

SRI KRISHNA SMARAK VIKAS SAMITI

OFFICE OF THE COMMISSIONER, PATNA DIVISION, PATNA

“TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT”

**SRI KRISHNA SMARAK BHAWAN, PATNA
(Sri Krishna Memorial Hall)**

(For Office Use Only)

Name and Address of Tenderer :

.....

Date of Issue :

Signature of The Officer Issuing Tender Paper :

Seal :

Last date for submission of Tender Document : 30.08.2017 till 01.30 PM

Signature of Authorised Signatory

Stamp of SKSVS

SRI KRISHNA SMARAK VIKAS SAMITI
OFFICE OF THE COMMISSIONER, PATNA DIVISION

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Sri Krishna Smarak Bhawan, Patna
(Sri Krishna Memorial Hall)

Contents:

SI. No.	PARTICULARS	PAGE No
1	GENERAL INSTRUCTION TO TENDERERS	1-4
2	SCOPE OF HOUSEKEEPING SERVICES	5-10
3	TECHNICAL BID	11-12
4	FINANCIAL BID	13

Important Dates:

1. Pre-Bid Meeting : 24.08.2017 at 01.30 PM
2. Last date of sale of tender document : 29.08.2017 till 01.30 PM
3. Last date of submission of tender document : 30.08.2017 till 01.30 PM
4. Opening of tender : 30.08.2017 at 03.00 PM

This tender document is for reference only and its physical copy has to be obtained from Sri Krishna Smarak Vikas Samiti, Office of the Commissioner, Near Golghar, Patna on payment of Rs. 100/- (One Hundred). Each tender paper purchased from SKSVS shall be serially numbered and signed. Agency will have to submit tender in the same serially numbered tender paper, which has been physically obtained from office of SKSVS.

GENERAL INSTRUCTIONS TO TENDERERS

1. The Commissioner, Patna Division-cum-Chairman, Sri Krishna Smarak Vikas Samiti, Patna invites sealed tender from the interested reputed Company/Firm/ Agency for providing Housekeeping Services with modern equipments and best quality manpower for **Sri Krishna Smarak Bhawan (Sri Krishna Memorial Hall)** and their campus at Patna for eleven (11) months with minimum primary criteria as follows :-
 - a. The company/firm/agency must be having a minimum of three (3) years experience in providing housekeeping services (cleaning, housekeeping services) in Govt. Office/PSUs and other major institutions.
 - b. Company's turnover should be minimum Rs. 50,00,000/- (Fifty lakh) per annum for each year during last three years (2013-14, 2014-15 and 2015-2016).
 - c. Company/firm/agency must provide photo copy of Pan Card & GST Registration.
 - d. An Earnest Money Deposit (EMD) of Rs. 35,000.00 (Rs. Thirty Five Thousand only) in the form of demand draft/Bankers cheque in favor of Sri Krishna Smarak Vikas Samiti payable at Patna must be enclosed with Technical bid, without which tender will be summarily rejected.
2. Tender document Containing details about NIT, General Guidelines, Qualification criteria, Scope of housekeeping work, Term & Conditions and Technical & Financial bid can be purchased from Sri Krishna Smarak Vikas Samiti, Office of Commissioner, Patna Division, Patna on all working days, in office hours on or before 29.08.2017 till 01.30 PM by paying a non refundable fee **Rs 100/- (One Hundred)**.
3. Completed Bid in all respect must be dropped at the Sri Krishna Smarak Vikas Samiti, Office of Commissioner, Patna Division, Patna with all enclosure duly signed on every page by tenderer or his authorized representative, on 30.08.2017 before 01.30 PM. Bidder should read this document carefully and visit the work site before filling in and submitting the tender. Proforma-I and Proforma-II of Technical bid should be filled completely, in all respect.
4. Tenders should be submitted tender, in one sealed envelope super scribed as **"Tender for Housekeeping Services" for Sri Krishna Smarak Bhawan (Sri Krishna Memorial Hall) Patna** containing two separate sealed envelopes. One for Technical bid in Proforma-I (Super scribed as **"Technical Bid"**) and another for financial bid in Proforma-II (**"Financial Bid"**) and addressed to Sri Krishna Smarak Vikas Samiti, Office of Commissioner, Patna Division, Patna.

