



भारत सरकार / GOVERNMENT OF INDIA  
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय  
MINISTRY OF PORTS, SHIPPING AND WATERWAYS  
समुद्री वाणिज्य विभाग / MERCANTILE MARINE DEPARTMENT  
कोलकाता जिला / KOLKATA DISTRICT.

File No:01/GEN/OUTSOURCE/HOSPITALITY/SEC/DEO/2014( Hos)

Date:11.01.2021

**Subject: - Tender Notice for grant of contract for engaging 10 Nos. Hospitality Staffs/ Service Boys (Unskilled) & 01 No. Kitchen Assistant cum Canteen Supervisor (Semi-Skilled) for carrying out various works in the Mercantile Marine Department, Kolkata.**

**1. Introduction:**

Sealed bids are invited in two cover system (Cover-1 Technical Bid and Cover-2 financial bid) for various work such as organising, cleaning, and ensuring comfort and hygiene in the office complex (for hospitality staffs) & preparing, managing and supervising canteen premises (for kitchen assistant) etc. as detailed in enclosed **Annexure-1**. The contract will be initially for a period of 12 months which can be extended at the same terms and conditions, further for 12 months, at the discretion of this department.

**2. The scope of work:**

To carry out the work as described in **Annexure-1** by deputing adequate personnel. The quality of work should be to the satisfaction of this department.

The approximate Hospitality Staffs and Kitchen Assistant will be Ten (10) and one (01) respectively a total of eleven(11). The subsequent uniform and identity card must be provided by the firm. The number of deputed staffs may be increased or decreased depending upon the need of the department by giving 15 days' notice.

The persons deployed shall have a proper uniform specially designed for the hospitality staffs and kitchen assistant cum Canteen Supervisor as per the directions of the Principal Officer, Mercantile Marine Department, Kolkata.

**3. Terms and Conditions-**

- a) The work described at **Annexure-1** shall be completed by deputing the **10 unskilled and 01 semi-skilled** personnel having the criteria, as given below :

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Criteria	For Hospitality Staffs (Unskilled)	For Kitchen Assistant (Semi-Skilled)
Age Limit:	Must be less than 50 years.	Must be less than 35 years.
Educational Qualification:	Should be minimum 8 <sup>th</sup> Standard Pass.	Should be minimum 8 <sup>th</sup> Standard Pass.
Field Knowledge:	Must have the knowledge about cleaning techniques, waste management, gardening, washing utensils and should follow the orders of care-taker.	Must have the knowledge of preparing foods/meals, assisting head cook, managing the canteen, taking orders,
Behavior:	Must be obedient, proficient, and should possess good communication skills.	Must be obedient, proficient, and should possess good communication skills.

- b) The work will be awarded to lowest of the eligible bidder only after qualifying the technical bid requirements.
- c) No change in the rates would be allowed in the event of the increase in the number of personnel deployed. However if the number of personnel changes as per the requirements of the department the rate will be revised pro-rata.
- d) All the taxes would be borne by the service provider. Any increase or decrease in the statutory charges will be adjusted by this department except the direct tax liabilities.
- e) The payment will be made on monthly basis only on satisfactory performance of the work. No interest would be payable on account of delayed payment.
- f) The successful bidder shall start the work **within one week** of the acceptance of award of contract, failing which the award can be cancelled and the EMD be forfeited. Such bidder would be black listed by the Mercantile Marine Department, Kolkata.
- g) The successful bidder will have to enter into an agreement with MMD on a non-judicial stamp paper of Rs.100/-.
- h) The service provider shall comply with the prevailing minimum wages as prescribed by the Central Government applicable to the place of work and maintain the proper statutory payment account and submit an undertaking in the matter to the Principal Officer, Mercantile Marine Department, Kolkata. The details of such accounts are to be submitted monthly, whenever bills are submitted to the Principal Officer, Mercantile Marine Department, Kolkata.
- i) The Performance security deposit shall liable to be forfeited or appropriated in the event of unsatisfactory performance of the contractor and/or loss/damage, if any,

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sustained by the Office of Principal Officer, Mercantile Marine Department, Kolkata on account of failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Contractor besides annulment of the contract.

