



Burn Standard Co. Ltd.
(A Govt. of India Undertaking)
Ministry of Railways
22 B, Raja Santosh Road, Alipur
Kolkata- 700027

Website: www.burnstandard.com

E- Mail: burnho@vsnl.net

MM/HO/Outsourcing/11-12/146

04.01.2012

M/s

Sub: Outsourcing of Support Services at Head Office
Ref: Our Tender No. MM/ HO/Outsourcing/11-12/146 Dated 04.01.2012
Last date of selling of tender documents: 02.02.2012
Time and date of submission of offer: By 2.00 PM on 03.02.2012
Date and time of opening: At 3.00 PM on 03.02.2012
Cost Of Tender document: Rs.250/-

Dear Sirs,

With reference to the above, we hereby inviting Tender in two parts (Part-I containing techno commercial Bid, Earnest Money Deposit and credentials and Part-II containing Price Bid) for providing support services for the following jobs and categories at our offices as mentioned below :

Scope of Work: The scope of work of the Executive/ Staff/ Sub Staff at different functional areas are appended below: -

S. N	Job Description	No. of persons
1	Advisor Job Assignment: All Secretarial Job at the office of MD, Director (Engg. & CM (P&A), Personnel dept. etc.	10 Nos.
2	Senior Level Job Assignment To carry our official Work assigned by the departmental head of Personnel dept., Estate, MD's secretariat, Project and New Delhi Office etc.	10 Nos.
3	Middle Level Job Assignment: Carry our official Work assigned by the departmental head of Personnel dept., Legal dept., Materials dept., Accounts, Company Secretary's office etc.	3 Nos.
4	Staff Level Job Assignment: Carry our official Work assigned by the departmental head of., Accounts department	3 Nos.

5	Sub- Staff a) Drivers: Job Assignment Drive and maintain vehicles owned by BSCL. b) Electrician Job Assignment Maintenance of Electrical, Mechanical and Civil Jobs at Estate and Office establishments c) Xerox Operator . Job Assignment Operation of Xerox d) Utility hand e) Khansama Job Assignment: Preparation and serving of Tea, food etc. e) Plumber f) Courier Job Assignment: To collect and deliver dak on daily basis	5 Nos. 2 Nos. 1 No. 2 Nos 1 No .1 No. 1 No.
	Total	39

N.B: Tenderer who download the tender documents from our website are required to submit the tender fee of Rs.250/- by Demand Draft drawn in favour of Burn Standard Company Limited, payable at Kolkata along with the Techno commercial bid. Without tender fee, offer will not be considered.

Management reserves the right to accept/ reject the tender without assigning any reason thereof.

Thanking You,

Yours faithfully,
For Burn Standard Company Limited,

(S.K. CHATTERJEE)
Dy. GENERAL MANAGER (C & MM)

Encl: General Terms and condition of the Tender

GENERAL TERMS AND CONDITIONS OF THE CONTRACT FOR OUTSOURCING OF SUPPORT SERVICES

1. This contract for providing support services will be purely for support service only be providing executive/ staff/ Sub-Staff in different departments of Burn Standard Company Limited.
2. Period of contract: From 1.03.12 to 29.02.2013. However depending upon the requirement, management reserves the right to extend or terminate the contract at any time within the contractual period.
3. Separate sealed covers containing the techno commercial bid and price bid super scribing the tender number and the due date and time of submission, addressed to the Dy. General Manager (Com. & MM) and to be dropped in the tender box at the materials department on or before the due date..
4. **Mode of submission**:
 - a. Part- I, Techno Commercial Bid containing Earnest Money Deposit, credentials, Xerox copy of the valid PF registration certificate, ESI registration certificate, Service Tax registration certificate, Solvency certificate, PAN Card etc.
 - b. Part- II Price Bid only. Rate to be quoted item wise.
5. Opening of Bid:- Commercial Bid shall be opened first. The tender committee shall judge the ability of the contractor and after scrutiny price bid of such contractors shall be opened later, who are found suitable. The date of opening of the Price Bid shall be intimated to the qualified tenderers.
6. **Earnest Money Deposit**: The tenderes are required to deposit the earnest money in the form of Demand Draft / Pay Order only from any Nationalized Bank in favour of Burn Standard Company Limited, Kolkata, along with the tender. The amount of Earnest Money to be deposited shall be based on the value of tender as per the following table:

Value of Tender	Earnest Money (interest free)
Up to Rs.5.00 Lakhs	Rs.5,000/-
Rs.5.01 Lakhs to 10,00,000/-	Rs.10,000/-
Rs.1,00,001 to 25,00,000/-	Rs.25,000/-
Rs.25,00,001 to Rs.50,00,000/-	Rs.50,000/-
Rs.50,00,001 to Rs.1 Crore	Rs.100,000/-
Rs.1 Crore to Rs.2 Crores	Rs.1,50,000/-
Above Rs.2 Crore	Rs.2,50,000/-

The Earnest money so deposited will be refunded to the unsuccessful tenderer after finalisation of the contract without any interest. For successful tenderer, the Earnest money will be retained as a part of the Security deposit for due fulfillment of the work under the contract.

