

পশ্চিমবঙ্গ সরকার

পশ্চিমবঙ্গ রাজ্য হাজ কমিটি

(সংখ্যালঘু বিষয়ক ও মাদ্রাসা শিক্ষা দপ্তরের একটি বিধিবদ্ধ সংস্থা)

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Government of West Bengal
WEST BENGAL STATE HAJ COMMITTEE

(A Statutory Body under

Minority Affairs & Madrasah Education Department)

Madinat-ul-Hujjaj, Action Area-II, New Town, Rajarhat

Kolkata - 700 160

Tel. No.: 033- 2986 0249 / 2290 3617

Toll Free No.: 1800 345 7155

TENDER NO: WBSHC/e- NIQ/06/2025

DATED: 19/09/2025

Name of the Work: Engagement of agency for Housekeeping / Security Guard/Supervisor/Bouncer etc. work at the office buildings of WBSHC, Madinat-ul-Hujja- Newtown for Haj Operation - 2026

Electronic Tenders are invited from financially sound, experienced, resourceful and bona fide agencies/ firm/Associations of persons / Un-employed Labour Co-operative/ Limited Companies for providing **Housekeeping / Security Guard/Liftmen/Gardener/Plumber/Electrician/Receptionist /Supervisor/ Bouncer etc.** work at Madinat-ul-Hujjaj of West Bengal State Haj Committee, II-A, New Town, Rajarhat , Kolkata – 700 160, as per details given below. The Tender shall be electronically submitted in the website: <https://wbtenders.gov.in> directly with the help of digital signature certificate and earnest money in favour of WBSHC.

ELIGIBILITY CRITERIA:-

- (i) The Organization must be registered under the Companies Act 1956 to participate in this tender either in the form of Private Limited or Limited or Group of companies under same directorship.
- (ii) The company must have been in security operation for a period of at least 15 (Fifteen) years as of 31.03.2025 in Kolkata/Greater Kolkata
- (iii) The bidder shall have to comply with the provisions of (a) the contract labour (Regulation Abolition) Act.1970 (b) Apprentice Act.1961 and (c) minimum wages Act.1948 of the notification thereof or any other laws relating thereto and the rules made and order issued there under from time to time.
- (iv) The bidder must have registrations like GST, PAN, EPF, ESIC, Contract Labour, Shop & Establishment certificate, Professional Tax registration and challan 2024-2025 etc. (Statutory Documents)
- (v) IT Return of last three years 22-23, 23-24, 24-25 Assessment year 2024-2025 must be submitted (Statutory Documents)
- (vi) The organization must have a office in Kolkata/Greater Kolkata. (Statutory Documents)
- (vii) The organization must have managing security and housekeeping operations under one work order in at least 4 or more sites in west Bengal within last 4 years, managing all operations without sub-contracting the same. Documentary evidence must be submitted along with technical documents.**
- (viii) The organization must possess Private Security Agency Regulation Act 2005 License **(PASAR LICENSE).** (Statutory Documents)
- (ix) The organization must be carrying out the business directly through staffs on rolls and does not subcontract any activity.
- (x) The organization should be enlisted with labour department and has to submit a valid labour license with any state or central labour department, in a single contract, of a minimum 400 manpower.
- (xi) The contractor must have an experience in managing security & housekeeping operation under west Bengal government with at least 400 manpower deployment per day under a single work order. The contract must be running at present.**

Annual Turnover:

- (i) The organization must be managing the operation through staff on direct rolls. In this regard the organization has to produce a manpower certificate issued by chartered accountant. (Non statutory documents)
 - (ii) The organization has to produce a recent Bank solvency certificate (not more than 6 months old) of not less than Rs. 1 crores issued by any nationalized bank.
 - (iii) A certified document by the chartered accountant stating the positive Net worth of 10 Crores after considering all liabilities and average annual turnover of the bidder has to be submitted.
 - (iv) The organization must have average annual turnover of Rs. 10 crores per year for last three financial years.
- (ii) The agency should have valid ESI and PF registration numbers. Copy of allocation letter and copy of latest valid remitted challan of last six months shall be enclosed. (Statutory Document)

Certification:

Valid 9001:2015, 14001:2015 (Environment Management System), OHSAS 18001:2007 (Occupational Health & Safety Management System) and SA 8000 Certificate (Social Accountability System) for Security & Fire Protection).

