

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

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Important Dates:

1. Pre Bid Meeting : 25.02.2014 (Till 5PM)
2. Sale of Tender Document : 25.02.2014 (Till 5PM)
3. Receipt of Techno commercial Bid : 28.02.2014 (Till 5PM)
4. Opening of Technical Bid : 28.02.2014 (By 6PM)
5. 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.

- | | |
|-------------------------------------|-------------------------|
| 1. Pre Bid Meeting | : 25.02.2014 (Till 5PM) |
| 2. Sale of Tender Document | : 25.02.2014 (Till 5PM) |
| 3. Receipt of Techno commercial Bid | : 28.02.2014 (Till 5PM) |
| 4. Opening of Technical Bid | : 28.02.2014 (By 6PM) |
| 5. 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.

Ausika
25/2/14

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 f 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
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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

SI. 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.)

TECHNICAL BID

Performa II

This should Contain the following : (Enclose Extra sheet wherever required)

I. Monitoring and review mechanism of Company:

II. Justification of being able to provide service as per scope of work:

III. CVs of key personnel to be fielded in assignment:

IV. Methodology for carrying out job as per scope of work:

Date:

(Signature/s of the tenderer/Authorized person)

Place:

Full Name/s:

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:-
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.	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.)