on behalf of the Bidder

.....
Signature of the alternative Representative

.....
Name of the alternative Representative

Above Signatures Attested

Note 1: Maximum of two representatives will be permitted to attend the Bid opening.

Note 2: Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

SECTION- 8
BIDDER'S PROFILE & QUESTIONNAIRE
(To be filled in and submitted by the bidder)

A) BIDDER'S PROFILE:

1. Name of the Individual / Firm/Company :
2. Present correspondences address:

 Telephone No., Mobile No., FAX No.
3. Address of place of Works / Manufacture:

 Telephone No., Mobile No., FAX No.
4. State the Type of Firm: Sole proprietorship / Partnership Firm / Private Limited Company
 (Tick the correct choice)
5. Name of the sole proprietor / partners / Director(s) of Pvt. Ltd Co.:

S. No.	Name	Father's Name	Designation
1.			
2.			
3.			
4.			

6. Name of the person authorized to enter into and execute contract / agreement and the capacity in which he is authorized (in case of partnership / Private Ltd Company):

7. Permanent Account No.:
8. Details of the Bidder's Bank for effecting e-payments:
 - (a) Beneficiary Bank Name:
 - (b) Beneficiary Branch Name:
 - (c) IFSC code of Beneficiary Branch:
 - (d) Beneficiary Account No.:
 - (e) Branch Serial No. (MICR No.):
9. Whether the firm has Office / works (i.e. manufacture of the tendered item) in Kolkata. If so, state its Address

B) QUESTIONNAIRE

1.0 Do you think any other detail/material is required to complete the work specified in the specification?
Yes / No

1.1 If Yes, Give details:
.....

2.0 Do you think any other item of work need to be included in tender form to complete the work specified in the specification? Yes/ No

2.1 If Yes, Give details:
.....

3.0 Suggestion for improvement of the tender document:
.....
.....

Date Signature of bidder.....
Name of bidder

(To be made on Rs.100.00 Non-Judicial Stamp Paper)

DRAFT – AGREEMENT

Articles of agreement made and entered in to this day between the **INDIAN INSTITUTE OF FOREIGN TRADE** and **M/s** hereinafter referred to as the contractor.

Whereas the contractor have contracted with the **INDIAN INSTITUTE OF FOREIGN TRADE** in respect of Providing Manpower and Office Maintenance Staff Services in IIFT Kolkata Centre **vide LOA No.**

..... **Dated** for a period of **one year w.e.f.** **to**

And whereas the said contractor have prior to the execution of these presents offered a **Bank Guarantee No.** **dated** as Performance Guarantee vide which the said has undertaken to pay to the **INDIAN INSTITUTE OF FOREIGN TRADE** an amount not exceeding **Rs.**/- (**Rupees** **only**) against any loss or damage caused to or suffered by the **INDIAN INSTITUTE OF FOREIGN TRADE** by reason of any breach of contract by the said contractor of any terms and conditions contained in this agreement.

Now these presents witness that in pursuance of the said contract it is hereby agreed and declared by and between the said parties to these presents in the manner following.

That if the said contractor shall execute / perform the works contracted to be performed by them and observe, perform and fulfill the contract entered in, to the satisfaction of the said **INDIAN INSTITUTE OF FOREIGN TRADE** and also if the said contractor or their representative shall pay or cause to be paid to the said **INDIAN INSTITUTE OF FOREIGN TRADE** for the time being all losses, damages, costs and expenses which he or they have sustained / incurred or be put in consequence of the default or failure by the said contractor for the due performance of the contract or in the execution and completion of the said work or any part thereof, then the above mentioned bank guarantee shall be returned to the said contractor.

Provided that, it is hereby further declared with true intent and meaning of the parties hereto that if default shall be made by the said contractor in the performance of the said contract to the satisfaction of the **INDIAN INSTITUTE OF FOREIGN TRADE** or in making good any losses damages or expenses hereinbefore mentioned or any part thereof, then it shall be lawful for the **INDIAN INSTITUTE OF FOREIGN TRADE** to claim **Rs.**/- (**Rupees** **only**) towards the liquidation of the liability of the said contractor in respect of such default as aforesaid.

And it is hereby declared and agreed that the retention of the cash deposit shall be as and by way to liquidate damages without reference to the relative importance of the particular breach which shall have given occasion for such

retention or whether the said **INDIAN INSTITUTE OF FOREIGN TRADE** may have sustained any ascertainable pecuniary damage thereby or not.