- j) The contracting Company/Firm/Agency shall furnish the list of contract staff and evidence of their qualifications and experience that will be deployed by it in this department before the commencement of work.
- k) The selected agency shall immediately provide a substitute (if any personnel unmannned) in the event of any person leaving the work due to his/her personal reasons, indiscipline, subordination or any other reason, or in the event of any person found unfit for the reasons of incompetence, unethical behavior. The delay by the agency in providing a substitute beyond five working days shall attract a pre-estimated agreed liquidated damages @ Rs.200/- per day per staff on the service-providing agency.
- l) In case of termination of this contract on its expiry or otherwise, the personnel deployed by the service providing agency shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in the Department.
- m) The Mercantile Marine Department, Kolkata reserves the right to accept or reject the quotation in full or part without assigning any reason thereof. The decision of the Principal Officer, Mercantile Marine Department, Kolkata in this regard shall be final and binding on the firm.
- n) The successful bidder will have to submit an interest free performance security deposit in form of Bank Guarantee valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor, for the amount equivalent to 3% of the total value of the contract as an interest-free 'Performance Security Deposit' with the MMD, which will be refundable after completion of contract period. On completion, the contractor should furnish an undertaking on a non-judicial Stamp Paper of Rs.100/- that he has settled all statutory dues of his workers. In case of unsettled payments / claims, if any, the contractor will indemnify the MMD against any claim that might be lodged by the workers against the contractor, whether in the Industrial / Labour Tribunal or with the office of the Commissioner of Labour. In the event of any breach or violation of the terms and conditions of this contract, the Performance Security Deposit of the contractor shall stand forfeited either in part or full at the sole discretion of this department.

#### 4. ELIGIBILITY & QUALIFICATION CRITERIA OF BIDDER

- a. The registered office of the bidder shall be within the Kolkata, North & South 24 Parganas & Howrah District region.

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- b. The bidder should be having an experience of **at least 3 years** in providing the above mentioned services to the Union/State Government/Ministries/Departments/PSUs or similar organisations.
- c. The bidder shall have the PAN number issued by the Income Tax Department.
- d. Average annual financial turnover of the bidder during last three fiscal years ending of the previous financial year, **should be at least 30 Lakhs**.
- e. The bidder shall be registered with the ESIC, EPFO, Goods and Service tax, labour department and any other statutory authority for providing such services.
- f. A service provider having any legal suit/criminal case pending against its proprietor or company or any of its Directors are having been earlier convicted on grounds of moral turpitude or for violation of laws in force, shall not be eligible. The tender is liable to be terminated with immediate effect, if information regarding any criminal case etc., as mentioned herein is brought to the notice of Government even after award of the tender.
- g. The bidder shall agree to the terms & conditions of the tender and return the tender duly signed in each page for agreeing the same.
- h. The bidder shall submit required Earnest Money Deposit in the form of demand draft. Any/all submissions made without the earnest money and/or after the cutoff date mentioned in the notice shall be deemed to be rejected.

#### 5. Instruction to the Bidders-

**Two Bid System:** This is a Two Bid System Tender. The interested eligible entities who accept the above terms and conditions may submit their bid on Government e-Marketplace (GeM) Portal or in the office Tender Box as per the credentials provided in CPP Portal.

**Rs. 50,000/- (Rupees Fifty thousand only) in favour of 'The Principal Officer, Mercantile Marine Department, Kolkata' as an earnest money deposit [EMD],** shall be submitted to the office of the Principal Officer, Mercantile Marine Department, Marine House, Hastings, Kolkata-700022 before the last date of submission of bid. The same will be returned to the bidders after successful completion of tender process.

Micro and Small Enterprises (MSE) registered for providing these services may claim exemption from payment of EMD /Bid Security. The bidder shall furnish along with the bid a certificate/documentary proof in respect of registration clearly showing its validity as on date of opening of the bid. Moreover, they should also produce documentary evidence showing that the firm is MSE registered for the items tendered for. Failure to comply this provision shall result in summarily rejection of the bid. Bidders registered with DGS&D for providing these services may also claim exemption from payment of EMD.

- A) **The Technical Bid** shall be submitted along with scanned copy of the following documents: (See Note\*)

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1. Original bid document duly completed in all respect except prices and signed with seal on every pages (Form of Tender, experience questionnaire and warranty form)
2. Tender Acceptance letter (To be given on company letter head)
3. Experience certificates for three years in supply of manpower. Certificates of satisfactory performance of similar work from its previous clients which must include at least two such work orders from the previous organizations contributing to turnover, in the FY,2017-18,2018-19& 2019-20.
4. Firm/company registration certificate.
5. ESIC registration certificate
6. EPFO registration certificate
7. Firm's PAN No. issued by IT department
8. GST registration certificate
9. A names, address, contact number of the proprietor/partners/ shareholders of the bidding concern.
10. Audited balance sheets along with turnover, profit and loss account for the preceding three financial years. The bidder must have an annual turnover of rupees 30 Lakhs or more for each of the financial years,2017-18,2018-19& 2019-20. Copy of Returns of Income for these three financial years also to be submitted.
11. The bidder must be registered with Labour Commissioner of Central Govt/ State Govt and must produce the registration certificate to that effect.
12. Letter of authority for signing and negotiation of tender (as the case may be)
13. The bidder shall give a declaration that they have not been banned or black-listed by any Govt. or Quasi Govt. agency or PSU.
14. Self certificate to the extent that the employee shall be paid not less than the wages notified under the Minimum wages act of the Government of India as applicable to the place of work.

