

Office of The Commissioner, Patna Division, Patna

“TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT”

- **Sri Krishna Memorial Hall, Patna**

(For Office Use Only)

Name and Address of Tenderer :

.....

Name and Sign of Issuing Assistant :

.....

Date of Issue :

Signature of The Office Issuing Tender Paper :

Seal :

**OFFICE OF THE COMMISSIONER, PATNA DIVISION
Cum Chairman, Sri Kishna Smarak Bhavan Vikas Samiti, Patna**

TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT:

- Sri Krishna Memorial Hall, Patna

Contents:

Sl. No.	PARTICULARS	PAGE No
1	NOTICE INVITING TENDER	3
2	GENERAL INSTRUCTION TO TENDERERS	4-8
3	SCOPE OF HOUSEKEEPING SERVICES	9-14
4	TECHNICAL BID	15-19
5	FINANCIAL BID	20-21

Important Dates:

1. Pre Bid Meeting : 25.06.2014 (Till 5PM)
2. Sale of Tender Document : 25.06.2014 (Till 5PM)
3. Receipt of Techno commercial Bid : 30.06.2014 (Till 5PM)
4. Opening of Technical Bid : 01.07.2014 (By 12.30PM)
5. Opening of financial Bid : 01.07.2014 (By 4PM)

NOTICE RE-INVITING TENDER
Office of The Commissioner, Patna Division

NOTICE RE-INVITING TENDER FOR HOUSEKEEPING
SERVICES

NIT No. :...../2013-14

Dated :

In continuation of the earlier Notice inviting Tender vide NIT No-..... Dated.....
Office of The Commissioner, Patna Division, Cum Chairman S.K.M. Vikas samiti invites sealed tender from the interested Firms/Organization experienced in providing Housekeeping Services with modern equipments and best quality manpower for following buildings and their campus at Patna for One year extendable on satisfactory performance and mutual consent on same terms and conditions on yearly basis by another 2 years.

Sri Krishna Memorial Hall, North Gandhi Maidan, Patna

This is a techno-commercial bid. Details regarding the NIT and Housekeeping services can be downloaded from the website www.divisioncommissionerpatna.nic.in from the notice board of Commissioner, Patna Division Office . Important schedules or dates will be held at Office of Commissioner, Patna Division as follows.

- | | |
|-------------------------------------|---------------------------|
| 1. Pre Bid Meeting | : 25.06.2014 (Till 5PM) |
| 2. Sale of Tender Document | : 25.06.2014 (Till 5PM) |
| 3. Receipt of Techno commercial Bid | : 30.06.2014 (Till 5PM) |
| 4. Opening of Technical Bid | : 01.07.2014 (By 12.30PM) |
| 5. Opening of Financial Bid | : 01.07.2014 (By 4PM) |

Commissioner, Patna Division reserve the right to accept or reject any application or whole process without assigning any reason whatsoever.

Secretary

GENERAL INSTRUCTIONS TO TENDERERS

1. The Commissioner, Patna Division Cum Chairman S.K.M. Hall Vikas Samiti invites sealed tender from the interested reputed Firms/Organization for providing Housekeeping Services with modern equipments and best quality manpower for the said buildings and their campus at Patna for One year. With minimum primary criteria as follows.
 - a. Bidder must have **Three year experience, of providing housekeeping service of same or larger area Auditorium/conference hall.**
 - b. Bidder must have **Last three year Average Annual Turn Over not less than Rs. 25,00,000 (Rs. Twenty five Lacs) per year.**
2. Tender document Containing details about tender NIT, General Guidelines, Qualification criteria, Scope of housekeeping work, Term & Conditions and Technical & Financial bid, can be held from the office of Commissioner, Patna Division, Patna all working days, in office hours on or before 25.06.2014 by paying a non refundable fee as a demand draft/Bankers Cheque of a nationalized bank of **Rs. 5,000.00** (Rs. Five Thousand) in favor of **S.K.M. Hall Vikas Samiti** at Patna.
3. Completed Bid in all respect must be dropped at the office of Commissioner, Patna Division, Patna with all enclosure duly signed on every page by tenderer or his authorized representative, on **30.06.2014** before **5 PM**. Bidder should read this document carefully and visit the work site before filling in and submitting the tender. Performa-I and Performa-II of Technical bid should be filled completely, in all respect.
4. An **Earnest Money Deposit (EMD)** of Rs. 50,000.00 (Rs. Fifty Thousand only) in the form of demand draft/Bankers cheque in favor of **Sri Krishana Smarak Samiti**, payable at **Patna** must be enclosed with **Technical bid**, without which tender will be summarily rejected.
5. This is a techno-commercial bid. Tenders should be submit tender, in one sealed envelope super scribed as **“Tender for Housekeeping services”** containing two separate sealed envelopes. One for Technical bid (Super scribed as **“Technical Bid for Services”**) and another for financial Bid (super scribed as **“Financial Bid for Housekeeping Services”**) and addressed to Commissioner, Patna Division, Cum Chairman S.K.M.H. Vikas Samiti, Patna
6. Successful Bidder shall furnish performance guarantee, in terms of Bank Guarantee (By a nationalized bank, at least valid for one year from the