And it is further declared and agreed to between the said parties to these presents that until the completion of the said scheduled works contracted to be executed and performed by the said contractor to the satisfaction (to be certified as aforesaid) of the **INDIAN INSTITUTE OF FOREIGN TRADE** for the time being & until the final adjustment of the accounts between the said contractor & the **INDIAN INSTITUTE OF FOREIGN TRADE** and payment of the final balance (if any) in connection with said contract, the bank guarantee shall remain in the hands and custody of the **INDIAN INSTITUTE OF FOREIGN TRADE** for the time being or in any **Treasury** in which they may be lodged by the **INDIAN INSTITUTE OF FOREIGN TRADE**. In witness where of the said contractor and the said **INDIAN INSTITUTE OF FOREIGN TRADE** acting in the premises as aforesaid have set their respective hands and seals the day and year first above written.

The terms & condition of NIT No.: **IIFT (K)/TENDER/MPS & OMS/2024-25** Dated:- 25.11.2024 forms the integral part of this agreement.

**(Registrar)
For IIFT**

**(Authorized Signatory)
For Hired Agency**

Witnesses:

1.

1.

SECTION – 9 (PART – A)

TECHNICAL BID LETTER

(To be submitted on the letter head of the bidding agency)

To,
The Accounts Officer
Indian Institute of Foreign Trade (IIFT)
Plot No. 1583, Madurdaha, Chowbaga Road,
Kolkata – 700107

Sub.: Tender for “MANPOWER & OFFICE MAINTENANCE STAFF” in IIFT Kolkata Centre”
Ref.: Tender No.: IIFT(K)/TENDER/MPS & OMS/2024-25, Dt: 25.11.2024

With reference to the above mentioned Tender for “Manpower & Office Maintenance Staff” Service in IIFT Kolkata Centre”, we have read the terms and conditions in the Bid Document and accept the same and furnish the following documents:

- a) Past Work Orders of similar works (Manpower & Office Maintenance Staff) with completion certificates or performance certificates from reputed clients.
- b) Valid registration certificate for Labour license contract.
- c) Copy of PAN.
- d) Copy of GST certificate or the bidder should produce that bidder is exempted to register under GST.
- e) Proof against EMD submission or valid EMD exemption certificate.
- f) Bank Solvency Certificate from scheduled bank.
- g) Audited financial statements or turnover certificate from practicing Chartered Accountant.
- h) All pages of Tender documents signed and stamped.
- i) Undertaking & Declaration(Section-6A), On Letter head
- j) Near relationship certificate(Section-6B), On Letter Head
- k) Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India(Section -6D), On Letter Head
- l) Declaration in respect of no additions, deletions, corrections in tender(Section -6C), On letter head
- m) Valid NSIC/ MSME certificate, if any self-attested
- n) Certificate of incorporation, self-attested
- o) MOA/AOA/ Partnership Deed/ Proprietorship Proof, self-attested.
- p) Any other document mentioned in Section-2 Clause 3.

Yours truthfully,

Signature _____

Date:

Name _____

Address _____

Telephone _____

Seal of the firm _____

SECTION – 9 (PART – B)

FINANCIAL BID LETTER

(To be submitted on the letter head of the bidding agency)

From,

.....

Bidder's Ref: No:, Dated

To

**Accounts Officer
Indian Institute of Foreign Trade (IIFT)
Plot No. 1583, Madurdaha, Chowbaga Road,
Kolkata – 700107.**

Ref.: Your Tender Enquiry No. IIFT (K)/TENDER/MPS & OMS /2024-25, Dated:-25.11.2024

1. Having examined the above mentioned tender enquiry document including amendment / clarification / addenda Nos. Dated the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to supply and deliver in conformity with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of the financial Bid.
2. Bid submitted by me/us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
3. I/We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening or for subsequently extended period, if any, agreed to by me/us. This bid shall remain binding upon me/us up to the aforesaid period.
4. I/We understand that IIFT is not bound to accept the lowest or any bid that IIFT may receive.
5. If my/our Bid is accepted, I/we will provide you with a performance guarantee from a Scheduled Bank for a sum @ 5% of the contract value for the due performance of the contract.
6. If my/our Bid is accepted, I/we undertake to complete all the services specified in the contract.
7. If my/our bid is accepted, I/We indemnify against loss of input tax credit to IIFT on account of Blacklisting during tenure of contract.
8. If my/our bid is accepted, IIFT has the right to recover input tax credit loss suffered by it due to any mis-declaration on invoice by me/us.
9. Until a formal Purchase Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Dated: day of 20...