**\*Note:-In case of physical submission of bids as per credentials provided in e-publish portal (CPPP).**

The bidder shall also submit the hard copies of tender to the office of the Mercantile Marine Department in two sealed covers marked "Cover-1st" and "Cover-2nd". The cover 1st shall contain the EMD and technical bids. The 2<sup>nd</sup> cover shall contain the Price bids. In case the first cover is not submitted with EMD in a proper form, the second cover shall not be opened and rejected summarily. Both cover-1 & cover-2 are to be placed in a single cover. Duly sealed covers containing the hard copies of technical and financial bids will be put in a separate single cover which should be sealed. The full name, postal

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address and phone/ Fax of the Bidder shall be written on the bottom left hand corner of each of the sealed envelopes.

**B) The Financial bid**

- a. Financial bid must be submitted as per specimen in Annexure-II. The cover should be super scribed with 'Financial BID' for contract for carrying out various office work in the Mercantile Marine Department, Kolkata.
- b. The wages to be paid to the hospitality staffs and kitchen assistant should be as per Rules and prevailing minimum wages as published by the Government of India as applicable to the place of work.
- c. The detailed calculation showing the wages and allowances to be paid to the personnel, PF and ESIC contribution, Bonus, service charges and other expenditure of the agency should be included in the financial bid.
- d. Quoting of unrealistic service charges shall be considered as disqualified, and the quotation should be as per the latest Order of O/o Chief Labour Commissioner (C), Ministry of Labour and Employment, New Delhi (Current Order F.No: 1/20(3)/2020-LS-II dated 12.10.2020)
- d. In case only one bidder is found technically eligible, no financial bid will be opened for lack of competition.
- e. From the bidders found technically eligible, if it is found that the bidders possess the same address or the responsible person of the bidding organization found to be the same or the responsible persons are found to be in relation with each other, then no financial bid of such bidders will be opened.
- f. Financial bid shall not contain any terms and conditions. Any condition given in the price bid will be a sufficient cause for rejection of bid.

**6. Evaluation and Award of Tender:**

After the opening of the tenders, the first part i.e. Technical bid will be evaluated by the Purchase Committee as constituted by the Authority. The second part i.e. financial bid will be opened by the same P.C. only for those bidders who become technically qualified after the evaluation of technical bid on a assigned date.

The tender will be awarded to the firm which meets the eligibility criteria and quotes the lowest total cost for 10 No. of Hospitality Staffs and 01 No. of Kitchen Assistant provided the monthly cost of work should not be less than the Minimum wages prescribed by the Central Government applicable to the place of work. The bids with unreasonably low service charge, zero service charge or negative service charge will be rejected and the bidder stands

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disqualified. In case more than one party quoted same L1 rate then the bidder with more experience in supply of manpower to the shipping departments will be selected.

7. The bidders may submit their bids on the office tender box as per the credentials provided on <https://eprocure.gov.in/epublish/appportal> latest by 1500 hrs on 24/01/2021.

8. The Technical bids will be opened on 25 /01/2021 at 1100 hrs.

9. The Financial bids will be opened after the evaluation of the technical bids online for GeM submissions and manually for the tenders submitted at the office tender box as per provisions given in CPP Portal.

10. For any query, please contact 033-22230238/113 or email us at [pommdkol@yahoo.com](mailto:pommdkol@yahoo.com).

*Mithilesh Kumar*  
13/01/2021

Captain Mithilesh Kumar  
Nautical Surveyor-cum-DDG(Tech)  
Mercantile Marine Department.  
Kolkata



## DESCRIPTION OF THE WORK

Total number of hospitality staffs/ service boys (unskilled): 10 and kitchen assistant: 01 (semi-skilled). The number of personnel and nature of the work within the different sections of the department would be decided by the Principal Officer/Competent Authority.

### **Schedule for the work for the hospitality staffs:-**

As per the directions provided by the Principal Officer.

### **Schedule for the work in the canteen for kitchen assistant:-**

As per the directions provided by the Principal Officer.