The Earnest Money is liable to be forfeited, if the tenderer withdraws or amends or impairs or derogate from the tender in any respect within the period of validity of this tender.

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7. **Security deposit:** For due fulfillment of the contract, successful tenderer should deposit a sum equivalent to 10% of the total annual contract value by Demand Draft/ Pay Order or by Bank Guarantee on BSCL format. The Security Money will be retained by us till completion of the contract period. Security Money will be discharged and returned to the contractor on completion of contractual obligations under the contract.
8. **Certification:** Attendance of contractors' personnel will be certified by the Head of the Department or his authorised representative every month.
9. **Submission of Bills:** Bills to be submitted to the head of Administration Department or his authorised representative in triplicate along with certified attendance sheet, proof of payment in original and Xerox copies of the proof of deposition of statutory dues to the appropriate authority.
10. **Terms of Payment:** Payment will be made within 30 days from the date of submission of bills.
11. This contract for providing support services will be for providing Personnel in different departments of Burn Standard Company Limited at their office at 22 B, Raja Santosh Road, Alipore, Kolkata- 700027.
12. Personnel that are to be engaged should be of sound character, capable, experienced and having integrity to carry out duties to be assigned to them.
13. Personnel to be provided by contractor should work as per the advise/ guideline of the head of the department where they will be posted. Any refusal to obey the instructions of the departmental head will be treated as misconduct and the contractor shall terminate the contract of the said employees and a suitable replacement is required to be provided.
14. Personnel are to work in accordance with the timing of Head Office of Burn Standard Company Limited, or as per the directives given to them based on BSCL's necessity/ requirement.
15. Personnel to be provided will not be allowed to form any Union.
16. In case of unsatisfactory performance, misbehavior or misconduct by any of the Personnel or any of them is involved in criminal activities; the contractor/ vendor/ agency shall make immediate arrangement for replacement.
17. Personnel are to report for duty to the Head of the Department everyday and their attendance is required to be maintained in an attendance register.
18. Contractor has to ensure providing of Personnel strictly based on the requirement through Orders.
19. Compliance of Statutory Acts/ Rules:- Contractor to comply with the provisions of the Laws & Rules in force from time to time which will be applicable to Contract workmen including (a) Contract Labour (Regulation & Abolition) Act 1970, Contract Rules 1971 (b) Payment of Bonus Act 1948 (c) EST Act 1948 (d) Workmen Compensation Act 1923 (e) Factories Act 1948 all statutory obligations towards his personnel who are to be provided under the contract.

20. Contractor will be responsible to compensate BSCL for any loss for damage of the Plant & machinery, Tools, Moveable properties, office equipment etc. of BSCL which may be caused due to the negligence of the executives/ staff so provided and posted at Head Office of Burn Standard Co. Ltd during pendency of the contract.
21. Personnel to be provided must be having the experience as required for and must be physically and mentally fit. In case of any personnel is found lacking necessary experience and/ or adverse behavior/ manner, arrangement for immediate replacement, contractor has to be made as soon as the same is informed by BSCL.
22. The contract for proving support services will be awarded for one year or part thereof initially. BSCL shall however reserve the right to terminate the contract with 7 days notice without assigning any reason, which will be binding upon the contractor.
23. BSCL will not provide any accommodation and subsidised food from Company's Canteen to the contractors' personnel.
24. Payment to the Personnel. will be "ON NO WORK NO PAY BASIS".
25. BSCL shall not be held responsible for payment of any other allowances like Medical, HRA, Leave pay, PF, ESI etc. to the personnel so provided by the contractor/ vendor/Agency.
26. Contractor should not engage any personnel more than 60 years of age at any point of time.
27. If any dispute or differences arises out of or in connection with the contractor, and if the same is not settled amicably, the matter shall be referred to the sole arbitrator in terms of Arbitration and Conciliation Act 1996. If the parties differ in respect of the sole arbitrator, each party will nominate one umpire or presiding Arbitrator. The venue of Arbitrator shall be Kolkata. The award passed by the Arbitrator/ Arbitrators shall be final and binding to the parties.
28. Each and every page of the tender document should be signed by the contractor and return to us along with the techno commercial bid, as a token of acceptance.

(S.K. CHATTERJEE)

DY. GENERAL MANAGER (COMMERCIAL & MM)

We have examined the terms and conditions of the contract and we will abide by all the above terms and conditions.

Signature of the Contactor with seal