भारतीय बीमा संस्थान
INSURANCE INSTITUTE OF INDIA

INSURANCE INSTITUTE OF INDIA
Plot No. C-46, G Block, Bandra-Kurla Complex,
Bandra (East), Mumbai – 400051.

TENDER FOR PROVIDING FACILITY MANAGEMENT SERVICE (HOUSEKEEPING AND SECURITY GUARDS) AT INSURANCE INSTITUTE OF INDIA, KOLKATA PREMISES FOR PERIOD OF 3 YEARS I.E., 01.01.2027 TO 31.12.2029

Tender Ref No. III/ESTB/2027-29/Facility Management/03Yrs
Date: 25.11.2026
Due Date : 07.12.2026

Contact Person

Ms. Rashmi Anchan	***(Admin Officer)***	***022-69654228***
Ms. Snehal Vartak	***(Admin Officer)***	***022-69654218***

E-mail: estb@iii.org.in
Website: www.insuranceinstituteofindia.com

Each Page of the Tender Document must be Signed and Sealed by the Tenderer

TENDER NOTICE

Ref.: III/ESTB/2027-29/Facility Management/03Yrs

Re: Facility Management Services at Insurance Institute of India, Kolkata Office.

INTRODUCTION OF INSURANCE INSTITUTE OF INDIA

III (Insurance Institute of India) is a premier Institute in the domain of Insurance education and training in India and also in SAARC, Afro-Asian, Middle East and other parts of world. III is recognized by Insurance Regulatory and Development Authority of India as a sole examination body for various insurance intermediaries. III qualification i.e., Licentiate / Associateship and Fellowship is recognized by Government and Private Sector Insurance companies. Many reputed MBA Institutes and Colleges/Universities across India encourage their students to pursue III qualification. III has its own Training Centre in Kolkata known as College of Insurance for which we require this FMS service.

The Insurance Institute of India invites sealed quotation from well-established reputed agencies/firms having relevant experience and sufficient infrastructure for providing Facility Management Service (FMS) for housekeeping and security guard in the premises of the Insurance Institute of India at our Kolkata premises for a period of three years (renewed every year on the basis of performance) on a contract basis/outsourcing basis at:-

Insurance Institute of India,
2nd Floor – 2A & 2C,CBD/1,
Synthesis Business Park,
Opp Eco Park Gate 2,
Action Area II, New Town,
Adjacent Mother's Wax Museum
Kolkata – 700 161.

The tender along with Earnest Money Deposit (EMD) in sealed cover is to be addressed and send to:-

The Secretary,
Establishment Department,
Insurance Institute of India,
G Block, Plot No.C-46,
Bandra Kurla Complex,
Mumbai – 400051

and should reach latest by **4.30 PM** on or before **07.12.2026** superscribed as **"TENDERING FOR PROVIDING FACILITY MANAGEMENT SERVICE (HOUSEKEEPING AND SECURITY GUARDS) AT INSURANCE INSTITUTE OF INDIA, KOLKATA PREMISES FOR 3 YEARS".**

The submission of application form itself shall be construed as acceptance of all the terms and condition mentioned in the notice by the applicant.

The bidder will be disqualified or rejected out rightly if the contractor does not fulfill the terms and condition as mentioned in notice document.

The bidder must keep the application open for acceptance for the period of 2 calendar month from the date of due date.

The vendor are requested to read the document carefully and ensure the compliance with instructions herein. Non-compliance with instructions in this document may disqualify the vendor from this exercise.

All offers should be written in English and prices should be written in both figures and words. The relevant documents may also be enclosed.

The sealed proposal must be submitted before the deadline in 2 sections as per the below format only

a. **"Section A" Technical Specification** – The 1st envelope (Section A) must contain all the required documents attached and details as mentioned under – Technical Specification" with all required attachments duly signed and stamped by the authorized signatory of the Bidder.

b. **"Section B" Price Bid** - The 2nd envelope (Section B) must contain Price bid as mentioned under Price Bid which should be duly signed, stamped by the authorized signatory of the Bidder:

The section B containing Price Bids would be opened by the Internal Committee constituted by III. Only eligible bidder who will comply with technical specification as mentioned in Section A shall be considered for Price Bid.