date of award) within stipulated period for an amount equal to 10% (ten percent) of the total annual award value. Performance guarantee will be seized/forfeited if tenderer fails to do the housekeeping work.

7. Validity of Bid is six month from the date of receipt of Bid.
8. EMD of successful bidder will be retained towards making of security for performance of contract and shall be discharged after submission of required performance guarantee. EMD will be forfeited, if bidder withdrawn his bid during bid validity period or In case of successful bidder, he fails to submit performance guarantee within specified time limit. EMD for unsuccessful bidder will be returned after finalization of entire process.
9. Corrections, overwriting, alteration and whiteners should be avoided. If done that part should be circled and duly full signed by the bidder.
10. Conditional Tender will be summarily rejected. Incomplete bid will be summarily rejected.
11. The Rate quoted will be in INR inclusive of all taxes, VAT, duties, overheads, profit margins, freight etc. No additional charge will be paid at any circumstances.
12. All matter concerned with this shall be governed by the Indian law both substantive and procedural, in the jurisdiction of High Court, Patna.
13. The firm/organization must be having in the **Last three consecutive years an Average Annual turnover of more than Rs. 25,00,000** (Rs. Twenty five Lacs) per year, Should be Registered with statutory authorities such as ESI, PF, Labour etc. and 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**. Experience in maintaining modern auditoriums, conference halls, multipurpose halls shall be preferred.
14. 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.

15. Housekeeping services may further be extended on satisfactory performance and mutual consent on same terms and conditions on yearly basis for another two years.

16. RATES AND PRICE

16.1 Bidders should quote the rates in the format given at Annexure-1 and Annexure-2. 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. No erasing or over-writings are permissible.

16.2 All statutory duties and taxes (including excise and customs) VAT and other may be clearly specified. Price quoted shall be firm and including all taxes whatsoever may be. Any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.

16.3 No additional freight or any other charges, etc, would be payable.

16.4 In case of additional manpower is required for any other place or save place (for any other purpose, as per necessary), payment for additional manpower shall be made as per part (B) of Annexure-I.

16.5 In case of requirement of housekeeping services to maintain any other buildings/campus (subject to maximum of extra 100% unit coverage area), Payment for those extra works shall be made proportionately by giving weighted ratio of 4:1 (4 for built up/plinth area and 1 for open area campus) for computation of amount.

16.6 Any deduction/increase in total area shall lead to proportional reduction/increase as provided in sub-para 16.5 above.

17. TERMS OF PAYMENT

Payment will be released on monthly basis within a fortnight after presentation of bill and **Approval of The S.K.M. Vikas Samiti** that the services provided during the month are satisfactory.

18. DEDUCTIONS FOR EXCEPTIONS

18.1 if at any stage it is felt by the S.K.M. Vikas Samiti That input Manpower/material/machinery are not of good quality, adequate quantity, best workmanship is used or deployed the Samiti reserves the right to order suitable reduction in payment.

18.2 The deductions shall be made for the following jobs, if missed as exception. Such exceptions will duly conveyed to the contract by S.K.M. Vikas Samiti in writing.

- I. Not properly carrying out the jobs as defined for 'daily' – 2% (each exception) on 'monthly'.
- II. Not properly carrying out the job as defined for 'weekly' – 3% (each exception) on 'monthly'.

18.3 Termination of Contract in case of unsatisfactory service. The S.K.M. Vikas Samiti will have power to terminate the contract at any time after giving one months notice if the services are found unsatisfactory.

19. FORCE MAJEURE

19.1 In the event of either party being rendered unable by Force majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

19.2 The terms "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the web parties, namely S.K.M. Vikas Samiti and the Contractor.