Manpower:

All staff of the organization must have two sets of uniforms & identity card.
The organization must have own PASARA approved training centre.

Where an individual person holds a digital certificate in his / her own name duly issued to him / her against the company or the firm of which he / she happens to be a director or partner, such individual person shall, while uploading any tender for and on behalf of such company or firm, invariably upload a copy of registered power of attorney showing clear authorization in his / her favour, by the rest of the directors of such company or the partner of such firm, to upload such tender. The power of attorney shall have to be registered in accordance with the provision of the Registration Act.1908 as per G.O. no. 61/SPW/12 dated 08/06/2012. Tax Audited Report in 3 CD form along with Balance Sheet & Profit & Loss A/c. for the 3 (*three*) years.

On submission of valid documentation of complying all statutory rules and regulations the final bill will be released by the authority.

The contractor's profit should be not less than 6% on minimum wage, PF, ESIC and Bonus. On tie, the agency with highest turnover and maximum number of persons deployed per day under a single contract will be eligible to get the contract.

DATE AND TIME SCHEDULE:

Important Date		
Sl No.	Particulars	Date & time
1.	Publishing date and time	22.09.2025 at 6:50 PM
2.	Document download start date(online)	22.09.2025 at 6:50 PM
3.	Bid submission start date (Online)	22.09.2025 at 6:50 PM
4.	Pre Bid Meeting	16.10.2025 at 03:00 PM
5.	Bid Submission closing (Online)	29.10.2025 at 10:00 AM
6.	Bid opening date for Technical Proposals (Online)	31.10.2025 at 11:00 AM
7.	Bid opening date for Financial Proposal (Online)	to be informed later

LOCATION OF CRITICAL EVENT.

Pre-Bid and BID OPENING	At the Conference Hall of Madinat-ul-Hujjaj, West Bengal State Haj Committee, II-A, New Town, Rajarhat, Kolkata -700 160.
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SECTION – I**INSTRUCTIONS TO THE BIDDERS****A.) SCOPE OF WORK:**

The scope of work includes providing watch and ward security guard services as per requirement of WBSHC, KOLKATA. The scope of work shall include but not limited to the following:

1. The deployed security personnel shall be very punctual while reporting to office.
2. They shall not allow any unauthorized person in the OFFICE OF WBSHC premises, etc. during their duty hours. The security guard shall be employed for eight hours a day **as per schedule attached.** (Annexure-1)
3. The Security Guard deployed shall regulate incoming and outgoing materials so as to prevent any theft and also shall not allow any unauthorized movement of any goods from or into Office Building.
4. Reception and management of Visitors through checks/access control system where ever installed, guide the visitor correctly to the required chambers and check the identity of employees/visitors entering the premises as per the policy of the Organization.
5. The Agency shall ensure availability of mobile phone with the Security Guards deployed on duty for communicating with the concerned authority in case of any emergency. To receive telephone calls from outside and to transfer the call/communicate the message to the concerned Officials if required, as per the direction of the Officials on duty or his/her authorized person.
6. The Security Guard(s) shall continuously monitor the buildings and facilities, check the area and inform and assist police/fire brigade in operating fire fighting equipment at the time of emergency.
7. Ensuring smooth operation of firefighting, safety measures and anti-sabotage measures. The personnel deployed should have thorough knowledge of firefighting and for operating various types of firefighting equipment installed in the building.