#### **Nature and quantum of work to be done by the Hospitality Staffs.**

1. Remove trash, and spot clean receptacles.
2. Dust moping / wet moping all hard surface flooring, vacuum carpeted areas, spot clean dust furniture, fixtures, clean and sanitize counter tops, cabinets, tables and chairs, clean table bases and chair legs, spot clean walls, light switches and doors, dust and clean vending machines.
3. Monitoring and managing for debris and discard.
4. Spot clean walls, light switches and partition glass.
5. Clean telephones, sanitize headsets.
6. Maintaining and cleaning the corridors and the waiting halls from time to time.
7. Pour water in floor drains.
8. Frequent cleaning of the restrooms and sewage lines.
9. To keep the office premises and garden clean.
10. Securing all designated interior doors after cleaning.
11. The furniture shall be straightened and returned to original position after cleaning.
12. Reporting any noticeable malfunctioning fixtures to building management/caretaker.
13. To ensure building in a clean and orderly condition.
14. To keep the canteen premises clean.
15. Washing of utensils and other cutlery products involved in canteen.
16. Make adjustments and minor repairs.
17. Must be proactive in the line of duty.
18. Must follow the orders of officers.

#### **Nature and quantum of work to be done by the Kitchen Assistant.**

1. Assisting the head cook.
2. Meal presentation management to the customers.
3. Preparation of food to streamline cooking and meal presentation, including washing, peeling, and cutting fruits and vegetables; mixing ingredients for dishes; and cutting and seasoning meats.
4. Washing dishes and cooking equipment, cleaning floors, sanitizing countertops and cutting boards, and maintaining all areas to health code standards.
5. Maintaining of proper hygiene of the kitchen.
6. Transfer food and supplies to the kitchen as needed.
7. Maintaining of records of the consumable as well as non-consumable items.
8. Must have the knowledge of the day's meals and menus.

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## FINANCIAL BID

SI No.	Particulars	Amount in Rupees					
1.	Monthly cost of work contract for 10 Hospitality Staffs and 01 Kitchen Assistant which shall include salary, allowances, EPF & ESIC contribution, bonus and other expenditure, if any payable to the employees. (Cost quoted should not be less than the Minimum wages prescribed by the Central Govt. applicable to the place of work for unskilled and semi-skilled manpower resectively).	<table><tr><td>For 10 Hospitality Staffs  (Unskilled)</td><td>For 01 kitchen assistant  (Semi-Skilled)</td></tr><tr><td>Rs.</td><td>Rs.</td></tr></table>	For 10 Hospitality Staffs  (Unskilled)	For 01 kitchen assistant  (Semi-Skilled)	Rs.	Rs.	Total Rs.
For 10 Hospitality Staffs  (Unskilled)	For 01 kitchen assistant  (Semi-Skilled)						
Rs.	Rs.						
2	Total percentage of service charge payable to the bidder for per Hospitality Staff and kitchen assistant per month.	<table><tr><td>For 01 Hospitality Staff.</td><td>For 01 kitchen assistant</td></tr><tr><td>%</td><td>%</td></tr></table>	For 01 Hospitality Staff.	For 01 kitchen assistant	%	%	
For 01 Hospitality Staff.	For 01 kitchen assistant						
%	%						
3.	Total amount of service charge payable to the bidder for per staff per month.	For Hospitality staff Rs. For Kitchen Assistant Rs.					
4.	GST (in percentage and value)	% Rs.					
5.	Total monthly cost.	Rs.					
6.	Total cost for 12 months.	Rs.					

\*Note: Detailed calculations for arriving at the monthly cost quoted above (inclusive of all expenses excluding service charges and GST) should be submitted in the financial bid.



\_\_\_\_\_  
Name & Signature of the bidder.

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**Performa of Tender Acceptance Letter (To be given on Company letter head)**

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

\_\_\_\_\_  
\_\_\_\_\_  
Dear Sir,

I/ We have downloaded / obtained the tender document(s) for the above mentioned  
'Tender/Work' from the web site(s) namely:

\_\_\_\_\_  
as per your advertisement, given in the above mentioned website(s).

I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.


The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

In case any provisions of this tender are found violated, then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully

(Signature of the Bidder, with Official Seal)

  
12/01/2021

**PART-I (Technical Bid)  
FORM OF TENDER**

To

The Principal Officer  
Mercantile Marine Department,  
Marine House, Hastings.  
Kolkata-700 022

**Name of Work: E-Tender for grant of contract for carrying out various office work in the Mercantile Marine Department, Kolkata.**

Having visited the site and examined the information and instructions for submission of tender, General conditions of contract, Special Condition of contracts, Technical, General and Detailed specification, etc for the above named works, I/ We hereby tender for execution of the works referred to in the tender documents in conformity with the said Conditions of Contract, Specifications, etc of this tender Document or such other sum as may be ascertained in accordance with the said conditions of contract.