19.3 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, Commissioner, cum chairman S.K.M. Vikas Samiti shall have the option of cancelling this contract in whole or part, at his discretion without any liability at his part.

19.4 Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

20. 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.

21. No alternative offer shall be considered.
22. Commissioner, cum chairman S.K.M. Vikas samiti 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 S.K.M. Vikas Samiti action.
23. Chairman S.K.M. Vikas samiti 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.
24. Any clarification on the documents may be obtained form-

Secretary to Commissioner Patna Division, Patna
--
25. Afterward of LOA, the contractor is required to enter into a contract with S.K.M. Vikas Samiti terms & conditions as detailed in the tender document.

SCOPE OF HOUSEKEEPING SERVICES

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

1. Areas of Buildings and Campus

Sri Krishna Memorial Hall, Patna and its Campus Area.

2. Housekeeping work: Broadly the housekeeping work may be subdivide in following services.

1. General Housekeeping (Cleaning Inside the building & Outside The campus)
2. Horticulture Services (Care for garden, plants indoor & outdoor)

3. Guidelines for General Housekeeping work and bread details of scope work:

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.
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.
3. Services will also include skilled Managerial Workforce to manage the Housekeeping work.
4. Toilets in all the floors including toilets in chambers are to be cleaned thoroughly with disinfectants in the morning and later as required. During

the conference and meeting, frequency of cleaning of common areas and toilets will have to be increased to achieve the clear lines.

5. For maintenance and housekeeping work best quality material like phenyl, Colins, Lizol and other disinfectants etc. and best quality machinery/equipments will be used.

6. Entire terrace area to be cleaned and to be monitored in respect to stagnation of water, blockage of drain inlet/outlets etc.

7. Bidder should have sufficient proof of possession of mechanical equipments used in cleaning and should also have experience of at least three years in mechanical cleaning certificate for possession of equipment and mechanized cleaning experience must be included in their technical bid.

8. Cleaning covers, Floor, Doors, windows, Glass, Showcases, table, chair, walls, stair, furniture, brass fittings, In house plants, flower pot & etc.

9. Disposal of garbage after event on daily basis to a place duly designated for this by Patna Municipal Corporation.

10. Cleaning of campus also covers drain, sewerage system, rain water pipes, manholes, etc. as required.

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.

12. All the housekeeping staffs will be well and neatly dressed in specified uniforms as approved by S.K.M. Vikas Samiti. No staff will be allowed to work without uniform.

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.

14. Control of Rats/ Mosquitoes by spraying/fogging is required to be done on regular basis at least once in every month.

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.

16. Removal of beehives and cobwebs/honey webs from the office building and its premises.

17. Cleaning and sweeping of open area including balconies and roof tops, stairs with brooms.

18. 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 police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to S.K.M. Vikas Samiti.

19. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder.

20. 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.

21. Lifting carrying and disposing the dead bird's, animals, rats, insect's etc. if found in and around the office building.

22. Clearing of any choking's in the drainages, chambers etc.

23. 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.

24. 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.

25. There will not be extra payment for maintenance/house keeping for any kind of functions organised in these buildings beyond office hours.

4. Horticulture Services:

1. Maintenance, manuring, seeding and Beautification of lawn and garden.

2. Wateringthe 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 declared by the bidders as per requirements of their team as per Annexure-2 of financial bid. However, the bidders will have to keep at least following personnel, the details of which are as:- The bidders may increase/ decrease the numbers but have to justify that the manpower must be able to manage/arrange for adequate supervision to get best results. Bidders must visit the site/campus and must include a statement showing the numbers of personnel required of various stream in 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 police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder may rotate the staff once in six months with prior written intimation to S.K.M. Vikas Samiti.

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

A. SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables other related item is to be provided by the Agency have to be of ISI marked or in conformity with the specification/makes keeping in view good quality/standard. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at S.K.M. Hall on fortnightly basis. The stores are to be replenished at least 5 days in advance.

B. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening/segregation of dry wet garbage in the earmarked area. The bidder will also ensure segregation of bid degradable and non bid degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Patna Municipal Corporation.

9. Housekeeping : Frequency of cleaning of major items.

A. Daily Jobs

SI. 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

SI. 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.	

C. Monthly Jobs

SI. 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.	