The Insurance Institute of India reserves all rights to call for any missing/additional information from the vendor and accept or reject any or all of the tenders received without assigning any reason whatsoever.

The Insurance Institute of India, Mumbai reserves the right to select single or multiple options and reject the others or all mentioned in the Schedule. The Insurance Institute of India, Mumbai, also reserves the right to revise or alter the scope of work before acceptance of any quotation.

Date : 25.11.2026
Place : Mumbai

K P Sant
Secretary (Estab Dept.)

GENERAL TERMS & CONDITIONS TO BE FULFILLED BY THE VENDORS

The Tenders submitted by the Bidders shall be evaluated on the basis of the following criteria:

a. **Section A - Firm Registration, ESI, EPF Registration, yearly business turnover, experience Valid Labour contract licenses under Contract Labour Law, and other details of the firm to judge the suitability of the bidder. Self-Attested copy of the document should be closed. A list of companies must be enclosed where presently working.**

b. **Section B - Quotation containing wages prices of the various manpower clearly mentioning all charges and taxes as may be payable. (as per format mentioned in page no 11)**

MANDATORY CONDITIONS

The quotation is being invited for Sanitation, Housekeeping Services and Security Services under which the contractor shall provide uniformed trained personnel and will use its best endeavors to provide sanitation and housekeeping of the building, equipment, and materials, as specified in the SCOPE OF WORK in the Institute.

1. Pre - Qualification Criteria:

The Agencies that fulfill the following requirements shall be eligible to apply.

i. All firms who are providing similar kinds of services for at least last three consecutive years and having an annual average turnover of Rs.50 Lakhs. (Rupees Fifty Lakhs) during the last three financial years. **Supporting documents should be enclosed.**

ii. The firm should have the experience of minimum 5 years of similar work in any of the Departments / Autonomous Institutions / Universities / Public Sector Undertakings of the Government of India or any other State Government or Public Sector Banks or Local Bodies/Municipalities. Satisfactory work completion certificates should be enclosed.

iii. The firm should have at least two contracts -valued. Rs.50 lac (Rupees Fifty Lac) or more each during the last three years annually.

iv. The Firm should not have been barred and/or blacklisted by any Central Government agency and/or any State Government of India or the firm should not have any pending case in Labour court.

v. Firm should provide the details of Infrastructural facilities like office, training facilities, total no. of employees, etc.

2. Earnest Money Deposit:

The tenderer shall deposit the Earnest Money amount of Rs.50,000.00/- (Rupees Fifty Thousand only) through a demand draft drawn in favour of ***"Insurance Institute of India" payable at Mumbai along with the tender document with Section A part.*** The earnest money deposit will be refunded to the tenderers whose offers have not been accepted after the award of the contract. The Earnest Money Deposit of the tenderer whose offer is accepted will be kept as Security Deposit with Institute.

3. Duration of Contract:

The contract shall be awarded for a period of one year which may be extended further for the next two years after completing satisfactory performance. Institute reserves the right to curtail or extend the validity of the contract on the same rates and terms and conditions for such period as may be agreed to, but not beyond the further year.

The successful tenderer who is awarded the contract for a period of one year may be extended for subsequent years after completing satisfactory performance. The awardee of the contract shall be bound to execute an agreement on non-judicial stamp paper of Rs.100/-. In the event of the tenderer backing out before the actual award or execution of an agreement, Institute will have the right to forfeit the earnest money in full.

4. Site Visit

Intending tenderers shall visit the Insurance Institute of India, Kolkata premises on or before **1.12.2026** with prior appointment with the person mentioned below and make him-self thoroughly acquainted with local site conditions, nature, and requirement of work, present conditions of premises/fittings/fixtures, etc., and make an assessment of labour and material, etc. required before quoting for the tender on their own cost.
Contact Person for Kolkatta office – Mr. Mafikul - 9433529039

5. BID Prices:

The quoted price will include all the liabilities of the contractor such as the cost of uniform, shoes, whistle for security guard, safety equipment, and identity cards of the personnel deployed by the contractor, and all other statutory liabilities **(like Minimum Wages, ESI, PF contributions, service charges, all kinds of taxes, etc.)** which should be clearly stated by the contractor.

