NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

HOUSEKEEPING AND ADMINISTRATIVE SUPPORT SERVICES TENDER DOCUMENT

(Seafarers Welfare Society, Haldia)

RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

Particular	Details
Tender Number	SWS/TENDER/SERVICES/2026/01
Tender Form Cost	Rs. 500/- (non-refundable)
EMD	Rs 50,000/-
Bid System	Two-Bid System – Technical Bid and Financial Bid
Housekeeping Manpower	03 Unskilled Housekeeping Personnel + 01 Skilled DEO
Contract Period	24 months + possible extension up to 12 months
Performance Security	5% of accepted initial 24-month contract value (pre-GST)
Last Date of Submission	08/12/2026
Technical Bid Opening	10/12/2026
Financial Bid Opening	16/12/2026
Submission / Opening Address	Mercantile Marine Department, Haldia, Chiranjibpur, Opp. BSNL Office, Haldia, Purba Medinipur, W.B.–721604

TENDER FOR PROVIDING HOUSEKEEPING AND ADMINISTRATIVE SUPPORT SERVICES

Contract Period: 24 Months, extendable by up to 12 months at the sole discretion of NSHCC

Issued by: Secretary, New Seafarers' Hostel-cum-Club, Ranichak, Haldia

PART I – GENERAL TENDER INFORMATION

1. Introduction and Invitation

- New Seafarers' Hostel-cum-Club (NSHCC) is a non-profit institution dedicated to the welfare of seafarers. It operates a seafarers' boarding facility and provides accommodation and welfare-related services for maritime professionals.
- Sealed/e-procurement bids are invited from bona fide, experienced and reputed Proprietary Firms, Partnership Firms, Limited Companies, Corporate Bodies or other legally constituted entities eligible to provide housekeeping and administrative support services at NSHCC, Ranichak, Haldia, Purba Medinipur, West Bengal – 721604. The bidder shall have at least three (03) years' relevant experience in providing Housekeeping Services and an average annual turnover of not less than Rs. 20.00 lakh during the preceding three financial years, supported by documentary evidence.
- The Tender shall be processed under a Two-Bid System comprising Cover-I (Technical Bid) and Cover-II (Financial Bid). The scope covers cleaning, sanitation, upkeep of designated premises and administrative/data-entry support through a DEO, as detailed in Annexure 1.
- The initial Contract period shall be 24 (Twenty- Four) months. Based on satisfactory performance and at the sole discretion of NSHCC, the Contract may be extended for a further period of up to 12 (Twelve) months, subject to applicable approvals.
- The registered office of the bidder shall be within the city of Kolkata, Howrah, Purba Medinipur and Paschim Medinipur of West Bengal.
- The initial deployment contemplated under this Tender is three (03) unskilled Housekeeping Personnel and one (01) skilled Data Entry Operator (DEO). NSHCC may increase or decrease manpower according to operational requirements, subject to the Tender provisions.
- The Service Provider shall provide manpower, uniforms, identity cards, cleaning materials/consumables and other inputs specifically assigned under this Tender and shall maintain required standards of cleanliness, hygiene, discipline, safety and service.
- The Housekeeping component shall be provided as a contracted service to NSHCC, including deployment of three (03) Housekeeping Personnel and one (01) DEO (Skilled), and payment for such services shall be made by NSHCC to the Service Provider in accordance with the accepted Financial Bid and the terms of this Tender.

2. Definitions:

Term	Meaning
NSHCC	New Seafarers' Hostel-cum-Club, Ranichak, Haldia.

NSHCC Committee	Competent authority constituted by Seafarers Welfare Society, Haldia for administration and supervision of NSHCC.
Service Provider / Contractor	Successful bidder to whom the Housekeeping and Administrative Support Services Contract is awarded.
Housekeeping Personnel	Unskilled personnel deployed for cleaning, sanitation, upkeep and related housekeeping duties.
DEO	Skilled Data Entry Operator deployed for administrative, registry, accounting/data-entry and office support duties.
Authorised Officer	Secretary/Officer-in-Charge or any person authorised by NSHCC to issue operational instructions.