D. Quarterly Jobs

SI. 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 Auditorium, Sri Krishna Memorial Hall & It’s Campus, PATNA”

1.	Name of Tenderer	:	
2.	Full Address with Telephone/Fax Nos.	:	
	(A) Head Office	:	
	(B) Branch/Local Office	:	
3.	Telegraphic Address	:	
4.	E mail Address	:	
5.	Is your firm registered under the Indian Partnership Act 1932 If so, give the Name and Address of the partners along with the Registration	:	
6.	Is your concern a Proprietary concern if so, give Name and Address of the proprietor.	:	
7.	Is your concern incorporated under the companies Act. Or any other law in India	:	
8.	Have your concern changed its name at any time. Is so when and the reasons there of.	:	

9.	Date of commencement of Business	:	
10.	Service tax registration No.	:	
11.	Details of registration no. etc with statutory authorities. (Must Enclosed certified copy of registration and latest return files for followings)	:	
	(a) PF	:	
	(b) Gratuity	:	
	(c) ESI	:	
	(d) Bonus	:	
	(e) Leave compensation	:	
12.	PAN : (Must enclose certified copy of income tax Assessment certificate for the last three years)	:	
13.	Name and address of Principal bankers: (Submit solvency certificates)	:	
14.	Cash credit limit if any, sanctioned by bankers	:	
15.	Details of Professionally/Technically Qualified Manpower/Human Resources: Enclose Bio data/CV of Employee) (Attach extra sheet if required.)	:	
	Name	Age	Post held/ Technical Qualification
	(1)		
	(2)		
	(3)		
	(4)		
	(5)		
	(6)		
	(7)		

	(8)		
	(9)		
	(10)		
16.	Details of Modern Machinery, Equipment, Carriers available, which can be used for Housekeeping: Enclose supporting Papers of ownership/Invoice of machine equipments) (Attach extra sheet if required.)	:	
	(1)		
	(2)		
	(3)		
	(4)		
	(5)		
17	Financial Turnover of firm for 5 years : (Enclose certified copy of balance sheet)	:	
	1. 2012-13	:	
	2. 2011-12	:	
	3. 2010-11	:	
	4. 2009-10	:	
	5. 2008-09	:	
18.	Ernest Money Details : (Enclose Original Bank/Demand Draft)	:	
	1. Demand/Bank Draft No. 2. Bank and Branch Name 3. Amount		

5. Details of Places where housekeeping services are being provided to Govt./Public sector undertaking/Educational Institutions/Public Limited Co. in the past five years.

Housekeeping job carried out during the last 5 years	organization	Nature of Job	Value	Area covered	Manpower deployed	Contact person of such organization with tel. No. and designation
--	--------------	---------------	-------	--------------	-------------------	---

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

.....

.....

.....

.....

7. Declaration: I/We declare that, the information given above is correct. In case found false/incorrect, at any stage, corporation 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.)

Annexure-1

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

A.

SI. No.	Details of scope of work	Amount/Rs. Per month (lump sum inclusive of all)
1.	Carrying out the housekeeping work as per the scope of work/requirement by deploying appropriate man power & equipments including consumables.	Rs.
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 one year).

Date:-
 Place:-

(Signature/s of the tenderer/Authorized person
 Full Name/s:.....
 Designation:.....
 Stamp:.....)

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

Annexure-2

HOUSEKEEPING SERVICES-FINANCIAL BID

(To be put in separate sealed envelope)

Sl. No.	CATEGORY	RATE PER MONTH (RS)	STRENGTH	AMOUNT
1.	TEAM LEADER			
2.	SUPERVIOR (HOUSE KEEPING)			
3.	GARDENER			
4.	HOUSE KEEPER			
SUB TOTAL				
5.	Any other (Place Specify)			
GRAND TOTAL				

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.

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.)

Office of The Commissioner, Patna Division, Patna

“TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT”

- **Office of The Commissioner, Patna Division, Patna**

(For Office Use Only)

Name and Address of Tenderer :

.....

Name and Sign of Issuing Assistant :

.....