5. EMD will be forfeited, if bidder withdraws his bid after submission. EMD shall be returned after finalisation of bidding process.
6. Corrections, overwriting, alteration and whiteners should be avoided. If needed that part should be circled and duly full signed by the bidder.
7. Conditional Tender will be summarily rejected. Incomplete bid will be summarily rejected.
8. All matter concerned with this shall be governed by the Indian law both substantive and procedural, in the jurisdiction of High Court, Patna.
9. The Company/Firm/Agency must have a Minimum of Three years experience in Providing Housekeeping services (Cleaning, Maintaining, Operating, Providing skilled technical services) in modern Auditorium, Conference hall, Modern office, buildings, commercial complex and corporate office and its campus of same or larges area/capacity.
10. The Tender papers and all enclosures (on every page) must be signed separately by each partner of the firm or by a person holding a power of attorney authorizing him/her to do so. Such power of attorney should be produced along with the tender and it must also disclose that the firm is registered under the Indian partnership Act.
11. Housekeeping services may further be extended on satisfactory performance and mutual consent on same terms and conditions on yearly basis for another two years.
12. SKSVS reserves the right to verify the claims made by the Bidders and to carry out the capability assessment of the Bidders and the SKSVS decision shall be final in this regard. SKSVS may, in its absolute discretion, waive any of the conditions and/or requirements in the TENDER in respect of any or all of the bidders.

1. RATES AND PRICE

- 1.1 Bidders should quote the rates in the format given at Proforma-I (financial bid). Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in fully by the Bidder with date.
- 1.2 The bidders must quote the rates inclusive of all Govt. taxes.
- 1.3 The Agency shall be selected after fulfilling the terms & conditions of the technical bid and the bidder who offers the lowest amount (L1) will be considered.
- 1.4 No additional freight or any other charges etc, would be payable.

2. TERMS OF PAYMENT

Payment shall normally be released on a monthly basis within a fortnight after the presentation of bill and upon approval of the Sri Krishna Smarak Vikas Samiti that the services provided during the month are satisfactory.

SKSVS will deduct tax at source and all other statutory taxes/charges etc. as applicable from time to time to the amount payable to the agency.

3. DEDUCTIONS FOR EXCEPTIONS

- 3.1 If at any stage it is felt by Chairman/Officer Incharge of Sri Krishna Smarak Vikas Samiti, Patna that the cleaning works are not as per laid down parameters, office reserve the right to order suitable reduction in payment.
- 3.2 **Termination of Contract** : Sri Krishna Smarak Vikas Samiti reserve all the rights to terminate the contract at any time without assigning any reason after giving one (1) month notice.

4. APPLICABLE LAW AND JURISDICTION

All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Courts at Patna.

1. No alternative offer shall be considered.
2. Commissioner, Patna Division, Patna-cum-Chairman, Sri Krishna Smarak Vikas Samiti, Patna reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have received, without hereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of Sri Krishna Smarak Vikas Samiti Vikas Samiti action.
3. Commissioner, Patna Division, Patna-cum-Chairman, Sri Krishna Smarak Vikas Samiti, Patna reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without, thereby incurring any liability.
4. Any clarification on the documents may be obtained form-

*Secretary to Commissioner, Patna Division
-cum-Officer Incharge,
Sri Krishna Smarak Vikas Samiti, Patna.*

5. Afterward of Letter of Award (LOA), the firm/agency is required to enter into a agreement with Sri Krishna Smarak Vikas Samiti, Office of the Commissioner, Patna Division, Patna on terms & conditions as detailed in the tender document.
6. Successful Bidder shall have to deposit bank security/demand draft of Rs. 2,00,000/- (two lakh) as performance guarantee at the time of signing of agreement for the assigned work.
7. **Penalty for non-performance :-** SKSVS would make regular assessment of the performance of the agency for the work assigned and at its own discretion may make suitable and appropriate deductions in the monthly payment as per the laid down parameters of the work performed by the agency. If the work performed is found unsatisfactory, SKSVS may debar/blacklist the agency and can award the work at the L1 rate, to the agency having quoted the L2 rate. In case the next agency after having awarded the work, refuses to undertake work or performs unsatisfactorily, SKSVS would go in for the re-tender.
8. The Agency shall ensure cleanliness at all times. The Agency shall put in place relievers (in the ratio 6:1) as would be required for the housekeeping staffs working for 26 days in a month. The rate quoted by the agency shall include additional relieving charges of 16.6 % of the rate as well.