3. Scope of Contract

- Housekeeping Services comprising cleaning, sanitation, upkeep and related duties within the NSHCC premises as detailed in Part III, Annex 1.
- Administrative support through one DEO (Skilled) for resident/boarding registry, records and accounting/data-entry support as specified in Part III, Annex 1.
- The three unskilled housekeeping personnel and one skilled DEO personnel are dedicated by function.
- Remove trash, replace linens and spot-clean receptacles of rooms; dust mop/wet mop hard-surface flooring and vacuum carpeted areas.
- Clean and sanitise furniture, fixtures, countertops, cabinets, tables, chairs, walls, light switches, doors, telephones, headsets, vending machines and other designated areas.
- Clean and maintain corridors, waiting halls, WCs, bathrooms and wash basins of all rooms on a daily basis, and maintain surrounding office areas and other designated premises.
- Keep the canteen premises clean as part of the housekeeping scope, and sweep the garden and grounds and assist in clearing grass and shrubs as directed by NSHCC.
- Provide proper uniform, suitable footwear, identity cards, necessary protective/safety consumables, and the cleaning materials/consumables required for the housekeeping scope, unless expressly identified as being provided by NSHCC.
- The Service Provider shall comply with all statutory, safety, labour, hygiene, food-safety, fire-safety and licensing requirements applicable to the services.

4. Tender Schedule

Particular	Details
Tender Number	SWS/TENDER/SERVICES/2026/01
Tender Form Cost	Rs. 500/- (non-refundable)

EMD	Rs. 50,000/-
Bid System	Two-Bid System – Technical Bid and Financial Bid
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Contract Period	24 months + possible extension up to 12 months
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Submission / Opening Address	Mercantile Marine Department, Haldia, Chiranjibpur, Opp. BSNL Office, Haldia, East Medinipur, W.B.–721604

For any clarification, bidders may contact 7447814781 / 9363987588 or email sic-mmdhaldia@gov.in / Office-mmdhaldia@gov.in

5. Site Visit

- Bidders are advised to visit NSHCC and its surroundings during working hours before submission, acquaint themselves with the premises, rooms, common areas, bathrooms, office areas, garden/grounds, access arrangements and operational requirements.
- All costs of the site visit shall be borne by the bidder. It shall be presumed that the bidder has acquainted itself with the site and operational conditions before submission.
- No claim arising solely from alleged ignorance of site conditions shall ordinarily be entertained after award.

6. Two-Bid System and Submission

- Cover-I shall contain EMD/bid-security documents, eligibility and all technical documents and shall not contain prices.
- Cover-II shall contain only the Financial Bid in the prescribed format.
- Both covers shall be placed/submitted in the manner prescribed by the applicable e-procurement platform/NIT.
- The bidder shall sign, stamp/authenticate the prescribed Tender documents and all required forms through its authorised signatory.
- Conditional financial offers may be rejected. Bid validity shall be 90 days from financial bid opening unless otherwise specified or extended with the bidder's consent.
- In case of discrepancy between figures and words, the amount/rate written in words shall prevail, subject to correction of arithmetic/clerical errors in accordance with the Tender conditions.

7. Earnest Money Deposit

- EMD shall be Rs. 50,000/- in favour of "Haldia Seafarers Welfare Society", payable at Haldia, in the prescribed form.



- MSME/MSE bidders may claim EMD/Bid Security exemption only where applicable and supported by valid documentary proof.
- EMD may be forfeited if the bidder withdraws during validity, makes an unacceptable modification, fails to commence services after award, or fails to furnish Performance Security.
- No interest shall be payable on EMD. For the successful bidder, EMD may be adjusted towards Performance Security.

8. Performance Security

- The successful bidder shall, within 7 working days from Notification/Letter of Award, furnish an interest-free Performance Security equivalent to 5% of the total contract value for the initial 24-month Contract period, calculated on the accepted pre-GST contract value, in favour of "Haldia Seafarers Welfare Society", in an acceptable form.
- The Bank Guarantee shall remain valid for 60 days beyond completion of all contractual obligations.
- Failure to furnish Performance Security within the prescribed period may result in forfeiture of EMD and/or cancellation of the award.
- Performance Security may be appropriated/forfeited wholly or partly towards losses, damages, penalties or other dues arising from failure, negligence, default, breach or unsatisfactory performance.
- Performance Security may be adjusted to the EMD paid and the balance amount shall be furnished within the stipulated period.
- Subject to satisfactory completion and settlement of all dues, Performance Security shall be released within 90 days from completion of the Service Provider's performance obligations.