Date of Issue :

Signature of The Office Issuing Tender Paper :

Seal :

OFFICE OF THE COMMISSIONER, PATNA DIVISION

TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT:

- Office of The Commissioner, Patna Division, Patna

Contents:

Sl. No.	PARTICULARS	PAGE No
1	NOTICE INVITING TENDER	3
2	GENERAL INSTRUCTION TO TENDERERS	4-7
3	SCOPE OF HOUSEKEEPING SERVICES	8-11
4	TECHNICAL BID	12-16
5	FINANCIAL BID	17-18

Important Dates:

6. Pre Bid Meeting : 25.02.2014 (Till 5PM)
7. Sale of Tender Document : 25.02.2014 (Till 5PM)
8. Receipt of Techno commercial Bid : 28.02.2014 (Till 5PM)
9. Opening of Technical Bid : 28.02.2014 (By 6PM)
10. Opening of financial Bid : 03.03.2014 (By 4PM)

NOTICE INVITING TENDER
Office of The Commissioner, Patna Division

NOTICE INVITING TENDER FOR HOUSEKEEPING SERVICES

NIT No. :...../2013-14

Dated :

Office of The Commissioner, Patna Division invites sealed tender from the interested Firms/Organization experienced in providing Housekeeping Services with modern equipments and best quality manpower for following buildings and their campus at Patna for One year extendable on satisfactory performance and mutual consent on same terms and conditions on yearly basis by another 2 years.

Office of The Commissioner, Patna Division, Patna

This is a techno-commercial bid. Details regarding the NIT and Housekeeping services can be downloaded from the website www.divisioncommissionerpatna.nic.in from the notice board of Commissioner, Patna Division Office . Important schedules or dates will be held at Office of Commissioner, Patna Division as follows.

- | | |
|-------------------------------------|-------------------------|
| 6. Pre Bid Meeting | : 25.02.2014 (Till 5PM) |
| 7. Sale of Tender Document | : 25.02.2014 (Till 5PM) |
| 8. Receipt of Techno commercial Bid | : 28.02.2014 (Till 5PM) |
| 9. Opening of Technical Bid | : 28.02.2014 (By 6PM) |
| 10. Opening of Financial Bid | : 03.03.2014 (By 4PM) |

Commissioner, Patna Division reserve the right to accept or reject any application or whole process without assigning any reason whatsoever.

Secretary

GENERAL INSTRUCTIONS TO TENDERERS

1. The Commissioner, Patna Division invites sealed tender from the interested reputed Firms/Organization for providing Housekeeping Services with modern equipments and best quality manpower for the said buildings and their campus at Patna for One year. With minimum primary criteria as follows.
 - a. Bidder must have **experienced Staff and equipments each of providing housekeeping service of office buildings.**
2. Tender document Containing details about tender NIT, General Guidelines, Qualification criteria, Scope of housekeeping work, Term & Conditions and Technical & Financial bid, can be held from the office of Commissioner, Patna Division, Patna all working days, in office hours on or before 28.01.2014 by paying a non refundable fee as a demand draft/Bankers Cheque of a nationalized bank of **Rs. 100.00** (Rs. One hundred) in favour of **Commissioner, Patna Division** at Patna.
3. Completed Bid in all respect must be dropped at the office of Commissioner, Patna Division, Patna with all enclosure duly signed on every page by tenderer or his authorized representative, on **22.02.2014** before **5 PM**. Bidder should read this document carefully and visit the work site before filling in and submitting the tender. Performa-I and Performa-II of Technical bid should be filled completely, in all respect.
4. An **Earnest Money Deposit (EMD)** of Rs. 2,500.00 (Rs. Two thousand Five hundred only) in the form of demand draft/Bankers cheque in favor of **Commissioner, Patna Division**, payable at **Patna** must be enclosed with **Technical bid**, without which tender will be summarily rejected.
5. This is a techno-commercial bid. Tenders should be submit tender, in one sealed envelope super scribed as **“Tender for Housekeeping services”** containing two separate sealed envelopes. One for Technical bid (Super scribed as **“Technical Bid for Services”**) and another for financial Bid (super scribed as **“Financial Bid for Housekeeping Services”**) and addressed to Commissioner, Patna Division, Patna
6. Validity of Bid is six month from the date of receipt of Bid.
7. EMD of successful bidder will be retained towards making of security for performance of contract and shall be discharged after submission of required performance guarantee. EMD will be forfeited, if bidder withdrawn his bid during bid validity period or In case of successful bidder, he fails to submit performance guarantee within specified time

limit. EMD for unsuccessful bidder will be returned after finalization of entire process.

