



IISWBM

NOTICE INVITING TENDER

Sealed tenders under Two-Bid System (Technical Bid and Financial Bid) are invited by IISWBM, Management House, College Square (West), Kolkata – 700 073 from bonafide, reliable and resourceful manpower service provider for xerox operator at Institute Central Library and multi tasking staff for Institute as per details given in the tender document.

Tender document with all details including terms & conditions are available from the office of the AAO during office hours on all working days from 07th August 2026 to 19th August 2026 (Monday to Friday) between 11-00 am to 4-00 pm. The bidders may also download tender documents from Institute's Website (www.iiswbm.edu).

The Bidders should download / obtain the following Annexures and do the needful as mentioned hereinafter:

- i. Annexure I INSTRUCTIONS TO BIDDER
- ii. Annexure II GENERAL TERMS & CONDITIONS
- iii. Annexure III BIDDER'S ELIGIBILITY CRITERIA
- iv. Annexure IV BID APPLICATION FORMAT
- v. Annexure V DECLARATION
- v. Annexure VIA & B: FINANCIAL BID

Two sealed envelopes :(i) **Technical Bid** (Containing Annexure 1 to V) dully filled up and signed by the authorized signatory) and (ii) **Financial Bid** (Annexure VIA & B duly signed) are to be put in a master sealed envelope addressed to **IISWBM, Management House, College Square (West), Kolkata-700073** and superscribed as "Tender for NIT No. IISWBM/Manpower/01/26-27dated 07th August 2026 and to be dropped in the Tender Box kept in the Office of the AAO at 3rd Floor of the Management House.

Financial Bid will be opened only if Technical Bid is found in order after technical evaluation.

KEY DATES

- **For enquiry: 07th August 2026 to 20th August 2026** (Please contact at Administrative Dept. of the Institute)
- **Bid submission deadline: 21st August 2026 by 4.00 P.M.**
- **Bid opening for Technical evaluation: 24th August 2026 at 11.30 A.M.**
- **Financial bid opening: 25th August 2026 at 2.30 P.M.**

The Institute reserves the right to accept or reject any bid without assigning any reason and is not bound to issue work order in favour of lowest bidder.

Superintendent

ANNEXURE - I

NIT No. IISWBM/Manpower/01/26-27

Date : 07th August 2026

INSTRUCTIONS TO BIDDERS

Technical Bid- The intending bidders must read the terms and conditions carefully and should submit the technical bid. The Folder of Technical bid should contain photocopies of the following documents duly attested by the bidder:-

- xii. The name, mail id and phone number of the authorised signatory of the bidder in the letter head.
- xiii. Address Proof - Bidder should have an office in the state of West Bengal.
- xiv. A copy of the valid Trade Licence (self-certified).
- xv. Self-certified photocopy of GST Registration Certificate
- xvi. Self-certified copy of the PAN card of the bidder.
- xvii. Self-certified photocopies of ITR of the Assessment Years 2025-26, 2024-25 and 2023-24.
- xviii. Self-certified photocopy of PSARA Registration Certificate
- xix. Self-certified photocopy of ESI & PF Registration Certificate
- xx. Copies of at least two (2) number of recent (not more than two years old) similar type of work orders in support of the relevant experience (except that of IISWBM).
- xxi. At least two (2) recent Satisfactory Performance Certifications from the clients
- xxii. Signed Tender documents including Annexure – I, II, III IV and V
- xii. Bidder should inscribe the company name, address, contact no. and e-mail ID on left bottom corner of the envelopes.

Financial bid- The bidders are required to fill the financial bid as per the prescribed format (Annexure –VIA & VIB) in the bidder's letterhead. Any bidder failing to do so will automatically be disqualified and the tender of that bidder will be rejected outright.

Price

The Bidder will quote in the financial bid only the rate of Service Charge in percentage of the total monthly bill. Total monthly bill here means total amount of monthly wages of the workers deployed plus corresponding EPF, ESIC, and Bonus at applicable rates as per the prevailing Rules but excluding GST. The Institute will pay for the wages of the Conservancy Workers at the current rates of Minimum Wages notified by the Office of the Labour Commissioner, Government of West Bengal from time to time. **Minimum Service charge should be 1%; otherwise bid will rejected.**

GST at applicable rate shall be payable by the Institute on the monthly bill amount including service charge.