9. Statutory and Labour Obligations

- The Service Provider shall comply with all applicable Central and State laws, rules, notifications, orders and statutory requirements relating to employment, wages, social security, occupational safety and health, working conditions, leave, working hours, welfare and other statutory entitlements of its personnel, including the Code on Wages, 2019, the Code on Social Security, 2020, the Occupational Safety, Health and Working Conditions Code, 2020, the Industrial Relations Code, 2020, and the rules made thereunder, as applicable from time to time.
- The Service Provider shall pay wages not less than applicable minimum wages and maintain proper wage and statutory records.
- Monthly bills shall be accompanied by such wage/payment records, statutory remittance proof (EPFO, ESIC etc.) and other documents as NSHCC may require within 10th of every month.
- Statutory wage/charge revisions affecting the manpower component shall be dealt with in accordance with applicable Government instructions and the Tender conditions.

- The Service Provider shall be responsible for welfare, leave, holidays, working hours, safety and statutory entitlements of its personnel.
- Personnel shall remain employees of the Service Provider; no employer-employee relationship shall arise between NSHCC and outsourced personnel.

9A. Wages for Housekeeping Personnel

Category of Personnel	**Monthly Wages/ Salaries**
03 Housekeeping Personnel – Unskilled	₹10,558/- per person
01 DEO – Skilled	₹12,777/-

- The said amount shall be treated as the minimum basic wages payable to each deployed personnel as per the notification by the Government of West Bengal Labour Commissionerate (Circular No. 30/Stat/14/RW/24/2023/LCS/JLC) issued on 22nd June, 2026 and shall not be reduced or adjusted below the stipulated amount on account of service charges, administrative charges, contractor's overheads or any other component.
- The Service Provider shall, in addition to the above minimum salary/wages, comply with all applicable statutory obligations, including PF, ESI, bonus, leave, overtime, minimum wage revisions and other statutory benefits/contributions, wherever applicable.
- Any statutory revision resulting in an increase in the applicable minimum wages during the Contract period shall automatically apply, and the Service Provider shall be responsible for payment of the revised statutory wages in accordance with applicable Government orders/laws.
- The Service Provider shall submit monthly proof of payment of salary/wages to each deployed personnel, along with attendance records and applicable statutory remittance records, to NSHCC for verification. Failure to pay the stipulated minimum salary/wages shall constitute a breach of the Contract and may attract recovery, penalty and other contractual action.

10. Commencement, Agreement and Non-Assignment

- The successful bidder shall execute the Agreement with NSHCC on non-judicial stamp paper/e-stamp paper of appropriate value, as applicable under prevailing stamp laws. All related costs shall be borne by the Service Provider.
- Services shall commence within one week of acceptance of the Award, or within such other period specified by NSHCC.
- The Letter of Award shall constitute acceptance subject to execution of the formal Agreement to the extent legally permissible.
- The Service Provider shall not assign, transfer, sublet or subcontract the Contract or any part thereof without prior written approval of NSHCC.

11. Personnel Verification, Conduct and Replacement

- All personnel shall be medically fit and free from contagious/communicable diseases.
- Personnel shall be disciplined, sincere, energetic, courteous, sober and of good conduct.
- The personnel deployed by the Service Provider shall not have any criminal record or pending criminal case involving offences of a serious nature, fraud, theft, violence, moral turpitude or any offence relevant to the duties to be performed. Police/antecedent verification of all personnel shall be completed before deployment and the verification report shall be submitted to NSHCC. If any adverse antecedent is subsequently noticed, the Service Provider shall immediately inform NSHCC and, if directed by NSHCC, withdraw and replace such personnel within 24 hours.
- No person below 18 years shall be deployed.
- Identity cards shall be issued and worn by all personnel.
- NSHCC may require replacement of any personnel for misconduct, incompetence, indiscipline, security concerns, medical unfitness or unsatisfactory performance. The Service Provider shall deploy a suitable replacement within 24 hours of receiving such instruction from NSHCC. In exceptional circumstances where replacement within 24 hours is not practicable, the Service Provider shall obtain prior written approval from NSHCC for an extended period.
- The Housekeeping Personnel shall remain dedicated to housekeeping duties.
- The DEO shall be deployed for the administrative/registry functions specified in this Tender.

12. Medical Examination:

- A medical fitness certificate for every deployed personnel shall be furnished before deployment. Medical examination/fitness verification shall be repeated at least once a year and upon extension of the Contract, if any. Personnel found medically unfit or suffering from a communicable disease shall not be deployed until fit for duty.