Signature

Name

In the capacity of

Duly authorized to sign the bid for and on behalf of

SECTION – 9 (PART – B)

PRICE SCHEDULE

Name of Work: Manpower & Office Maintenance Staff services at IIFT, Kolkata Centre at Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107.

Percentage of Services Charges (in figures):.....% on the quoted rate as per the Minimum wage excluding taxes applicable.

Percentage of Service Charges (in words):Percent on the quoted rate as per the Minimum wage excluding taxes applicable.

***The bidders who quote an unrealistic rate of service charges i.e. '00'% shall be debarred for further consideration and be considered financially disqualified. If the bidders quote percentages with more than two decimal points, then up to two decimal points only be considered without rounding up.**

***The bidders are required to quote only service/agency charges which represent administrative/management charges/Uniform Costs/ Statutory obligations/other costs.**

i) It should be noted that the agency has to arrange all the manpower mentioned in the tender document and shall provide personnel from various categories based on the requirements specified in the tender documents, subject to the approval of the Institute, with a monthly remuneration fixed by IIFT-Kolkata. However, the institute may also suggest suitable manpower under various categories based on their qualifications, experience etc. in the best institutional interest, which the agency is bound to accept.

ii) For Office Maintenance Staff: The agency must pay the minimum wages specified by the Ministry of Labour & Employment, Govt. of West Bengal (Commissioner Labour & Employment), EPF employer's contribution, ESIC employer's contribution, or any other statutory obligations. These payments will be reimbursed by IIFT upon submission of appropriate receipts, challans, etc., in accordance with relevant Circulars/Office Memorandums/Office Orders issued by the State Government from time to time.

Quoted Rates shall be inclusive of all expenses to be incurred by the agency for providing goods and services as specified in the Scope of Work of the tender document excluding Goods and Service Tax, which shall be paid extra, as per Goods and Service Tax rules applicable from time to time.

Minimum wage, EPF employer's contribution, ESIC employer's contribution or any statutory obligation has to be paid by vendor as per State Govt. notification/IIFT authorities from time to time as per applicability.

BIDDER'S SIGNATURE WITH OFFICIAL SEAL / STAMP

Guidelines for the evaluation of technical & financial bids:

Technical Evaluation: The firms fulfilling eligibility criteria only shall be considered for technical evaluation as below:

Criteria 1: Financial Strength: 40 Marks

(a)	Average Turnover of last 5 financial years: Maximum Marks(32)	<p>(i) 70% marks for minimum eligibility criteria of average turnover (i.e. twice the estimated amount of this tender document as mentioned in Section 1).</p> <p>(ii) 100% marks for twice the minimum eligibility criteria mentioned in point (i) or more.</p> <p>On a pro-rata basis if average turnover lies in between (i) and (ii).</p>
(B)	Solvency Certificate: Maximum Marks (8)	<p>(i) 70% marks for minimum eligibility criteria of bank solvency (i.e. 40% of the estimated amount of this tender document as mentioned in Section 1).</p> <p>(ii) 100% marks for twice the minimum eligibility criteria mentioned in point (i) or more.</p> <p>On a pro-rata basis if solvency amount lies in between (i) and (ii).</p>

Criteria 2: Experience of Providing Manpower Services (Past 05 Years): 25 Marks

(a)	In IIM's (MoE)/IIT's/Top-25 B Schools as per NIRF 2024 ranking in Management.	25
	In NIT's/IIIT's(MoE)/Other Central University/ Colleges	20
	Other than (i) & (ii) above like State Univ./Colleges/ IIIT's (PPP)/ IIM's (PPP) etc.	15

Criteria 3: Performance of Works (Quality as per client's organizational certificate as per Annexure-A):25 Marks

SI	Eligibility Status	Maximum Marks
(a)	(i) Very Good	25
	(ii) Good	16
	(iii) Satisfactory	08
	(iv) Poor	00

Note: Ongoing work shall be considered in evaluation of bid for criteria no. 2 & 3 above subject to following:

1. Only those works shall be considered which has been successfully executed at least for one year and has been renewed subsequently or the work period is still valid, whichever is later.
2. The amount of the ongoing work in a single year should not be less than value of work order mentioned under eligibility criteria.

Criteria- 4: Profit /Loss criteria of firm in FY 19-20, 20-21, 21-22,22-23,23-24: 10 Marks

(a)	Profit in 04 years or more	10
(b)	Profit in 03 year	8
(c)	Profit in 02 year	6
(d)	Profit in 01 year	4
(e)	No Profit in any year	2

Financial evaluations: The financial bids of only those bidders shall be considered who secure 70% and above marks in technical evaluation. The maximum financial score of 100 will be given to lowest bidder and other eligible bidders shall be given financial scores that are inversely proportional to their prices with respect to the lowest offer.