8. Streamlining of transport/ car parking and keeping the way outside and inside the premises/ building free from vehicular congestion.
9. Protection of the property, material, records, documents, equipment, etc. of WBSHC OFFICE BUILDING and preventing misuse of amenities and common facilities in the buildings.
10. Prevent trespassing / encroachment on the premises of WBSHC OFFICE BUILDING.
11. Prevent misuse of water/ electricity by closing stopcock and switching of lights, fans, etc. including monitoring of electric points, switches, lights, AC's, Fans etc.
12. The Security Guard(s) shall prevent any untoward incidents & report the same to the authorities/ management.
13. The Security Guard(s) shall assist in the lift operation and open the lift doors (whenever needed) in case of trapping of anybody due to non-functioning of lifts.
14. The Security Guard(s) shall deposit any missing material/ article found in the premises as per the direction of the Executive Officer or his authorized representative.
15. The Security Guard(s) shall maintain visitor and staff movement record if desired by the authorities/ management.
16. The Security Guard(s) shall check the vehicles in the parking area during night shift/holidays/Sundays and make a note of it in the register as per the direction of Executive Officer or his authorized representative.
17. The Security Guard(s) shall check all the fire escapes and keep these clear from any obstructions and check fittings and fixtures, lighting etc. thereof and any discrepancy towards this may be reported to the concerned officials immediately.
18. The Security Guard(s) shall carry out physical check of floors, lift, etc. at least twice during the working shift and make a note of it in the register as per the direction of the Executive Officer, WBSHC or his authorized representative.
19. The Security Guard(s) shall operate the gate of the vehicle parking entry point on all working days.
20. The Security Guard(s) shall guide the visitors in parking their vehicles, shall inform Executive Officer, WBSHC about any burglary or mishap in the premises and assist in taking up with the concerned authorities.
21. The Security Guard(s) shall perform any other task allotted by the WBSHC authorities management in the overall interest of the safety of the premises of WBSHC's buildings.
22. Scope of work defined above is only illustrative and not exhaustive. The Tenderer has to fulfill the entire requirements described above and elsewhere in the tender document.
23. The tenderer shall make necessary arrangement as per the scope of work and responsibilities on all working days including Sundays and holidays with reference to Tender documents.
24. In case the security services are not found to be satisfactory, Executive Officer, WBSHC reserves the right to cancel the service from the assigned agency.
25. It shall be ensured that all guards/workers etc are paid wages not less than the minimum wages declared by Govt. of West Bengal. All statutory obligations like PF, ESI, etc. must be paid in respect of the guards employed by the Agency. All these obligations shall be the liability of the Agency only.
26. The security personnel shall always be in uniform and should have proper identity card while on duty. He shall ensure his attendance through biometric.
27. The guard on duty shall not sleep, consume liquor or play cards while on duty or indulge in any activity not in conformity with his duties.
28. The Agency should preferably deploy Ex-Servicemen on WBSHC duties as per prevailing Laws on the issue.

B.) COST OF BIDDING

Prospective bidders shall bear all the costs associated with the preparation and submission of the e-bid. WBSHC in no case will be responsible or liable for these costs regardless of conduct or outcome of the Tender process.

C.) BIDDING PROCEDURE, SIGNING AND SEALING OF BIDS : The bidder must submit his e-bid in two parts as mentioned below:

Part 1 :- Called "Technical Bid" & Part 2 "Financial Bid as per schedule :-

Earnest Money

An earnest money of Rs. 80,000/- (Rupees Forty thousand) only put to the tender is required to be deposited by every Tenderer in favour of Machine generated relevant account number in the form of RTGS/NEFT of any bank as per Govt. Order (other than those who are exempted as per rule)

Refund of Earnest Money: the earnest Money of all the unsuccessful tenderer will be refunded as per on line system as per Govt. Order No: 3975-F(Y) dated 28-7-2016 of Secretary, Finance Department, Govt. W.B.

Refund of Earnest Money:- The Earnest Money of all the unsuccessful tenderer will be refunded after finalization of the tender.

Documents establishing Bidders eligibility (Technical Bid)

The following documents should first be self-attested by the authorized signatory of the bidder and then should be scanned and uploaded while submitting the E- tender as mentioned below:

- a. NIT
- b. Submission of documents regarding EMD.

These above documents should also be self-attested by the Authorized representative of the Agency.

- c. Bidders/persons authorized for conduct of the business by the owner/proprietors/ partners shall sign on all the pages of the Tender Form. Tenders not so signed are liable to be rejected.
- d. Scanned copies of the balance sheets for the last two financial years (**2023-24 & 2024-25**) to establish the turnover of the bidder.
- e. An undertaking on the letter head of the Firm/Company to the effect that "The Bidder has gone through all the Terms & Conditions of the Tender document & the same are acceptable to the Tenderer". Scanned copy of the undertaking to be signed by the authorized signatory.
- f. **Bank Solvency Certificate** for Rs. 1 (One) Crore (Rupees One Crore) to be submitted.