13. Insurance, Accident, Injury, Death and Indemnity:

- The Service Provider shall be solely responsible for accidents, injury, death, damage, medical evacuation, treatment, compensation or ex-gratia obligations relating to its personnel or arising from its acts/omissions in the course of the services. Serious/fatal accidents shall be immediately reported to NSHCC and the concerned authorities.
- The Service Provider shall arrange emergency evacuation and treatment of injured personnel and shall bear applicable expenses. The Service Provider shall indemnify and keep NSHCC indemnified against claims, losses, damages, penalties, proceedings and expenses arising from the acts/omissions, negligence, misconduct, theft, fraud or breach of its personnel.
- No claim shall be entertained from outsourced personnel merely because they are unable to perform duties due to adverse weather conditions.

14. NSHCC's Rights:



- NSHCC reserves the right to accept or reject any tender, reject all tenders, annul/cancel the tendering process at any stage before award, or seek clarification/additional documents, without thereby incurring liability to bidders, subject to applicable procurement rules and the terms of this Tender.
- NSHCC may require notarised copies or original documents for verification and may seek additional evidence to substantiate eligibility declarations.

15. Payment, Manpower Variation and Statutory Revision

- Payment shall be made monthly on satisfactory performance and submission of the prescribed bill, attendance and statutory/wage records.
- The bidder shall quote monthly manpower cost and service charge as prescribed in Annexure 2.
- The service charge shall not be less than 3.85%.
- Quoted manpower cost shall not be below applicable minimum wages and statutory requirements.
- Where NSHCC increases or decreases deployed housekeeping personnel, the monthly payable amount shall be revised on a pro-rata basis using the accepted monthly manpower cost divided by three (03) as the initial per-person monthly manpower rate, subject to applicable statutory revisions. Any increase or decrease shall be communicated in writing by NSHCC.
- No interest shall be payable by NSHCC on account of delay in processing or payment of bills, where such delay is attributable to incomplete documentation, statutory verification, non-compliance or other reasons beyond the control of NSHCC.



PART II – HOUSEKEEPING SERVICES

16. Scope of Housekeeping Services

- Cleaning, sanitation, upkeep and orderly maintenance of NSHCC premises, rooms, common areas, corridors, waiting halls, bathrooms, office surroundings, garden/grounds and other designated areas.
- Removal of trash; replacement of linens; dusting, mopping and vacuuming; cleaning and sanitisation of furniture, fixtures, countertops, cabinets, tables, chairs, walls, switches and doors.
- Cleaning of telephones/headsets, vending machines and relevant room areas; management of debris and discarded material.
- Cleaning of WCs, bathrooms and wash basins of all rooms daily.
- Sweeping garden and grounds and assisting in clearing grass and shrubs as directed by NSHCC.
- Reporting malfunctioning fixtures and carrying out minor adjustments/repairs only where safely within the competence of personnel.
- Securing designated interior doors after cleaning and maintaining buildings in a clean and orderly condition.
- Following instructions of authorised NSHCC officers and maintaining proactive service discipline.

17. Manpower and Deployment

Category	**No.**	**Minimum Qualification / Requirement**
Housekeeping Personnel (Unskilled)	03	Minimum 10th Standard pass; below 50 years; good conduct, communication and knowledge of cleanliness/building aesthetics.
DEO (Skilled)	01	Bachelor's degree from recognised University/Institution; proficiency in Tally, MS Office, email/internet and relevant records/accounting; age 18–40, extendable up to 45 years.
Total	04	—

18. DEO Administrative Duties

- Maintain the registry of residents/boarders and boarding/accommodation records.
- Where a woman seafarer is admitted for boarding and such facility is available, provide/record a separate individual room with attached bathroom; no male seafarer shall be permitted to share the room.
- Maintain associated accounting and record-keeping entries, check-in/check-out records and reports.
- Undertake data entry, document preparation, Tally, MS Word/MS Excel and email/internet-based administrative work.

- Support administrative processing connected with boarding and related services.

19. Materials, Uniform and Safety

- Uniform, suitable footwear, identity cards and necessary personal protective/safety consumables shall be provided by the Service Provider at its own cost.
- Cleaning materials and consumables required for the housekeeping scope shall be provided by the Service Provider unless expressly identified as being provided by NSHCC.
- Cleaning shall be hygienic and shall not damage NSHCC property.
- The Service Provider shall maintain safe working practices and shall promptly report hazards, defects, leaks, electrical issues or other conditions requiring NSHCC attention.

20. Eligibility and Minimum Qualification Requirements

- The bidder shall be a legally recognised entity/firm/agency eligible to undertake housekeeping/facility-management/manpower services.
- The bidder shall have relevant experience of at least three (3) years in housekeeping/facility-management/manpower services as required by the approved procurement criteria.
- Valid PAN, GST and applicable EPFO/ESIC/labour registrations shall be submitted.
- Declaration regarding non-blacklisting/debarment and conflict of interest shall be furnished.
- Start-up/MSE and other applicable purchase-preference/relaxation provisions shall be applied wherever mandated by extant Government policy, subject to eligibility conditions.