Financial Bid should be signed by the authorised signatory of the Bidder under rubber stamp of the Bidding company.

Service Charge quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever.

The Institute reserves the right to negotiate better rates from the final agency. Prices in any form or by any reason before opening the Financial Bid should not be revealed, failing which the offer shall be liable to be rejected.

Bidder Qualification

The "Bidder" as used in the tender documents shall mean the one who has signed the Tender Form. The Bidder may be either the Principal Officer or his/her duly Authorized Representative; in either cases he/she shall submit a certificate of authority.

Selected agency will be issued Work Order by the Institute Authority and the terms and conditions specified in the Work Order will have to be accepted by the selected agency before commencement of the work.

The acceptance of a tender will rest with the IISWBM which does not bind itself to accept the lowest tender and the Institute reserves the authority to reject any or all of the tenders received without assigning any reason. All tenders not fulfilling any of the prescribed conditions or remaining incomplete in any respect are liable to be rejected. The bidder shall have no claim for revision of rates or other conditions if his tender is accepted in parts.

Conditional Bid shall be summarily rejected.

Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.

On acceptance of the tender, the name of the accredited representative(s) of the agency who would be responsible for taking instructions from the Institute shall be communicated to the Institute authority.

Tenders shall remain open for acceptance for 60 days from the date of opening of the financial bid.

The tender should be prepared and submitted after carefully persuing the complete tender documents including the terms and conditions.

The Institute takes no responsibility for delay / loss or non-receipt of tender documents sent by post.

Annexure – II

NIT No. IISWBM/Manpower/01/26-27

Date : 07th August 2026

GENERAL TERMS & CONDITIONS

DUTY SCHEDULE

a) For Xerox operator at Institute Central Library (Monday to Friday):

01 person : 10.00 am to 8.00 pm

b) For Multi Tasking Staff for Institute (Monday to Friday):

02 persons : 10.00 am to 6.00 pm

Absenteeism :

For absenteeism of any staff, a proportionate deduction from monthly payment on 22 days work basis will be deducted. Late attendance also be deducted from monthly bill. Payment will be made on actual attendance basis as per biometric attendance.

The Service provider shall be responsible for deployment of physically fit and properly trained Sweeping and Cleaning personnel including female employees wherever required for the purpose of maintaining cleanliness and hygienic condition of the premises and the campus as stated above.

The Service provider shall comply with the requirements of all the existing Labour Legislation and Acts, such as Contract Labour (Regulation and Abolition Act), 1970, Workman's Compensation Act, Minimum Wages Act, Payment of Wages Act of Central Government, Provident Fund Act, ESI Act and all other relevant Acts and Rules relating to the Work Order awarded to the Service provider at their own responsibility and cost.

The Service provider shall secure and possess all necessary legal and statutory licenses and registration certificates before undertaking this work of the Institute and ensure the validity of those licenses and certificates during the contract period.

The Service provider shall maintain strict discipline among their workforce and shall review the performance of the workforce on regular basis. Personnel employed by the Service provider who are found to be indiscipline or whose performance is not satisfactory, as noticed by the service provider or as reported by the authorized officer of the Institute, are to be replaced by the Service provider immediately without causing any disruption in the assigned work at the Institute.

The Service provider shall be solely and fully responsible and liable for the act, conduct and behavior of their personnel. In case of any misconduct and criminal activities committed by any of their personnel, the matter will be brought to the notice of Service provider by the Institute for taking necessary action. The Service provider shall remain liable for any loss or damage caused to the property or person of the Institute by any worker engaged by them. In addition, the Institute reserves the right to initiate legal proceedings against such the service provider for the recovery of loss or damages so caused.

The personnel deployed by the service provider shall act in such a manner that their behavior and services shall in no way be detrimental or likely to be detrimental to the interest and reputation of the Institute.

The service will be provided by the agency purely on contractual basis for a period of one year.