Part- 2:- Called "Financial Bid" which shall contain:-

Duly filled in prescribed Bid form (Price Bid as per BOQ electrically only)

- a. The Bid is liable to be rejected, if the requisite information / documents have not been furnished as asked for in the Tender

A person signing the Bid form or any documents forming part of the bid on behalf of another, shall be deemed under warranty that he has authority to bind with his acts such other person. If on enquiry, it appears that the person so signing has no authority to do so, WBSHC, without prejudice to other Civil and Criminal remedies can cancel the contract and hold the signatory responsible for all costs and conveyances arising there from.

D. PERIOD OF VALIDITY OF BIDS:

The Bids valid for acceptance for 20 days

E. PERIOD OF CONTRACT:

Validity of contract for a period of 15th April 2026 to 22th May 2026 (Phase-I) from the date of the signing of contract/issue of work order.

F. RIGHT TO ACCEPT / REJECT ANY BID

The Executive Officer, WBSHC, reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the WBSHC action.

G. FORFEITURE

The Earnest Money may be forfeited if a Bidder withdraws its tender during the period of bid validity or in case of a successful Bidder, if the Bidder fails:

- i. To sign the contract in accordance with the terms and conditions, and
- ii. To furnish Performance Security as specified in the terms and conditions.

H. PRE-BID MEETING

A pre-bid meeting open to all prospective bidders will be held as per **Bidding Schedule** in the **Office of WBSHC, Madinat-ul-Hujjaj, Newtown, Rajarhat, KOLKATA- 700160** wherein the prospective bidders will have an opportunity to obtain further information and clarifications regarding work and the tender terms & conditions.

The prospective bidders are free to ask for any additional information and seek clarifications concerning the work either in writing or orally. The clarifications given will be common and applicable to all. No individual correspondence shall be entertained by WBSHC thereafter with the prospective bidders/their representatives

SECTION-II**Terms and conditions of the Tender:**

- (i) If the last day of receipt of tender is declared a holiday, the tender shall be opened on the next working day at the same time. The Bidders/their authorized representatives may be present at the time of opening of the Tender.
- (ii) Tenders without EMD or incomplete in any respect shall be disqualified.
- (iii) Successful bidder will be extended an offer for engagement which the Agency will be required to accept within 15 days. They will also be required to execute an agreement along with Performance Security of Rs 2 Lakhs of contractual amount for one year. The Performance Security may be in the form of a **Bank Guarantee**. The Bank Guarantee should be in the name of "Executive Officer, WBSHC, Kolkata". If performance security is furnished it should remain valid for a period of 12 months i.e contract period beyond the completion of the contractual obligations by the Agency.
- (iv) No interest will be payable on the EMD/Bid Security or the performance security.
- (v) If the Agency fails to perform or neglect any of its obligations under the contract, it shall be lawful for WBSHC Kolkata to forfeit the Performance Security furnished by the Agency.
- (vi) Any change in the ownership pattern of the contracting agency will not nullify the provisions of the Contract. The contract will devolve on the successor owners.
- (vii) The Security Agency will ensure that ESI Cards & EPF Passbooks are made available to all the individuals deployed on WBSHC duty by the Agency.