SCOPE OF HOUSEKEEPING SERVICES

Housekeep and cleaning work will be done on all days of the week.

1. **Areas of Buildings and Campus:**

(a) Sri Krishna Smarak Bhawan (SKM Hall), Patna and its Campus Area.

2. **Housekeeping work:** Broadly the housekeeping work may be sub-divided into following services.

(i) General Housekeeping (Cleaning Inside the building & outside the campus)

(ii) Horticulture Services (Care for garden, plants indoor & outdoor)

3. **Minimum number of Equipments Required:**

- | | | |
|--------------------------------|---|--------|
| a) Grass cutting machines | - | 1 Nos. |
| b) Vaccum- wet/dry cleaners | - | 1 Nos. |
| c) Single disc Scrubbers | - | 1 Nos. |
| d) Hand held Trolley | - | 1 Nos. |
| e) Hand held Vehicle Carriages | - | 1 Nos. |
- for garbage disposal.

Number and type of equipments may be increased by agency as per their requirement.

4. **Guidelines for General Housekeeping work and broad details of scope work:**

4.1 The Service providers is expected to complete cleaning, dusting, mopping etc. of entire building and it's campus including Main Auditorium, Meeting halls, Programme halls, Officer Chambers, Control Rooms, Common Areas, Staircases, Corridors, Toilets, Terrace, Open campus, Streets, Gardens, Parking areas etc. at least once or more in a day as required.

4.2 No harm to the existing structure, fittings, finishes, furniture, fixings, apparatuses, etc. should be done due to bad workmanship, inferior quality of cleaning apparatus used, inferior quality of cleaning agent used, wrong Cleaning process, Mishandling etc. Special care required for specialized type of materials, like laminated wooden flooring, vinyl flooring, specific laminates, paintings and important things. For special materials like vertical blinds, Roller blind, wooden blind, curtains, glass partition, special wall tiles, fabric of chairs etc specialized treatment/cleaning process must be adopted.

- 4.3 Services will also include skilled Managerial Workforce to manage the Housekeeping work.
- 4.4 Toilets in all the floors including toilets in chambers are to be cleaned thoroughly with disinfectants in the morning and later as required.
- 4.5 During the conference and meeting, frequency of cleaning of common areas and toilets will have to be increased to achieve the clear lines.
- 4.6 For maintenance and housekeeping work best quality material like phenyl, Colins, Lizol and other disinfectants etc. and best quality machinery/equipments will be used.
- 4.7 Entire terrace area to be cleaned and to be monitored in respect to stagnation of water, blockage of drain inlet/outlets etc.
- 4.8 Cleaning covers, Floor, Doors, windows, Glass, Showcases, table, chair, walls, stair, furniture, brass fittings, In house plants, flower pot & etc.
- 4.9 Disposal of garbage after event on daily basis to a place duly designated for this by Patna Municipal Corporation.
- 4.10 Cleaning of campus also covers drain, sewerage system, rain water pipes, manholes, etc. as required.
- 4.11 Housekeeping staff should be trained for emergency operation like Fire, earthquake, etc. Such drill should be made for awareness and knowledge on monthly basis.
- 4.12 All the housekeeping staffs will be well and neatly dressed in specified uniforms as approved by Sri Krishna Smarak Vikas Samiti, Patna. No staff will be allowed to work without uniform.
- 4.13 Services like water supply, rain water drains, sewer systems, etc. will be required to be maintained. Topping up of the overhead water tanks daily/regularly, cleaning of overhead tanks quarterly, cleaning the rain water drains, sewer system and chambers at regular intervals.
- 4.14 Control of Rats/ Mosquitoes by spraying/fogging is required to be done on regular basis at least once in every month.
- 4.15 Naphthalene balls, air purifier, toilet rolls/paper rolls and liquid soap are to be provided by the agency to ensure continuous availability of these materials in requisite place/container.
- 4.16 Removal of beehives and cobwebs/honey webs from the office building and its premises.