The Institute shall reserve the right to discontinue the services of the Service provider with one month's prior notice in case the performance is found to be unsatisfactory or due to any change of the policy or decision of the Institute on this particular matter at any point of time.

The service –provider may approach the Institute authority for termination of the agreement before its expiry for any valid reason with 2 months' prior notice.

The agency will engage its work force at its own responsibility / liability in all respect. IISWBM shall have no responsibility or liability. However, the agency shall furnish the complete details of the manpower to be deployed in the Institute's Campus for rendering service. IISWBM shall not bear any direct responsibility for payment of the wages, post-retirement benefits and other direct and indirect costs relating to such workers deployed by the agency.

All personnel deployed by the agency must put on neat and clean uniform along with black shoes; have short hair & trimmed nails. The personnel shall always display their I-Card on their uniform so that they can be easily identified.

The Institute will pay to the Service Provider on the basis of monthly bill to be raised by them. The bill shall include wages for the deployed workers at the minimum wage rates as notified by the Office of the Labour Commissioner, Government of West Bengal from time to time, EPF, ESIC, Bonus at the applicable rates as per the prevailing Rules and service charge. No extra charges will be allowed by the Institute for machines (vacuum cleaner and scrubbing machine) to be used by the agency for the house keeping works, uniform of the workers and other direct / indirect expenses. GST, as applicable, shall be payable extra.

No additional payment for bonus, leave salary, uniform, working on national holidays, etc. will be made.

The selected agency shall be required to provide interest free Security Deposit of Rs.10,000/- to IISWBM by Demand Draft in favour of IISWBM payable at Kolkata. This deposit shall be refunded after completion of the contract period.

The Service Provider shall prepare their monthly bill during the following month and submit the same to the office of the Finance Officer along with the documents, viz., (i) previous month's wages payment certificate mentioning that wages to the personnel deployed by the service provider at IISWBM, Kolkata have been disbursed in time after complying and fulfilling the entire statutory obligation (as per the format given to the selected agency), (ii) proof of wages payment to the concerned workers, (ii) the challan/payment receipt complying the statutory obligations like EPF, ESI, etc. and all necessary statements and details thereof and (iii) deployed persons' attendance sheet for the month of the bill.

The Service provider has to ensure payment of GST charged in the bill to the Institute in the relevant GST Return to be filed by them in the GST portal within due course of time. The Service provider GSTIN No. as well as SAC / HSN Code No. and the Institute GSTIN No. (To be provided by the Institute at the time of issue of the Work Order) must be mentioned in the Tax Invoices in absence of which the invoice cannot be processed for payment. This is required to be complied with in view of the prevailing GST Rules.

The payment will be made to the service provider on satisfactory certification by the reporting officer of the Institute.

Income Tax and other taxes at the rates applicable from time to time shall be deducted from the bills of the Contractor at the source, if any.

Any disputes or difference whatsoever arising between the agency and any representative of the Institute shall be settled through meeting between the authorized officers of Institute and the Agency. In the event of non-settlement of the dispute / difference, the matter shall be referred to the Director, IISWBM for appointment of sole Arbitrator for decision. The Arbitration shall be as per the Arbitration and Conciliation Act 1996.

Annexure – III

NIT No. IISWBM/Manpower/01/26-27

Date : 07th August 2026

BIDDER'S ELIGIBILITY CRITERIA

6. The Bidder should be a registered Company, firm or any agency having at least five years of experience in similar works. Appropriate proof (scanned copy) in this respect is to be submitted in the Technical Bid.
7. Minimum average annual turnover for last three years (2024-25, 2023-24 and 2022-23) should be not less than Rs.3.00 crore (Rupees Three Crore).
8. The bidder should have Income Tax PAN , GST Registration Certificate, Registration of the Agency under the Shops & Establishment Act, License under the Contract Labour Act, PF Registration with the Regional PF Commissioner, ESI Registration and satisfy all the other statutory requirements as applicable. All supporting documents are to be provided in Technical Bid.
9. A certificate to be signed by CEO/Partner or Proprietor of the company/firm that they haven't been debarred or blacklisted for services by any organization or Educational Institute/University or State/Central Govt./PSU and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.
10. Recent Satisfactory Performance Certificates from the clients (at least two) are to be provided.

