

**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 : .....

.....

Date of Issue : .....

Signature of The Officer Issuing Tender Paper : .....

Seal : ... ..

Last date for submission of Tender Document : 23.07.2021 Till 01.00 Pm

**Signature of Authorised Signatory**

Regional Development Officer

**OFFICE OF THE COMMISSIONER, PATNA DIVISION**  
**TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT:**  
**OFFICE OF THE COMMISSIONER, PATNA DIVISION, PATNA**

**Contents:**

<b>SI. No.</b>	<b>PARTICULARS</b>	<b>PAGE No</b>
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. Last date of sale of tender document : 22.07.2021 Till 01.00 Pm
2. Last date of submission of tender document : 23.07.2021 Till 01.00 Pm
3. Opening of tender : 24.07.2021 At 03.00 Pm

## GENERAL INSTRUCTIONS TO TENDERERS

The Commissioner, Patna Division Patna invites sealed tender from the interested reputed Company/Firm/ Agency for providing Housekeeping Services with modern equipments and best quality manpower for Office of the Commissioner, Patna Division, Patna 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 One (1) 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. 5,00,000/- (five lakh) per annum for each year during last three years (2017-18, 2018-19 and 2019-2020).
  - c. Company/firm/agency must provide photo copy of Pan Card & GST Registration.
  - d. An Earnest Money Deposit (EMD) of Rs. 2,500/- (Rs. Two Thousand five hundred only) in the form of demand draft/Bankers cheque in favour of Commissioner, Patna Division, Patna payable at Patna must be enclosed with Technical bid, without which tender will be summarily rejected.
1. Tender document Containing details about NIT, General Guidelines, Qualification criteria, Scope of housekeeping work, Term & Conditions and Technical & Financial bid can be purchased from Office of Commissioner, Patna Division, Patna on all working days, in office hours on or before 22.07.2021 till 01.00PM by paying a non refundable fee **Rs 100/- (One Hundred)**.
  2. 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, till 23.07.2021 before 01.00PM Bidder should read this document carefully and visit the work site before filling in and submitting the tender. Proforma-I Technical Bid and Proforma-II of Financial Bid should be filled completely, in all respect.

Tenders should be submitted tender, in one sealed envelope super scribed as “**Tender for Housekeeping Services**” for Office of the Commissioner, Patna Division, 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 Office of Commissioner, Patna Division, Patna.

3. EMD will be forfeited, if bidder withdraws his bid after submission. EMD shall be returned after finalisation of bidding process.
4. Corrections, overwriting, alteration and whiteners should be avoided. If needed

that part should be circled and duly full signed by the bidder.

5. Conditional Tender will be summarily rejected. Incomplete bid will be summarily rejected.
6. All matter concerned with this shall be governed by the Indian law both substantive and procedural, in the jurisdiction of High Court, Patna.
7. The Company/Firm/Agency must have a Minimum of One year experience in Providing Housekeeping services (Cleaning, Maintaining, Operating, Providing skilled technical services) in Conference hall, Modern office, buildings, commercial complex and corporate office and its campus of same or larges area/capacity.
8. 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.
9. Housekeeping services may further be extended on satisfactory performance and mutual consent on same terms and conditions on yearly basis for another two years.
10. Office of the Commissioner, Patna Division, Patna reserves the right to verify the claims made by the Bidders and to carry out the capability assesment of the Bidders and the Office of the Commissioner, Patna Division, Patna decision shall be final in this regard. Office of the Commissioner, Patna Division, Patna 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-II (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 Commissioner, Patna Division, Patna that the services provided during the month are satisfactory.

Office of the Commissioner, Patna Division, Patna 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 Secretary to Commissioner, Office of the Commissioner, Patna Division, Patna 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** : Commissioner, Patna Division, Patna 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 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 OFFICE OF THE COMMISSIONER, PATNA DIVISION, PATNA action.
3. Commissioner, Patna Division, 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-

Regional Development Officer,  
*Patna Division Patna.*

5. **Successful Bidder shall have to deposit bank security/demand draft of Rs.25000/- (Twenty Five Thousand Only ) as performance guarantee.**
6. **Penalty for non-performance :-** Office of the Commissioner, Patna Division, Patna 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, Office of the Commissioner, Patna Division, Patna 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, Office of the Commissioner, Patna Division, Patna would go in for the re-tender.

7. 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 16.7 % of the rate as well.