6. Format and Signing of Bid:

The vendor shall submit one copy of the Tender document and addition, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.

7. Quotation Opening and Evaluation:

i. The Technical bid will be opened in front of our Internal Stores Committee and further only those bidders Price bid will be opened in front of Internal Stores Committee who will be qualified in Technical bids.

ii. The quotation/documents of any vendor who has not complied with one or more of the conditions will be summarily rejected.

iii. Institute shall evaluate in detail and compare the substantially responsive quotations and the comparison of quotation shall be on the price of the services offered inclusive of all levies and charges as indicated in the price schedule of the bid document.

iv. Subsequently, the quotations will also be evaluated based on Annual Turnover, Manpower on a roll, experience of running sanitation/housekeeping services, the volume of work performed in preceding years and price bids of all the technically qualified firms/agencies/bidders will be opened for financial evaluation.

v. The work will be awarded to the L-1 agency.

8. Award of Contract:

The bidder who will be selected has to keep the Security Deposit of Rs. 50,000/ (Rupees Fifty Thousand only) (Non-Interest bearing) with Institute.

9. If the Caterer fails, in course of the contract period, to comply with the terms and conditions of the contract, the Security Deposit may be forfeited by the Competent Authority.

10. Payment Term:

The contractor shall forward their monthly bill so as to reach Institute latest by the 7th day of each succeeding month. In case if the bill is found okay as per the terms of the tender document, the amount shall be settled before the 15th day of every calendar month in respect of the services rendered during the preceding month.

11. Termination of Contract:

Institute may without prejudice to any other remedy for breach of contract may terminate the contract and forfeit the Security Deposit amount in whole or in parts.

i. If the contractor fails to provide service within the period (s) specified in the contract or any extension thereof granted by Institute.

ii. If the contractor fails to perform any other obligation(s) under the contract.

12. Force Majeure:

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions. Strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to

terminate this contract nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist and the decision of Institute as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

13. Arbitration:

In case of any dispute or difference arising out of or in connection with the tender conditions/job order, The Insurance Institute of India, Kolkata, and Housekeeping Agency will address the dispute/difference for a mutual resolution and failing which, the matter shall be referred for arbitration to a sole Arbitrator to be appointed by the Secretary General, III Mumbai.

The award of the Arbitrator shall be final and binding on both parties.

14. SCOPE OF WORK:

The contractor shall provide sanitation/housekeeping services in the Institute and shall ensure to maintain hygienic atmosphere and clean environment.

i. Cleaning of all common areas, interior areas of an office, working places, toilets, floors, walls, columns, furniture, chairs, tables, litter bins, telephone instruments, computers, printers, partitions, mirrors, light fittings, grills, sanitary wares, washbasin, soap dispensers, etc.
ii. All the materials required for cleaning, and toiletries must be purchased by the contractor. On production of the original bills with challan, payment will be reimbursed by III.
iii. The Contractor shall provide services on a daily shift basis and work under the direction of the Institute.
iv. The Contractor will provide a team of an adequate number of personnel as may be required for the proper execution of all services and as directed by the Institute. Below is the given requirement.

Services to be undertaken by the Service Provider for Facility Management services.

A. **Housekeeping (Male) – 1 No**
Should be able to understand basic Hindi and English language. They must have at least 3-year experience working in any corporate office. Should have basic knowledge of Housekeeping, chemicals, delusions, etc.

B. **Security Guard (Male) – 2 nos**
Should be able to understand basic Hindi and English language. They must have at least 3-year experience working in any corporate office. Should work in two shifts. The guard of the previous shift will submit the attendance of the incoming guard within 15 min. of the commencement of the shift. Should not leave the point unless and until the reliever comes for shift duties.