The evaluation and comparison of responsive bids shall be based on Quality & Cost Based Selection (QCBS). The final score shall be arrived at by adding technical & financial scores with respective weightages (30% for technical & 70% for financial). The bidder obtaining the highest combined weighted technical and financial score may be considered for acceptance.

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Urgent Clause

1. The service provider must be capable of responding to urgent manpower requests within a specific timeline.
2. In emergency situations, the Institute may require staff to be deployed immediately.

Comprehensive Conduct Rules and Regulations

All personnel provided must adhere to the conduct rules and regulations set forth by the Institute. Detailed conduct rules include, but are not limited to:

1. Professional behavior at all times.
2. Compliance with institute policies.
3. Confidentiality and non-disclosure of sensitive information.
4. Respect for organizational hierarchy and protocols.

Instructions to Service Provider:

1. Dress Code only for office maintenance staff and Durftry.
2. **Timely Salary**: The service provider is required to ensure that all personnel are paid their salaries on time according to the terms of the agreed contract. Delays in salary disbursement will result in penalties as specified in the penalty clause.
3. Immediate Fulfilment of Vacant Posts: The service provider is responsible for promptly filling any vacant positions to ensure continuous service.
4. Associated Penalty Clause:
 - a. Failure to comply with any of the above requirements will result in penalties, including, but not limited to, the following: -
 - i. Financial penalties as detailed in the contract, Termination of the contract for repeated non-compliance. Blacklisting from future tenders with the Institute
 - ii. Certifications: The service provider must possess all necessary certifications and licenses to operate as a manpower supplier.
5. All personnel provided must have the relevant certifications and qualifications required for their roles. The service provider must submit copies of these certifications and licenses to IIFT upon request (preferably within one month of issuance of Work Order).
6. "No certificate of experience will be provided by the Institute to the persons deployed by the agency."

All bidders are expected to visit the Campus of the Institute to check the area.

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Qualification of Manpower's

Sl. No.	Manpower	Qualification
For Administrative functioning of Institute		
1.	Assistant	Essential: A Graduate from a recognized University in any Discipline with good working knowledge of computers and minimum 3 years of administrative experience.
2.	Junior Assistant	Essential: Graduate in any discipline with good working knowledge of computers.
3.	Library Junior Assistant (Part Time)	Essential: A bachelor's degree in Library Science (B.Lib.Sc.) or a related field is the minimum requirement in any discipline with good Working knowledge of computers.
4.	Personal Assistant	Essential: A Graduate from a recognized University in any discipline with good working knowledge of computers
5.	Receptionist	Essential: A Graduate from a recognized University in any discipline with good working knowledge of computers
6.	Caretaker (Jr. Assistant)	Essential: A Higher secondary from a recognized Board in any discipline with good working knowledge of computers.
For Maintenance of Computers and IT Infrastructural, Operation of Audio-Video Equipment's		
7.	Computer Engineer	As per IIT/IIM/ Central / State University / Reputed Organization will be followed.
8.	Audio-Video Operator	As per IIT/IIM/ Central / State University / Reputed organization will be followed.
9.	Maintenance Engineer	As per IIT/IIM/ Central / State University / Reputed Organization will be followed.
10.	Electrician	Essential: Diploma/ITI in a relevant field from a recognized Institution along with a Certified Electrician License issued by competent authority. Desirable: 01 year work experience
11.	DG Operator	Essential: Diploma/ITI in a relevant field from a recognized Institution along with a Certified Electrician License issued by competent authority. Desirable: 01 year work experience
12.	Plumber	As per IIT/IIM/ Central / State University / Reputed organization will be followed.
For Misc. day to day functioning of Institute		
13.	Part Time Gym Trainer	As per IIT/IIM/ Central / State University / Reputed organization will be

		followed.
14.	Driver	1. Possession of a valid driving license for 4 Wheeler motor vehicle (LCV/HCV) , knowledge of motor mechanism (The candidate should be able to resolve minor-defects in vehicle) 2. Experience of driving a motor vehicle for at least 3 years
For Administrative functioning of Institute		
15.	OFFICE MAINTENANCE STAFF	As per IIT/IIM/ Central / State University / Reputed organization will be followed.
16.	DUFTRY	As per IIT/IIM/ Central / State University / Reputed organization will be followed.

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