The vendor must fulfil the above eligibility criteria/ pre-qualification conditions.

Annexure – IV

NIT No. IISWBM/Manpower/01/26-27

Date : 07th August 2026

**APPLICATION FORMAT TO BE FILLED UP BY THE REPUTED / BONAFIDE AND
RESOURCEFUL SERVICE PROVIDER FOR PROVIDING CONSERVANCY
SERVICE AT IISWBM, KOLKATA AND ITS HOSTELS**

The Director
IISWBM
College Square (west)
Kolkata:700073

With reference to the above NIT, we would like to apply for the same. Our detailed information are as stated here under:

1. Name of the organization :
2. Address of the organization :
3. Contact No. :
4. e-mail ID :
5. Valid Trade licence No. (attach self-attested copy) :
6. PAN No. (attach self-attested copy) :
7. IT Return (attach self-attested copy) :
8. GST Registration No.(attach self-attested copy) :
9. EPF Registration No. (attach self-attested certificate):
10. ESI Registration No. (attach self-attested certificate):
11. PSARA Registration Certificate No. (attach self-attested certificate):
12. Experience Proof (attach at least 2 recent Work Orders except IISWBM) :
13. Satisfactory Performance Certificate (attach at least 2 recent certificates except of IISWBM)
14. Other details , if any :

Thanking you,
Yours faithfully,

(Signature with seal)
Date:

ANNEXURE – V

NIT No. IISWBM/Manpower/01/26-27

Date : 07th August 2026

DECLARATION

1. I _____, Son /Daughter of Sri _____,
Proprietor/Partner/CEO/MD/Director/Authorized Signatory of M/s. _____
am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I/ we/ am are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
5. Each page of the tender document and papers submitted by my Company is authenticated, sealed and signed, and I take full responsibility for the entire documents submitted.
6. I/ our firm / company am / is not currently debarred or blacklisted in IISWBM, Kolkata or in any national / government organization or educational institute/university for any supplies, products or services.
7. I/ our firm / company am / is /was /were not currently /previously involved in any corruption and fraudulent activities.

Signature of the Authorized Person

Date: _____ Full Name: _____

Place: _____ Company Seal: _____

Annexure – VIA

(to be submitted in the letterhead of the bidder)

NIT No. IISWBM/Manpower/01/26-27

Date : 07th August 2026

Financial Bid

Sl. No.	Description	Total Heads	**Rate	Amount
	Central Library			
1.	Xerox Operator, 10 hrs. Duty, 22 Days	01		
	A/c Dept. & Computer Dept.			
2.	Multi Tasking Staff, 8 hrs. Duty, 22 Days	02		
	Total (Excluding Service Charge & GST)			
	Add : Service Charge @ %			
	Add: GST @ %			
	Total (including Service Charge and GST)			

*Note: The above rate shall be excluding Service Charge & GST

** The above rate should be according to the rate quoted in Annexure – VIB

Signature of the Bidder

Date :

Annexure – VIB

(to be submitted in the letterhead of the bidder)

NIT No. IISWBM/Manpower/01/26-27

Date : 07th August 2026

Analysis of the Rate (For One Xerox Operator – Unskilled)

Sl. No.	Particulars	Percentage	% on	Amount
01.	Basic per month (as per WB Govt. Minimum Wages applicable for July 2026) Rate per day of 10 hrs. 1 month = 22 days			
02.	P. F.	13 %	Basic	
03.	E. S. I.	3.25%	Basic	
04.	Bonus	8.33%	Basic	
			Total =	

Analysis of the Rate per head (for Multi Tasking Staff - Unskilled)

Sl. No.	Particulars	Percentage	% on	Amount
01.	Basic per month (as per WB Govt. Minimum Wages applicable for July 2026) ; Rate per day of 8 hrs. 1 month = 22 days			
02.	P. F.	13 %	Basic	
03.	E. S. I.	3.25%	Basic	
04.	Bonus	8.33%	Basic	
			Total =	

*Note: (i) The above rate shall be excluding Service Charge & GST

Signature of the Bidder

Date :