21. Technical Bid – Documents

- Duly completed and digitally signed Tender document and prescribed forms.
- Registration/incorporation certificate and bidder profile.
- PAN, GST and applicable EPFO/ESIC/labour/statutory registrations.
- Turnover evidence and audited financial statements/ITR for the prescribed financial years.
- Work orders/completion or satisfactory performance certificates for similar services.
- Details of proposed manpower and confirmation of compliance with qualification/verification requirements.
- Non-blacklisting/debarment declaration and conflict-of-interest declaration.
- EMD/bid-security proof or valid exemption certificate, as applicable.

22. Financial Evaluation and Award

- Only technically qualified and responsive bidders shall be considered for financial evaluation.
- The Contract shall be awarded to the eligible bidder quoting the lowest evaluated total pre-GST cost (L1), comprising the accepted monthly manpower cost, service charge and only those statutory/permissible components expressly allowed under the Tender.



- GST shall be quoted separately and shall not be considered for comparative ranking.
- The service charge shall not be less than 3.85% of the quoted monthly manpower cost.
- Financial evaluation shall be based on the total evaluated pre-GST contract cost for the initial 24-month period, calculated as: (Monthly manpower cost + applicable service charge + any specifically permitted statutory component) × 24. GST shall not be considered for comparative ranking. Any extension up to 12 months shall be at NSHCC's discretion.
- In case of identical L1 evaluated costs, the tie shall be resolved through a transparent and lawful method recorded in the procurement proceedings.

23. NSHCC's Rights

- NSHCC reserves the right to accept/reject any tender, reject all tenders, annul/cancel the process before award, or seek clarification/additional documents, subject to applicable procurement rules and Tender conditions.
- NSHCC may require original/notarised documents for verification.
- NSHCC may increase or decrease manpower according to operational requirements by written notice, subject to the Tender provisions.

24. Penalties

Sl. No.	Violation / Default	Maximum Penalty / Action
1	Failure to deploy required Housekeeping/DEO personnel or vacant post due to unauthorised absence	Rs. 500 per person per day until deployment is restored
2	Failure to provide a suitable replacement within 24 hours when required by NSHCC	Rs. 500 per person per day until replacement
3	Unsatisfactory cleanliness/hygiene after instruction to rectify	Rs. 500 per occurrence
4	Failure to perform assigned housekeeping duties	Rs. 500 per occurrence
5	Personnel without prescribed uniform, footwear or identity card	Rs. 200 per person per occurrence
6	Failure to maintain required housekeeping/administrative records	Rs. 200 per occurrence
7	Damage to or loss of NSHCC property attributable to Service Provider/personnel	Actual cost of repair/replacement, plus applicable penalty/action
8	Unauthorised photography, videography or recording	Rs. 1,000 per occurrence and appropriate disciplinary action

9	Serious negligence, fraud, wilful misconduct or repeated non-compliance	Penalty/Performance Security appropriation and/or termination depending on gravity

Penalties may be deducted from monthly bills or recovered from Performance Security, as applicable. Actual loss/damage may be recovered separately where permissible.

25. Termination

- Either party may terminate the Contract by giving three months' prior written notice, subject to settlement of obligations up to the termination date.
- NSHCC may terminate the Contract immediately for material breach, fraud, serious misconduct, persistent non-performance, abandonment or other grounds warranting immediate termination under the Contract.
- Upon termination/expiry, the Service Provider shall hand over NSHCC documents, records, keys, equipment and property in its custody and remove its personnel/equipment as directed.

26. Review and Monthly Meeting

- The Contract shall be subject to periodic appraisal/review by NSHCC.
- A monthly review meeting between the Secretary/authorised representative of NSHCC and the authorised representative of the Service Provider shall be conducted for review and follow-up.
- Records of lapses and corrective actions shall be maintained. Submission/processing of bills may be linked to compliance with mandatory reporting/review requirements.

27. Dispute Resolution

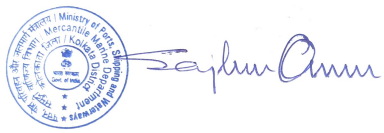
- The parties shall first endeavour to resolve disputes through mutual discussion.
- Failing settlement, disputes may be referred to arbitration by a sole arbitrator appointed in accordance with the Arbitration and Conciliation Act, 1996 and applicable law.
- The arbitration shall be conducted at Haldia, West Bengal, and courts at Haldia/appropriate courts having territorial and subject-matter jurisdiction shall have jurisdiction as applicable.