FOR REFERENCE ONLY

## **SCOPE OF HOUSEKEEPING SERVICES**

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

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

(a) Office of the Commissioner, Patna Division, 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. **Guidelines for General Housekeeping work and broad details of scope work:**

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

3.2 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.

3.3 Services will also include skilled Managerial Workforce to manage the Housekeeping work.

3.4 Toilets in all the floors including toilets in chambers are to be cleaned thoroughly with disinfectants in the morning and later as required.

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

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

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

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

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



- 3.10 Housekeeping staff should be trained for emergency operation like Fire, earthquake, etc. Such drill should be made for awareness and knowledge on monthly basis.
- 3.11 All the housekeeping staffs will be well and neatly dressed in specified uniforms as approved by Office of the Commissioner, Patna Division, Patna. No staff will be allowed to work without uniform.
- 3.12 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.
- 3.13 Control of Rats/ Mosquitoes by spraying/fogging is required to be done on regular basis at least once in every month.
- 3.14 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.
- 3.15 Removal of beehives and cobwebs/honey webs from the office building and its premises.
- 3.16 Cleaning and sweeping of open area including balconies and roof tops, stairs with brooms.
- 3.17 Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Agency.
- 3.18 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.
- 3.19 Lifting carrying and disposing the dead bird's, animals, rats, insect's etc. if found in and around the office building.
- 3.20 Clearing of any choking's in the drainages, chambers etc
- 3.21 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 Office
- 3.22 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
- 3.23 There will not be extra payment for maintenance/housekeeping for any kind of



functions organised in these buildings beyond office hours

- 3.24 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
- 3.25 Bidder must employ adult and efficient labour only. Employment of child labour will lead to the termination of the Letter of Award. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified including character and other formalities
- 3.26 Compliance of all statutory laws/labour laws is to be made by the agency only and Office of the Commissioner, Patna Division, Patna 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 04 (four staff) 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 Office while on duty.

## **6. Evaluation of work Performed :-**

Office of the Commissioner, Patna Division, Patna on a regular basis would evaluate the performance of the Agency as laid down in the scope of work. Office of the Commissioner, Patna Division, Patna 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, Office of the Commissioner, Patna Division, Patna 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, Office of the Commissioner, Patna Division, Patna would go in for the re-tender.

FOR REFERENCE ONLY

**7. Housekeeping : Frequency of cleaning of major items.**

**A. Daily Jobs**

<b>Sl. No.</b>	<b>Work Details</b>	<b>Remarks</b>
1	Cleaning, Dusting, moping (Dry & wet) of Main, Meeting Rooms, VIP waiting hall other room and 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	To clean glass panes on doors, windows & partitions with soap/cleaning agent.	
8	Cleaning doors, furniture, glass door, carpet windows etc.	
9	As directed by the Office.	

**B. Weekly Jobs**

<b>Sl. No.</b>	<b>Work Details</b>	<b>Remarks</b>
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	Dusting of false ceiling etc. with soft broom and cloth.	
7	As directed by the Office.	

**A. Monthly Jobs**

<b>Sl. No.</b>	<b>Work Details</b>	<b>Remarks</b>
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 Office.	

**B. Quarterly Jobs**

<b>Sl. No.</b>	<b>Work Details</b>	<b>Remarks</b>
1	Specialized cleaning of Carpet, wooden flooring etc.	
2	Spot cleaning of walls etc.	
3	As directed by the Office.	

## 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.	<b>Earnest Money Details :</b> <b>(Enclose Original Bank/Demand Draft)</b>	:	
	1. Demand/Bank Draft No.		
	2. Bank and Branch Name		
	3. Amount		

5. Details of Places where housekeeping services are being provided to Govt./PSUs or other major organizations (atleast 1 year experience).

Housekeeping job carried out during the last 1 years	Name of Organization	Nature of Job	Area covered	Manpower deployed	Value	Experience certificate/ Order etc.

6.	Company's turnover for the last three financial years (2017-18, 2018-19 & 2019-20) (Attach details)	:	
7.	PAN Card (Photocopy)	:	
8.	GST Reg. No.	:	

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

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

**10. Declaration: I/We declare that, the information given above is correct. In case it is found false/incorrect, at any stage, Office of the Commissioner, Patna Division, Patna may terminate the Letter of Award and/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 GST)
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, Service Charges and shall also include relieving charges as mention in page no 4 point no 7 of the Tender Document. GST Would be borne by office of the commissioner, Patna Division, Patna.		
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. Sweeper	.....
2. 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 letter of award 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 (Inclusive GST) @ 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.)