General Instruction

i. The personnel deployed must be competent to deliver respective services and execute maintenance works; bear good conduct and must be physically and mentally fit for the work.

ii. All the personnel deployed will wear the uniform in clean condition while attending to their duties and carry their photo identify cards displayed prominently which Contractor will provide summer/winter uniform, shoes, safety gear, etc. to their employees as required for the specific work and also as may be directed by the Institute.

iii. Desired level of cleanliness in the academic, and administrative areas of the Institute will be maintained and for this, all materials will be provided by the Institute.

JOB DESCRIPTION: Housekeeping.

a. Administrative and Academic Campus:

Sr. No.	Description of work	Periodicity	Remarks
1.	Sweeping and cleaning and moping of Rooms, floors, Passages, corridors and staircases, Walls and roofs.	Twice daily	Conventional way of cleaning. Using phenyl
2.	Cleaning of Computer, printers, tables, chairs, filing cabinets, sofas and vertical blinds etc. Spraying room fresheners in common spaces as well as in cabins.	Daily	Conventional way of cleaning.
3.	Cleaning telephone instruments	Daily	Using cleaning liquid
4.	Cleaning toilets wash basins & mirrors water cooler.	Twice daily	Using phenyl, Harpic, hydrochloric acid, detergent powder, if so required, naphthalene balls to be added regularly to urinals pots before earlier balls are fully consumed. Liquid soap containers should be filled up with liquid daily. Cleanliness of containers should be maintained.
5.	Cleaning of fans, bulbs, tube lights, windows, doors, glass panes, partitions of cabins etc.	Twice a week	Conventional way of cleaning or using vacuum cleaner
6.	Removal of cobwebs	Weekly	

b. Security Guard

Sr. No.	Description of work	Periodicity	Remarks
1.	Inspect and patrol premises	Thrice a day	After taking charge of every shift duty
2.	Monitor Surveillance Camera	Thrice a day	After taking charge of every shift duty

General Terms & Conditions:

1. The Tender submitted after the deadline will not be considered.
2. The Bidder shall not be permitted to modify / withdraw his / her tender once submitted.
3. Tender shall be opened as per the procedure of the Insurance Institute of India.
4. The Institute reserves the right to increase or decrease the no. of manpower specified in the bid to the extent of 30% (thirty percent) without any change in minimum wage rate or any other terms & conditions.
5. The Insurance Institute of India, Mumbai is not bound to award contracts at the lowest price received in the tender and reserves the right to decide on fair and reasonable price of the services tendered for and counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counteroffer rate is offered to the bidders. Institute reserves the right to negotiate with the lowest bidder to arrive at a fair and reasonable price.
6. The contractor shall also be responsible for any damage that they may cause due to the carelessness of his workmen and will bear all consequences in this regard.
7. Water and Electricity as required for the services shall be provided by the Institute.
8. The contractor will have to adhere to the Payment of Minimum Wages Act, Provident Fund Act, Employees State Insurance Scheme, Family Pension Fund Act, Bonus, Gratuity Act, Shops & Establishments Act, Contract Act, Safety Regulation, etc. as applicable. Any non-compliance with any statuary requirement will lead to the termination of the contract.
9. Penalty: For the unsatisfactory level of cleanliness and service noticed during the inspection by the Institute, a penalty up to Rs. 10,000/- is liable to be believed as may be decided by the Competent Authority.
10. Rates, Taxes, and Duties: All the rates furnished in the tender shall be inclusive of all about including all duties, royalties, service charges, Work Contract Tax (WCT), or any other taxes or local charges, if applicable. No extra claim on this account will in any case be entertained later in addition to quoted price.
11. Payment Terms: The bill shall be prepared by the contractor on a monthly basis after the completion of the month and will be settled by the Institute after deducting necessary TDS, taxes, retention money, etc if any. The bill, in proper form, must be duly accompanied by details of work carried out in that month and must show a deduction for all previous payments.
12. Compliance with all statutory requirements: The Contractor shall comply with all statutory requirements prescribed by the local as well as central government authorities from time to time and submit a monthly report along with all the required proof of compliance to the Institute along with the monthly invoice. The contractor shall produce all the relevant statutory documents for inspection by the Institute and the government authorities.
13. Contractor should sign on each of the papers of the tender document.