- 4.17 Cleaning and sweeping of open area including balconies and roof tops, stairs with brooms.
- 4.18 Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder.
- 4.19 Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, curtains, wall, mounted fans etc. with day/wet cloth, feather brush and duster.
- 4.20 Lifting carrying and disposing the dead bird's, animals, rats, insect's etc. if found in and around the office building.
- 4.21 Clearing of any choking's in the drainages, chambers etc.
- 4.22 The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by Samiti.
- 4.23 Successful bidders will have to provide detailed plan of Action of all Staff/Supervisor along with police verification before agreement within 15 days (and after award of work). Failure to do so will be summarily lead to rejection of work award.
- 4.24 There will not be extra payment for maintenance/housekeeping for any kind of functions organised in these buildings beyond office hours.
- 4.25 The agency shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act 1948; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act, 1965; The Minimum Wages Act,1948 with all amendments.
- 4.26 Bidder must employ adult and efficient labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified including character and other formalities.
- 4.27 Compliance of all statutory laws/labour laws is to be made by the agency only and SKSVS has no obligation of the same.

4. Horticulture Services:

1. Maintenance, manuring, seeding and Beautification of lawn and garden.
2. Watering the plants and flower pots.
3. Trimming & Maintenance of decorative of garden and lawn.
4. Improvement of ambiance/greenery in the campus.

5. Overall Management:

The required number of general housekeeping staff has to be **at least 18 (Seventeen staff and one supervisor)** in numbers (including Gardener, Sweeper and other manpower. The bidders have to perform specified work out and it may increase/decrease the staff and must able to manage/arrange for adequate supervision to get best results. Bidders must visit the site/campus and must understand the nature and scope of work to be performed their technical bid.

The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified including character and other formalities.

The bidder shall ensure that all the workforce deployed wear uniform as approved by Samiti while on duty.

6. Evaluation of work Performed :-

SKSVS on a regular basis would evaluate the performance of the Agency as laid down in the scope of work. SKSVS would make regular assessment of the performance of the agency for the work assigned and at its own discretion may make suitable and appropriate deductions in the monthly payment as per the laid down parameters/ scope of work of the work performed by the agency. If the work performed is found unsatisfactory, SKSVS may debar/blacklist the agency and can award the work at the L1 rate, to the agency having quoted the L2 rate. In case the next agency after having awarded the work, refuses to undertake work or performs unsatisfactorily, SKSVS would go in for the re-tender.

9. Housekeeping : Frequency of cleaning of major items.

A. Daily Jobs

Sl. No.	Work Details	Remarks
1	Cleaning, Dusting, moping (Dry & wet) of Main Auditorium, Meeting Rooms, VIP Rooms and Other Room sand all interior parts.	Frequency may be increased as per requirement
2	Cleaning of toilets with phenol, bathrooms, doormats, emptying dustbins etc.	Toilets to be cleaned Three days and more as per.
3	Cleaning of campus, disposal of garbage etc.	Daily
4	Watering plants indoor & outdoor, garden etc.	Daily
5	Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.	
6	Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.	
7	Cleaning of carpets by soft brush.	
8	To clean glass panes on doors, windows & partitions with soap/cleaning agent.	
9	Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.	
10	Rooms fresheners in all office area to be used in the morning. Room freshener should be of ISI Marks or of standard Mark.	
11	Spray of scented Mosquito and cockroach killer on all floors as and when required, Mosquito/cockroach killers shall be of ISI mark.	Special scanted purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception etc.
12	Cleaning doors, furniture, glass door, carpet windows etc.	
13	As directed by the Samiti.	