I/ We undertake to complete and Deliver the whole of the works comprised in the Contract within the time as stated in the tender and also in accordance in all respects with the specifications, designs, drawings and instructions as mentioned in the tender documents.

I am tendering for the work mentioned in the table below and submitting the relevant details and EMD in the form of demand draft in favour of The Principal Officer, Mercantile Marine Department, payable at Kolkata at Nationalized Bank

I/ We agree to abide by this tender. I/ We agree to keep the tender open for a period of 90 days from the date of opening of price bids or extension thereto as required by the Mercantile Marine Department (MMD) and not to make any modifications in its terms and conditions.

I/ We agree, if I/ we fail to keep the validity of the tender open as aforesaid or I/ we make any modifications in the terms and conditions of my/ our tender if I/ We fail to commence the execution of the works as above, I/ We shall become liable for forfeiture of my/ our Earnest money, as aforesaid and MMD shall without any prejudice to another right or remedy, be at the liberty to forfeit the said Earnest Money absolutely otherwise the said earnest money shall be retained by MMD towards part of security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein and to carry out such deviations as may be ordered. Should this tender be accepted, I/ We agree to abide by and fulfill all the terms and conditions and provisions of this tender. No interest is payable on earnest money deposit and/ or security deposit.

If this tender is accepted, I/ We undertake to enter into execute at my/ our cost when called upon by the employer to do so, a contract agreement in the prescribed form. Unless and until a formal Agreement is prepared and executed this tender together with your written acceptance thereto shall constitute a binding contract.

If my/ our tender is accepted, I/We am/are to be jointly and severely responsible for the due performance of the Contract. I/We also declare that the firm has not been banned or blacklisted by any Govt. or its department or any Quasi Govt. agency or Public Sector Undertaking.

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I/ We understand that you are not bound to accept the lowest or any tender you may receive and may reject all or any tender without assigning any reason.

I/ We certify that the tender submitted by me, us is strictly in accordance with the terms, conditions, specifications etc. as contained in the tender document, and it is further certified that it does not contain any deviation to the aforesaid documents.

I/ We certify that the information/documents submitted by me are true and correct. If any misleading/incorrect/false/fake/fraud information/documents are found submitted by me at any stage of evaluation of bid or after award of work/signing of agreement, my EMD/Security deposit shall be forfeited by Mercantile Marine Department.

Date .....

Signature .....

Name .....

Designation .....

duly authorized to sign & submit tender for  
an on behalf of (Name and address of  
firm)

M/s .....

Telephone no:.....FAX No.....


Witness :

Signature.....

Name : .....

Occupation .....

Address .....

  
13/01/2021

## EXPERIENCE QUESTIONNAIRE

(To be furnished with Tender Form)

The bidder has completed the following similar works in the last 3 Financial Years:

Name of the work	Services provided to (with Address & Tel No.)	Total Value of work	Period of contract

Note: Please attach the copy of work orders.

For more details, separate sheet can be used.

Signature of Tenderer

Name & Address of Tenderer:

Official Seal/Rubber stamp

  
13/01/2021

**WARRANTY FORM**  
**(To be furnished with Tender)**

M/s \_\_\_\_\_  
\_\_\_\_\_ having its registered office at \_\_\_\_\_ (hereinafter referred to as the contractor) having carefully studied all the documents, specifications, etc pertaining to the contract for works required for the work of

\_\_\_\_\_ and the local and site conditions and having under taken to execute the said works:

DO HEREBY WARRANT THAT:

1. The contractor is familiar with all the requirements of the contract.
2. The Contractor has investigated the office and satisfied himself regarding the character of the work and local conditions that may affect the work or its performance.
3. The contractor is satisfied that the work can be performed and completed as required in the contract.
4. The contractor accepts all risks directly or indirectly, connected with the performance of the contract.
5. The contractor has no collusion with other contractors, with any of the men of the MMD or with any other person in Authority to execute the said works according to the terms and conditions of the said contract.
6. The contractor has not been influenced by any statement or promise of the Authority but only by the contract documents.
7. The Contractor is financially solvent.
8. The Contractor is experienced and competent to perform the contract to satisfaction of the MMD.
9. The Statement submitted by the contractor is true.
10. The contractor is familiar with all general and special laws, Acts, Ordinance, Rules & Regulation of the Municipalities, District, State and Central Government that may affect the work, its performance or personnel employed therein or environment.

Date:

For and on behalf of the Contractor,

Signature: \_\_\_\_\_

Name : \_\_\_\_\_

Stamp : \_\_\_\_\_

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13/01/2024