(To be filled by the Contractor)

Section A – Technical Bid

1	Name of the Company	
2	Regd. Office Address	
3	Name, mobile number and email ID of Authorized Person to be contacted	
4	Email Id of the company	
5	Type of firm	
6	Year of Establishment **	
7	PAN No**	
8	GST Number**	
9	Small Scale Industries Registration No (MSME):**	
10	The contractor should be registered with West Bengal / local Municipal Authorities under Shop & establishment act or State/Central Govt. Authorities for providing housekeeping services **	
11	EPF Number**	
12	ESIC Number**	
13	ITR – Last Three Year ** 2023-24, 2024-25, 2025-26	
14	Annual Turnover (Not Less than 50 Lacs.) - Last 3 Years**	
15	Certificate from clients/work order copies specifying the amount of contract should be submitted. Work orders showing contracts for the supply of labours are not entertained. A satisfactory work completion certificate needs to be included.**	
16	List of other clients with name and Telephone number of Contact Person.	Attach the list
17	Any other information about your organization which is helpful to you in the pre-qualification	Enclose details.

** **Proof of copies to be attached.**

Document mandatorily required

Section B – Price Bid

PRICE BID

Salary Structure for Housekeeping Staff (Per Person Per month)		**Salary Structure for Security Guard (Per Person Per month)**	
Basic		Basic	
HRA @ 5% basic		HRA @ 5% basic	
Gross Salary (A)		**Gross Salary (A)**	
Add: PF @ 13% basic		Add: PF @ 13% basic	
Add: ESI @ 3.25% of (A)		Add: ESI @ 3.25% of (A)	
Add: Ex Gratia as bonus (8.33% of basic)		Add: Ex Gratia as bonus (8.33% of basic)	
Uniform (2 set T-shirt+Pant+1 paid Shoes)		Uniform (2 set T-shirt+Pant+1 paid Shoes+ Security Accessory)	
LWF (Employer Contribution)		LWF (Employer Contribution)	
Monthly CTC		Monthly CTC	
Add: Management Fee @ _____% CTC		Add: Management Fee @ _____% CTC	
Sub Total		**Sub Total**	
Add: 18% GST		Add: 18% GST	
Monthly bill to Client		Monthly bill to Client	
Less: PF @ 12% (Employee Cont.)		Less: PF @ 12% (Employee Cont.)	
ESI @ 0.75% (Employee Cont.)		ESI @ 0.75% (Employee Cont.)	
LWF (Employee Cont.)		LWF (Employee Cont.)	
Professional Tax		Professional Tax	
Net in hand		**Net in hand**	
Over Time / Extra Hours (double of basic pay/hours)		Over Time / Extra Hours (double of basic pay/hours)	

Please specify in brief.
Please specify the details of others (if any) in separate annexure with price bid.

Note:

I. The Insurance Institute of India, Mumbai at his sole discretion reserves the right to make minor changes in the scope of work as and may be required for the smooth functioning of the Institute.

II. The rates given in this price bid are inclusive of all taxes, levies, statutory liabilities, bonus/ incentives, if any, to the personnel deployed in the service of the institute, accidental expenses incurred by the contractor in execution of the work, the cost of implements materials and consumables which may be necessary for providing sanitation service to the institute, Contractor's profit and contingent expenses incidental to the work of the Contractor, overheads of the Contractor and any other unforeseen expenses. The rates are net and nothing extra shall be payable over & above these rates.

III. The above rates must also take into consideration the Minimum Wages applicable to the trained personnel, contribution towards ESI, EPF, Bonus, Insurance, local taxes, cess/ surcharge, etc.

IV. The rates of the individual manpower accepted by the Institute shall remain valid for the modified numbers also and no claim on account of curtailment/ additional quantum of work shall be entertained by the Institute.

STAMP AND SIGNATURE OF AUTHORIZED PERSON WITH COMPANY SEAL