B. Weekly Jobs

Sl. No.	Work Details	Remarks
1	Cleaning curtains, blinds etc.	
2	Deep cleaning of toilets.	
3	Washing of common areas.	
4	Maintenance of garden Area (Cutting, shaping, manuring, etc.)	
5	Cleaning of duct and shaft spaces, garbage and removal and putting them in dustbin kept outside the building.	
6	Cleaning of carpets in rooms by vacuum cleaners.	
7	Dusting of false ceiling etc. with soft broom and cloth.	
8	Cleaning of fabric upholstered sofa sets/chairs with vacuum cleaners and leatherette upholstered sofa and chairs with soap solution/cleaning agent of approval quality.	
9	As directed by the Samiti.	

A. Monthly Jobs

Sl. No.	Work Details	Remarks
1	Cleaning of manholes chambers, sewer etc.	
2	Cleaning terrace outer areas, rain water drains, open drains etc.	
3	Cleaning of chokage in sewer and pumping lines within premises as and when required.	
4	As directed by the Samiti.	

B. Quarterly Jobs

Sl. No.	Work Details	Remarks
1	Specialized cleaning of Carpet, wooden flooring etc.	
2	Spot cleaning of walls etc.	
3	As directed by the Samiti.	

TECHNICAL BID
(Performa-I)

“HOUSEKEEPING SERVICE AT OFFICE OF THE
COMMISSIONER, PATNA DIVISION

1.	Name of Tenderer	:	
2.	Full Address with Telephone/Mobile Nos.	:	
	(A) Head Office	:	
	(B) Branch/Local Office	:	
3.	E-mail ID		
4.	Earnest Money Details : (Enclose Original Bank/Demand Draft)	:	
	1. Demand/Bank Draft No.		
	2. Bank and Branch Name		
	3. Amount		

4. Details of Places where housekeeping services are being provided to Govt./PSUs or other major organizations (atleast 3 years experience).

Housekeeping job carried out during the last 3 years	Name of Organization	Nature of Job	Area covered	Manpower deployed	Value	Experience certificate/ Order etc.

5.	Company's turnover for the last three financial years (2013-14, 2014-15 & 2015-16) (Attach details)	:	
6.	PAN Card (Photocopy)	:	
7.	GST Reg. No.	:	

8. Any other relevant information related to housekeeping services, you would like to submit: (Enclose Extra sheet if required)

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.....
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9. Declaration: I/We declare that, the information given above is correct. In case it is found false/incorrect, at any stage, SKSVS may terminate the contract or take suitable action against me/us. I/We have read/gone through the terms, conditions, rules, guidelines etc. of the tender/housekeeping work, and agree to follow the same.

Date: (Signature/s of the tenderer/Authorized person)

Place: Full Name/s:

Designation:

Stamp:

(Please put Signature and name on every page of Bid Document and Enclosures.)

Proforma-II

**HOUSEKEEPING SERVICES-FINANCIAL BID
(To be put in separate sealed envelope)**

A.

Sl. No.	Details of scope of work	Amount/Rs. per month (inclusive of all taxes)
1.	Carrying out the housekeeping work as per the scope of work/requirement by deploying appropriate man power & equipments including consumables.	Rs
* the above quoted amount must include the minimum wages, EPF/PF, ESI.		
2.	Any other charges (if any) Please specify	
	Total Rs..... In word (Rupees)	

B. Rates of the each category of personnel deployed.

	Per Month
1. Supervisor's
2. Sweeper
3. Gardener

Declaration: I/We declare that, the information given above is correct. In case it is found false/incorrect, at any stage, corporation may terminate the contract to take suitable action against me/us. I/We have read/gone through the terms, conditions, rules, guidelines etc. of the tender/housekeeping work. I/We agree to execute the housekeeping work of said all buildings and it's campus" as stated above @ Rs.
(In words per month for eleven (11) months).

Date:- (Signature/s of the Tenderer /Authorized person
Place:- Full Name/s:.....
Designation:.....
Stamp:.....

(Please put signature and name on every page of Bid Document and Enclosures.)