PART III – ANNEXURES AND BID FORMS

The following Annexures form an integral part of this Tender and shall be read together with the main Tender document and corrigenda issued by NSHCC.

Annexure	Title	Purpose / Contents
Annexure 1	Description of Housekeeping Work	Manpower deployment, shift pattern, duties and service requirements.
Annexure 2	Financial Bid	Monthly manpower cost, service charge, statutory/permissible charges, GST and 24-month total.
Annexure 3	Profile / Details of Service Provider	Firm details, registrations, statutory details, turnover and banking particulars.
Annexure 4	Tender Acceptance Letter	Acceptance of Tender terms, conditions and corrigenda.
Annexure 5	Form of Tender	Formal bid submission and declarations.
Annexure 6	Experience Questionnaire	Details of similar housekeeping/facility-management/manpower services and supporting certificates.
Annexure 7	Warranty / Undertaking Form	Bidder warranties, undertakings, compliance and declarations.
Annexure 8	Penalty Schedule	Detailed penalties and actions for housekeeping service lapses/defaults.
Annexure 9	Admission Rules for NSHCC facilities	Detailed Admission Rules for NSHCC facilities.



NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 1 – DESCRIPTION OF HOUSEKEEPING WORK

A. Minimum Manpower and Deployment

Category	No.
Housekeeping Personnel (Unskilled)	03
DEO (Skilled)	01
Total	04

B. Nature and Quantum of Work

I. Housekeeping Personnel:

- Cleaning and sanitation of rooms, corridors, common areas, waiting halls, offices, bathrooms and designated premises.
- Daily cleaning of WCs, bathrooms and wash basins of all rooms.
- Dusting, mopping, sweeping and vacuuming; cleaning furniture, fixtures, doors, switches, walls, tables, chairs, cabinets and other surfaces.
- Removal of waste/trash and management of debris/discarded material.
- Replacement of linens and upkeep of rooms as directed.
- Sweeping of garden and grounds and assistance in clearing grass/shrubs.
- Reporting malfunctioning fixtures and minor adjustments only were safely within competence.
- Maintaining cleanliness, orderliness and hygiene standards and following lawful instructions of NSHCC.

II. DEO Personnel:

- Maintain the registry of residents/boarders and boarding/accommodation records.
- Where a woman seafarer is admitted for boarding and such facility is available, provide/record a separate individual room with attached bathroom; no male seafarer shall be permitted to share the room.
- Maintain associated accounting and record-keeping entries, check-in/check-out records and reports.
- Undertake data entry, document preparation, Tally, MS Word/MS Excel and email/internet-based administrative work.
- Support administrative processing connected with boarding and related services

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ANNEXURE 2 – FINANCIAL BID

Tender for Providing Housekeeping and Administrative Support Services at New Seafarers' Hostel-cum-Club (NSHCC), Ranichak, Haldia

Sl. No.	Particulars	Bidder's Quote
1	Monthly cost for 03 Housekeeping Personnel including wages/allowances/statutory contributions	Rs. _____
2	Monthly cost for 01 DEO (Skilled) including wages/allowances/statutory contributions	Rs. _____
3	Total monthly manpower cost	Rs. _____
4	Service charge (%) – not less than 3.85%	_____ %
5	Monthly service charge amount	Rs. _____
6	Other statutory/permissible charges, if specifically authorised under this Tender (with details)	Rs. _____
7	GST – rate and amount	Rs. _____
8	Total monthly cost including GST	Rs. _____
9	Total evaluated cost for 24 months (pre-GST)	Rs. _____

Note: Detailed calculation for monthly manpower cost, including wages, statutory contributions, bonus and other applicable expenditure, shall be enclosed. The quoted manpower cost shall not be below applicable minimum wages. GST shall be quoted separately and shall not be considered for comparative financial evaluation. No charge other than those expressly permitted under the Tender shall be considered.