8. Corrections, overwriting, alteration and whiteners should be avoided. If done that part should be circled and duly full signed by the bidder.
9. Conditional Tender will be summarily rejected. Incomplete bid will be summarily rejected.
10. The Rate quoted will be in INR inclusive of all taxes, VAT, duties, overheads, profit margins, freight etc. No additional charge will be paid at any circumstances.
11. All matter concerned with this shall be governed by the Indian law both substantive and procedural, in the jurisdiction of High Court, Patna.
12. The firm/organization must be having must have a **Minimum of One year experience** in Providing Housekeeping services (Cleaning, skilled House Keeping services) in Modern office, buildings, commercial complex and corporate office and it's campus.
13. 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.
14. Housekeeping services may further be extended on satisfactory performance and mutual consent on same terms and conditions on yearly basis for another two years.

15. RATES AND PRICE

15.1 Bidders should quote the rates in the format given at Annexure-1 and Annexure-2. 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. No erasing or over-writings are permissible.

15.2 All statutory duties and taxes (including excise and customs) VAT and other may be clearly specified. Price quoted shall be firm and including all taxes whatsoever may be. Any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.

15.3 No additional freight or any other charges, etc, would be payable.

15.4 In case of additional manpower is required for any other place or save place (for any other purpose, as per necessary), payment for additional manpower shall be made as per part (B) of Annexure-I.

15.5 In case of requirement of housekeeping services to maintain any other buildings/campus (subject to maximum of extra 100% unit coverage area), Payment for those extra works shall be made proportionately by giving weighted ratio of 4:1 (4 for built up/plinth area and 1 for open area campus) for computation of amount.

15.6 Any deduction/increase in total area shall lead to proportional reduction/increase as provided in sub-para 16.5 above.

16. TERMS OF PAYMENT

Payment will be released on monthly basis within a fortnight after presentation of bill and **Approval Commissioner, Patna Division** that the services provided during the month are satisfactory.

17. DEDUCTIONS FOR EXCEPTIONS

17.1 if at any stage it is felt by the Secretary to Commissioner, Patna Division, Patna. That input Manpower/material/machinery are not of good quality, adequate quantity, best workmanship is used or deployed the Office reserves the right to order suitable reduction in payment.

17.2 Termination of Contract in case of unsatisfactory service. The S.K.M. Vikas Samiti will have power to terminate the contract at any time after giving one months notice if the services are found unsatisfactory.

18. 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.

19. No alternative offer shall be considered.

20. Commissioner, Patna Division 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 Commissioner, Patna Division action.

21. Commissioner, Patna Division 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.
22. Any clarification on the documents may be obtained form-

Secretary to Commissioner Patna Division, Patna
--

23. Afterward of LOA, the contractor is required to enter into a contract with Office of Commissioner, Patna terms & conditions as detailed in the tender document.

SCOPE OF HOUSEKEEPING SERVICES

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

1. Areas of Buildings and Campus

Office of The Commissioner, Patna Division Ground Floor Open Area
First Floor.

2. Housekeeping work: Broadly the housekeeping work may be subdivide in following services.

1. General Housekeeping (Cleaning Inside the building & Outside The campus and Toilets in the building)
2. Horticulture Services (Care for garden, plants indoor & outdoor)

3. Guidelines for General Housekeeping work and bread details of scope work:

1. The Service providers is expected to complete cleaning, dusting, mopping etc. of entire building and it's campus including Meeting halls, Officer Chambers, Areas, Staircases, Corridors, Toilets, Terrace, Open campus, Streets, Gardens, Parking areas etc. at least once a day as required.
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.
3. Toilets in all the floors including toilets in chambers are to be cleaned thoroughly with disinfectants in the morning and later as required. During the conference and meeting, frequency of cleaning of common areas and toilets will have to be increased to achieve the clear lines.

4. For maintenance and housekeeping work best quality material like phenyl, Colins, Lizol and other disinfectants etc. and best quality machinery/equipments will be used.
5. Disposal of garbage after event on daily basis to a place duly designated for this by Patna Municipal Corporation.
6. Cleaning of campus also covers drain, sewerage system, rain water pipes, manholes, etc. as required.
7. All the housekeeping staffs will be well and neatly dressed.
8. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Staff of the bidder.
9. 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.
10. Successful bidders will have to provide detailed plan of Action of all Staff 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.
11. There will not be extra payment for maintenance/house keeping for any kind of functions organised in these buildings beyond office hours.

4. Horticulture Services:

1. Maintenance of lawn and garden.
2. Watering the plants and flower pots.
3. Trimming & Maintenance of decorative of garden and lawn.