- (viii) **The Agency shall quote only its Service Charges in BOQ, online only, as a percentage of Minimum Wage Rate notified by the Govt. of West Bengal. The Minimum wages rate will include payment towards EPF, ESI, Bonus & any other mandatory statutory benefits if notified by the Government in future. WBSHC will not pay towards Uniform charges, Relieving charges or washing charges, medicines or medical benefits, etc. Such charges shall be borne by the Agency/Contractor.**
- (ix) **TIE BREAKER:** In case of identical Bids by more than one Bidder, the following Tie-breaker procedure will be adopted to break the tie (as per following orders):
 - i. **Turnover of the Bidder:** More the turnover, more the preference that is to say that first annual turnover of the agencies will be contested, if the same realization tie then only second criteria of duration will be taken into consideration.
 - ii. **Duration of Establishment:** Longer the period of establishment, more the preference.
- (x) The payments of charges are subject to revision of minimum wages for unskilled labor from time to time by the Deptt of Labor Govt. of West Bengal
- (xi) **Fall clause: If at any time during the Contract, the Agency reduces its Service Charges for similar contract with any other Organization (Govt/PSU/Banks/Autonomous bodies etc), it shall inform such reduction to the Deptt. and the amounts payable by the deptt towards such charges shall stand automatically reduced from the date of such reduction.**
- (xii) The guards will be deployed to provide services under WBSHC Kolkata.
- (xiii) The contract will be valid for a period of Haj Operation – 2026 only, i.e, 15.04.2026 to 22.05.2026.
- (xiv) The Agency selected L1 will be required to execute an agreement on Non Judicial Stamp Paper, duly signed by the Authorized representative of the Agency within 15 days of the Offer. Failure to comply shall result in forfeiture of the EMD.
- (xv) The Agency shall be required to submit its Bill for the services rendered within 1st week of the succeeding month, in duplicate. The Bill should be accompanied by a Satisfactory Performance Certificate & Attendance Certificate, duly verified by the authorized representative of The WBSHC of the facilities where the security guards are deployed. The Agency shall also attach lists of the employees deployed on duties along with biometric attendance.
- (xvi) GST will be paid by WBSHC directly to the GST authority.
- (xvii) Department will deduct TDS at source, as per applicable section of Income Tax Act.
- (xviii) The Agency shall be responsible for payment of wages, etc. to the deployed security guards as per prevailing Acts/Orders as applicable to the Govt. of West Bengal. If any dispute arises between the Agency & the Security Guards employed by it in the matter of wages or any other service condition, it shall be settled by the Agency & the Security Guards engaged by it themselves. WBSHC, Kolkata or the Govt. of India shall not be a party in any such dispute.
- (xix) **The security guards deployed by the Agency will be employees of the Agency only.**
- (xx) In case it is found that the wages are not being paid in accordance with the statutory Minimum Wages Act, the contract shall be terminated forthwith & the performance security forfeited.
- (xxi) This requirement of manpower can be increased or decreased. The personnel to be engaged by the agency should be preferably male having good health and between age of 18-50 years.
- (xxii) Any legal dispute arising out of or in respect of the contract will be dealt under appropriate court of law.
- (xxiii) The contractor will maintain all records and registers ready and may be produced to Labour Deptt, Provident Fund, E.S.I. or any other statutory body on demand.
- (xxiv) The Agency will not engage subcontractor or transfer the contract.
- (xxv) The Firm/Agency awarded the tender will be liable to pay compensation of losses occurring out of damage/theft at WBSHC BUILDING through negligence (or otherwise) of their employees.
- (xxvi) WBSHC will not be held responsible in case of any physical harm, death or injury while on duty to the Security Guards/House keeping deployed; and any compensation will be provided by the Security Agency.
- (xxvii) The Agency will ensure that the personnel engaged have clearance from Police Authorities beforehand.

- (xxviii) The agency will ensure that the Guards wear Uniform and name plate while on duty.
- (xxix) If information furnished in the Tender Form is found incorrect, the Tender will be rejected/cancelled forthwith, the Agency will be blacklisted for two years & the EMD/performance security submitted shall be forfeited.
- (xxx) Tender documents uploaded incomplete in any respect or without EMD shall be summarily rejected.**
- (xxxi) Executive Officer, WBSHC reserves the right to withdraw the tender at any time before its finalization without assigning any reason.
- (xxxii) Any dispute which could not be settled amicably only be under jurisdiction of the appropriate court of law at Kolkata.