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ANNEXURE 3 – PROFILE / DETAILS OF SERVICE PROVIDER

NAME OF THE FIRM (as per registration Certificate)	
COMPLETE POSTAL ADDRESS OF THE FIRM (as per registration certificate)	
COMPANY PROFILE	
1A. Legal status (Individual, Proprietary, partnership, Limited)	
1b. Name, Designation and Tel no (s) of the person if individual /proprietary	
YEAR OF COMMENCEMENT OF BUSINESS	
STATUTORY DETAILS (Photocopy to be attached) a. Registration of Firm- b. PAN No- c. ESI Reg No (If Applicable)- d. GST Reg No (If Applicable)- e. EPF Reg No (If Applicable)-	a. b. c. d. e. f. g.
INCOME TAX RETURNS (Last 3 years)	
List of present & past clients, as per below format	

Format for details of present & past clients (Please submit as attachment)

Sl No	Name of organisation with address	Name of contact person & Tel no in that firm	Date from which the contract was awarded	No. Of persons deployed by your firm

Volume of business (INR) done during the year 2023-2024, 2024-25 & 2025-26		
Details of annual financial turn-over for last three years year		
2023-2024		
2024-2025		
2025-2026		

Enclosures: Registration certificates, last three years' Income Tax Returns, audited financial statements/turnover evidence, statutory registrations and relevant experience documents.

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 4 – TENDER ACCEPTANCE LETTER

To,

The Secretary

New Seafarers' Hostel-cum-Club

Ranichak, Haldia, Purba Medinipur, West Bengal – 721604

Sub: Acceptance of Terms & Conditions of Tender

- I/We have obtained/downloaded the Tender Document and read the entire terms and conditions, specifications and Annexures forming part of the Tender.
- I/We unconditionally accept all Tender conditions and corrigenda issued by NSHCC.
- I/We understand that deviation/violation may render the bid liable to rejection and/or forfeiture of EMD, without prejudice to other remedies.
- I/We undertake to comply with applicable statutory requirements and deploy personnel meeting prescribed qualification, verification and medical requirements.

Yours faithfully,

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 5 – FORM OF TENDER

To

The Secretary,

New Seafarers' Hostel-cum-Club,

Ranichak, Haldia, Purba Medinipur, West Bengal – 721604.

Name of Work: Tender for Providing Housekeeping and Administrative Support Services at New Seafarers' Hostel-cum-Club, Ranichak, Haldia.

- Having examined the Tender Document, instructions, conditions, scope of work and specifications, I/We hereby submit our Tender for the Housekeeping and Administrative Support Services.
- I/We undertake to commence and perform the services within the prescribed time and comply with instructions issued by NSHCC in accordance with the Contract.
- I/We agree to keep the offer open for 90 days from opening of the Financial Bid, or such extended period as may be requested by NSHCC.
- I/We understand that NSHCC is not bound to accept the lowest or any Tender and may reject all or any Tenders in accordance with the Tender conditions.
- I/We declare that the firm has not been banned or blacklisted by any Government Department, agency, PSU or other competent authority, except as disclosed in the bid.
- I/We certify that all information/documents submitted are true and correct and understand the consequences of false or misleading information.

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

Witness: _____

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 6 – EXPERIENCE QUESTIONNAIRE

Details of similar Housekeeping / Facility Management / Manpower Services completed/being performed during FY 2023-24, 2024-25 and 2025-26.

Sl. No.	Name of Work	Client / Organisation with Address & Contact	Contract Value	Contract Period	Remarks
1					
2					
3					

Copies of relevant work orders and satisfactory performance/completion certificates shall be attached.

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 7 – WARRANTY / UNDERTAKING FORM

M/s _____ having its registered office at _____ (hereinafter referred to as the Service Provider), having carefully studied the Tender Document and site conditions, hereby warrants and undertakes that:

- The Service Provider is familiar with all requirements of the Contract.
- The Service Provider has assessed the site and operational conditions affecting performance.
- The Service Provider is satisfied that the Housekeeping and Administrative Support Services can be performed as required.
- The Service Provider accepts the risks directly or indirectly connected with performance of the Contract.
- The Service Provider has not entered into any collusive arrangement with other bidders, NSHCC officials or any other person in relation to the Tender.
- The Service Provider has not relied upon any representation other than the Tender and written clarifications/corrigenda issued by NSHCC.
- The Service Provider is financially solvent and capable of performing the Contract.
- The Service Provider is experienced and competent to perform the services to the satisfaction of NSHCC.
- All statements and documents submitted with the bid are true and correct.
- The Service Provider shall comply with applicable Central/State laws, rules, regulations and statutory requirements affecting the Contract and personnel employed therein.