5. Overall Management:

The required number of general housekeeping staff has to be declared by the bidders as per requirements of their team as per Annexure-2 of financial bid. However, the bidders will have to keep at least following personnel, the details of which are as:- The bidders may increase/ decrease the numbers but have to justify that the manpower must be able to manage/arrange for adequate supervision to get best results. Bidders must visit the site/campus and must include a statement

showing the numbers of personnel required of various stream in 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 police verification and other formalities.

The bidder shall ensure that all the workforce deployed wear uniform while on duty.

6. Housekeeping : Frequency of cleaning of major items.

A. Daily Jobs

SI. No.	Work Details	Remarks
1	Cleaning, Dusting, moping (Dry & wet) of Main office building, Meeting Rooms, VIP Rooms and Other Room sand all interior parts.	
2	Cleaning of toilets with phenol, bathrooms, doormats, emptying dustbins etc.	Toilets to be cleaned Two times days as per.
3	Cleaning of campus, disposal of garbage etc.	Weekly
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.	Daily
6	Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.	Daily
7	As directed by Secretary	

B. Fortnights Jobs

SI. 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 fabric upholstered sofa sets/chairs with vacuum cleaners and leatherette upholstered sofa and chairs with soap solution/cleaning agent of approval quality.	
6	As directed by the Secretary	

C. Monthly Jobs

Sl. No.	Work Details	Remarks
1	Cleaning of manholes chambers, sewer etc.	
2	As directed by the Secretary	

TECHNICAL BID

(Performa-I)

“HOUSEKEEPING SERVICE AT OFFICE OF THE COMMISSIONER, PATNA DIVISION

1.	Name of Tenderer	:	
2.	Full Address with Telephone/Fax Nos.	:	
	(A) Head Office	:	
	(B) Branch/Local Office	:	
3.	Telegraphic Address	:	
4.	E mail Address	:	
5.	Is your firm registered under the Indian Partnership Act 1932 If so, give the Name and Address of the partners along with the Registration	:	
6.	Is your concern a Proprietary concern if so, give Name and Address of the proprietor.	:	
7.	Is your concern incorporated under the companies Act. Or any other law in India	:	
8.	Have your concern changed its name at any time. Is so when and the reasons there of.	:	

9.	Date of commencement of Business	:	
10.	PAN : (Must enclose certified copy of income tax Assessment certificate for the last three years)	:	
11.	Details of Professionally/Technically Qualified Manpower/Human Resources: Enclose Bio data/CV of Employee) (Attach extra sheet if required.)	:	
	Name	Age	Post held/ Technical Qualification
	(1)		
	(2)		
	(3)		
	(4)		
	(5)		
	(6)		
	(7)		
	(8)		
	(9)		
	(10)		
12.	Details of Modern Machinery, Equipment, Carriers available, which can be used for Housekeeping: Enclose supporting Papers of ownership/Invoice of machine equipments) (Attach extra sheet if required.)	:	
	(1)		
	(2)		
	(3)		
	(4)		
	(5)		

13.	Ernest Money Details : (Enclose Original Bank/Demand Draft)	:	
	1. Demand/Bank Draft No. 2. Bank and Branch Name 3. Amount		

5. Details of Places where housekeeping services are being provided to buildings/offices.

Housekeeping job carried out during the last 5 years	organization	Nature of Job	Value	Area covered	Manpower deployed	Contact person of such organization with tel. No. and designation

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

.....
.....
.....
.....

7. Declaration: I/We declare that, the information given above is correct. In case found false/incorrect, at any stage, corporation 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.)

Annexure-1

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

A.

SI. No.	Details of scope of work	Amount/Rs. Per month (lump sum inclusive of all)
1.	Carrying out the housekeeping work as per the scope of work/requirement by deploying appropriate man power & equipments including consumables.	Rs.
2.	Any other charges (if any) Please specify	
	Total Rs. In word (Rupees)	

B. Rates of the each category of personnel deployed.

	Per Month
Sweeper
Gardner

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 one year).

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.)

Annexure-2

HOUSEKEEPING SERVICES-FINANCIAL BID

(To be put in separate sealed envelope)

Sl. No.	CATEGORY	RATE PER MONTH (RS)	STRENGTH	AMOUNT
1.	GARDENER			
2.	SWEEPER			
SUB TOTAL				
3.	Any other (Place Specify)			
GRAND TOTAL				

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.

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.)