SECTION – III

1. SPECIAL CONDITIONS & COMPLIANCE OF LABOUR LAWS:

1. **All employees of the Contractor shall be employees of the Contractor only..**
2. The contractor shall have a valid licence obtained from Licensing Authority under the Contract Labour (Regulation & Abolition) Act, 1970 Or any extant Act.
3. The contractor shall submit the EPF code number obtained from the authorities concerned under the Employees provident Fund and Miscellaneous Provisions Act, 1952 or any extant Act.
4. If any of the persons engaged by the contractor misbehaves with any of the officials of the WBSHC, Kolkata or any beneficiary of WBSHC or commits any misconduct with regard to the property of the WBSHC, Kolkata or suffers from any serious communicable disease, the Contractor shall replace them immediately. In case Authority of WBSHC, Kolkata feel that the conduct of any of the employees is detrimental to the interests of WBSHC, the Executive Officer, WBSHC Kolkata shall have the unqualified right to request for removal of such employee either for incompetence, unreliability, misbehavior, security reasons, etc., while on or off the job. The bidder/agency shall comply with any such request to remove such personnel at agency's expense unconditionally.
5. The agency shall not engage/employ persons below the age of 18 years or engage any person in violation extant Act..
6. The agency shall issue appointment letters to the persons engaged by him for deployment under this contract, a copy of which should be submitted to Executive Officer, WBSHC, Kolkata for record.
7. The contractor shall deploy one Supervisor/coordinator to manage the deployment of persons engaged under the Contract in WBSHC Kolkata and to ensure proper working & for day to day liaison work to the designated officers of WBSHC Kolkata. WBSHC Kolkata shall pay for their services as per circular of Labour Commissioner Office
8. The agency shall pay wages directly to his workmen through electronic payment mode/ by cheque payment. It will ensure that all the personnel deployed have proper Bank accounts in the Scheduled banks.
9. (i) The Bidder shall ensure that the deployed manpower stays in the facility for eight hours during the shift.
(ii) In case it is found that the wages are not being paid in accordance with the statutory Minimum Wages Act, the contract shall be terminated forthwith & the performance security forfeited.
(iii) The Agency shall be responsible for payment of wages etc to the deployed personnel as per prevailing Acts/Orders as applicable issued by the Govt. of West Bengal. If any dispute arises between the Agency & the personnel employed by it in the matter of wages or any other service condition, it shall be settled by the Agency & the personnel engaged by it themselves. WBSHC Kolkata shall not be a party in any such dispute.
10. The bidder shall provide necessary insurance coverage to his workmen engaged in the execution of his contract so as to hold the WBSHC Kolkata non-liaable for any act from bidder's workmen in case of any accident / mishap including death. The insurance cost of personnel working for the bidder at the site shall be borne by the bidder. The bidder may provide the Group Insurance Scheme of LIC or any other Insurance agency for his workmen.

11. The bidder shall deploy adequate number of persons for execution of the work undertaken on contract regulating their working hours and weekly off within the statutory limits. The bidder shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours underlaw.
12. The bidder shall provide proper numbered photo identification cards to his employees to be deputed by him for work, duly signed by the bidder or person authorized on behalf of bidder.
13. The personnel deployed by the contractor for job shall meet the following requirements:
 - a. Should be medically fit for the job, duly certified from time to time; this is liable to be cross checked by authorized person of WBSHC, if required.
 - b. Should possess good conduct and discipline.
14. The requirement given in the scope of work is only indicative. WBSHC Kolkata reserves the right either to increase or decrease it as per requirement. The decision of WBSHC authorities in this regard shall be final and binding on the bidder.
15. On receipt of work order the bidder shall have to enter into Agreement with Executive Officer, WBSHC, Kolkata in which one of the Clauses would be arbitration clause as per the arbitration Act, which will be enforceable by either party in case of any dispute arising out of the work order.
16. In Case any successful bidder wishes to exit from contract, whole of Performance Security Guarantee will be forfeited along with deduction of an amount equivalent to all the service performed till date and the bidder will be barred from bidding in WBSHC Kolkata or outside Kolkata.

Executive Officer

West Bengal State Haj Committee

Annexure -1

DESCRIPTION OF MAN-POWER

TENDER FORMAT

Description of Personnel	No. of persons
Security supervisor	6 per shift
Sweeper/Cleaner	80 per shift
Un-armed Security Guard	50 per shift
Liftmen	7 per shift
Plumber	3 per shift
Electrician	4 per shift
Bouncer	15 per shift

Executive Officer

West Bengal State Haj Committee