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 8 – DETAILED PENALTY SCHEDULE

Sl. No.	Violation / Default	Maximum Penalty / Action
1	Failure to deploy required Housekeeping/DEO personnel or vacant post due to unauthorised absence	Rs. 500 per person per day until deployment is restored
2	Failure to provide a suitable replacement within 24 hours when required by NSHCC	Rs. 500 per person per day until replacement
3	Unsatisfactory cleanliness/hygiene after instruction to rectify	Rs. 500 per occurrence
4	Failure to perform assigned housekeeping duties	Rs. 500 per occurrence
5	Personnel without prescribed uniform, footwear or identity card	Rs. 200 per person per occurrence
6	Failure to maintain required housekeeping/administrative records	Rs. 200 per occurrence
7	Damage to or loss of NSHCC property attributable to Service Provider/personnel	Actual cost of repair/replacement, plus applicable penalty/action
8	Unauthorised photography, videography or recording	Rs. 1,000 per occurrence and appropriate disciplinary action
9	Serious negligence, fraud, wilful misconduct or repeated non-compliance	Penalty/Performance Security appropriation and/or termination depending on gravity

General conditions:

• Penalties may be deducted from the monthly bill or recovered from Performance Security, as applicable.

• Imposition of a penalty shall not relieve the Service Provider from the obligation to restore required service and rectify the default.

• Repeated or serious violations may be treated as material breach and may result in replacement of personnel, forfeiture/ appropriation of Performance Security and/ or termination.

• Where a default causes actual loss, damage or expense to NSHCC, the actual recoverable amount may be recovered in addition to the stated penalty, subject to the Contract and applicable law.

ANNEXURE 9- ADMISSION RULES FOR NSHCC FACILITIES

1. Eligibility: NSHCC facilities shall primarily be provided to seafarers and persons associated with the shipping industry, including Technical Superintendents, Class Surveyors and other persons approved by the NSHCC Committee.

2. Restriction on General Public: Services shall not be provided to members of the general public without prior approval of the NSHCC Committee.

3. Identity Verification: Seafarers seeking residential accommodation shall produce valid identity proof, such as a Certificate of Competency (CoC), Continuous Discharge Certificate (CDC), seafarer identity card or any other relevant document establishing their seafaring status.

4. Compliance with Rules: All users shall comply with the rules, regulations and instructions issued by the NSHCC Committee from time to time.

5. Amendment of Rules: The NSHCC Committee reserves the right to amend, modify or introduce rules at its discretion, as considered necessary.

6. Misuse of Facilities: Any misuse of facilities, misrepresentation of identity or violation of the prescribed rules may result in denial or withdrawal of services, as decided by the competent authority.

7. Maintenance of Records: The concerned staff shall maintain appropriate records of persons availing themselves of NSHCC facilities, including identity documents and relevant approvals, wherever applicable.

8. Accommodation Charges: Accommodation charges shall be fixed at reasonable rates, keeping the interests of seafarers in mind. However, Technical Superintendents, Class Surveyors and other persons entitled to claim accommodation expenses from their employers may be issued bills for the actual accommodation charges, up to the maximum allowance admissible to them.

9. Restriction on Entry: Entry into the accommodation area shall be restricted to persons duly authorised to use the residential facilities. Unauthorised persons shall not be permitted to enter the accommodation area.

10. Restriction on Alcohol Consumption: Consumption of alcohol shall be permitted only within the designated Bar-cum-Restaurant area.

11. Prohibition of Unlawful Activities: Gambling, unlawful activities, possession of prohibited substances and any other activity contrary to applicable laws or NSHCC rules shall be strictly prohibited.

12. Responsibility for Family Safety: Boarders shall be responsible for the safety and security of their accompanying family members, including women and children. NSHCC shall not be responsible for the same.

13. Conduct and Discipline: All users shall maintain proper decorum and shall refrain from any activity that causes disturbance to other residents or disrupts the functioning of NSHCC.

14. Protection of Property: Users shall maintain the facilities, furniture, fixtures and equipment in good condition. Any damage caused due to negligence or misuse may be recovered from the person responsible, in accordance with applicable rules.

15. Cleanliness and Hygiene: Residents shall maintain cleanliness and hygiene in their rooms and common areas and comply with the instructions issued by the NSHCC authorities.

16. Restricted Areas: Entry into office areas, service rooms, kitchens and other restricted areas shall be permitted only to authorised persons.

17. Maximum Duration of Stay: Continuous lodging shall not exceed 30 days, unless an extension is approved by the Secretary of NSHCC.

18. Reporting of Unauthorised Demands: Any demand for tips, gratuities or other unauthorised benefits by personnel employed at NSHCC may be reported to the Secretary of NSHCC for appropriate action.

END OF TENDER DOCUMENT