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Resident Commissioner Office, New Delhi, Government of Bihar

TENDER NOTICE FOR MANAGING AND RUNNING FACILITY MANAGEMENT SERVICES IN BIHAR NIWAS, NEW DELHI

The office of Resident Commissioner, Bihar Bhawan, Government of Bihar, New Delhi invites Expression of Interest (EOI) for the running of a facility management services at Bihar Niwas Complex, 15, Tenzing Norgye Marg, Chanakya Puri, New Delhi-1100021, from experienced, competent and reputed firms/ company/entrepreneur in the field of providing facility management services. The services include Housekeeping, Front Desk Management/Reception, Routine Building maintenance and Waste Management services and pest control services at Bihar Niwas. Interested firm/ company/entrepreneur can visit Bihar Niwas to see the specification/ space on any working day between 11 am to 3 pm.

The detailed Expression of Interest can be seen by visiting the Bihar Government websites at <http://csd.bih.nic.in> and www.prdbihar.gov.in

Interested firm/ company/entrepreneur who meet the criteria may furnish their tenders with all necessary documents submitted in two separate sealed covers, duly completed in all respects viz. one for "earnest money" and "technical bid" and the second for "financial bid". The name of the work and the words, "technical bid only" and "financial bid only", as the case may be shall be clearly written on the top of the respective sealed covers. The D.D. for EMD must be enclosed in the envelope containing the technical bid. Both bids, along with the letter for submitting tender shall be put in a sealed cover. The name of the work ' "Providing facility management services at Bihar Niwas Complex, 15, Tenzing Norgye Marg, Chanakya Puri, New Delhi-1100021" shall be clearly written on top of the sealed cover along with the covering letter signed by an authorized signatory. Filled up tender form, along with bank draft of earnest money drawn in favour of Chief Administrative Officer, Govt. of Bihar, New Delhi should reach following address latest by **03.00 PM on 15/03/2018**, technical bid of which will be opened on the same day at **4.00pm** in the office of Chief Administrative Officer, Bihar Bhawan, New Delhi. The bidder himself or any one representative authorized in writing on behalf of the bidder may remain present during this. The proposal should be addressed to-----

**Chief Administrative Officer,
Bihar Bhawan,
5, Kautilya Marg, Chanakyapuri
New Delhi-110021
Phone : 011-23017368/23017351/23014945 (O) , Email : rcbihar@yahoo.com**

(Resident Commissioner, Bihar Bhawan)

New Delhi

A. Objectives of Work

1. The main objective of the contract is to provide professional facility management Services as per the standards and specifications set out in this document in particular and good industry practice in general.
2. The proposed services are to be provided at Bihar Niwas complex at 15, Chanakyapuri, New Delhi located near Akbar Bhawan.
3. The Firm/ company/entrepreneur should provide professional good quality facility management services for which they have to engage experienced manpower. The facility management will inter alia, include
 - i. Housekeeping.
 - ii. Routine Building maintenance.
 - iii. Front Desk Management/Reception.
 - iv. Waste Management services.
 - v. Pest Control services.
 - vi. Tank and Sewer Cleaning.
 - vii. Maintenance of Garden and Lawn and maintaining the office plant and flowers.

B. Eligibility criteria

1. Firm/ company/entrepreneur shall be a duly constituted, registered body with knowledge and skill in facility management business.
2. The Firm/ company/entrepreneur should be registered with sales tax, GST, income tax and other authorities as required under the law.
3. The Firm/ company/entrepreneur should have an experience of running facility management service for minimum of 3 years out of last 5 years that is from 2013 onwards (between 2013-2018) in at least a three star hotel/guest house of State/Central Government/PSU/Private Sector with not less than 50 rooms.

Experience will be shown by submission of work orders, agreement and satisfactory completion or ongoing work certificates/testimonials from the employers.
4. The average annual turnover of the aforesaid Firm/ company/entrepreneur should be not less than Rs 500,000,00(Rs five crores) per annum as per the audited balance sheet for last three financial years that is from 2014-15, 2015-16, 2016-17.
5. Valid ISO 9001:2008 Certification in Providing Facility Management Services.

6. The Firm/ company/entrepreneur should have EPF registration and should have filed return in at least last three years for minimum 50 employees. (that is from 2014-15, 2015-16, 2016-17)
7. All work orders should be supported by the contact details of the employers i.e. name and address of the employer, contact person, mobile, telephone numbers so that the experience documents can be verified independently. The nature of the facility management service provided (housekeeping, building maintenance, reception, etc.), period of the work, number of rooms in the guest house/hotel where services provided, and value of the contract, etc should be indicated if not already mentioned in the work order/agreement/satisfactory completion certificates.
8. The Firm/ company/entrepreneur should submit a detailed approach & methodology for providing the facility management services as envisaged in the tender document indicating deployment plan of manpower including firm/ company/entrepreneur chart and CVs of Key Personnel like Supervisors & Managers etc.
9. In addition to the above, any other information/document which will help in assessment of the business competence and financial soundness of the party to undertake this service contract at New Delhi may be provided.
10. The party should submit a affidavit to the effect that-----
 - a. they have not been convicted by a court of law, and/or
 - b. no criminal case is pending against them, and/or
 - c. they have not been black listed by any government department/PSU/any agency/semi govt.
 - d. they have not been prematurely terminated due to any deficiency of their services or any complain etc.

C. Terms and conditions

1. This Request for Proposal is not an offer to contract but represents a definition of specific requirements and an invitation to recipients to submit a response addressing such requirements. Issuance of this Request for Proposal, your preparation and submission of a response and the subsequent receipt and evaluation of your response by the office of Resident Commissioner, Government of Bihar does not commit office to award a contract to any bidder, even if all of the requirements stated in the Request for Proposal are met.
2. If a bidder is selected, the bidder must be able to commence the services immediately within 30 days after the award of contract.
3. After successful completion of the bidding, successful bidder shall have to enter into a service agreement with Chief Administrative Officer, Bihar Bhawan as per conditions in this tender document. A Performance Security Deposit of 10% of the annual fee as quoted, shall be deposited by the successful bidder at the time of signing of the Agreement. The security deposit shall be in the form of Bank fixed deposit in favour of Chief Administrative Officer, Bihar Bhawan.
4. The contract shall initially be valid for a period of one year which may be further extended on yearly basis subject to satisfactory performance, on the same terms & conditions. However there can be increase up to 10% per annum for this period of extension to facilitate/ accommodate any increase in statutory obligations like minimum wage etc. which will be recommended by a group of officers/committee so constituted and decided by the Resident Commissioner.
5. The rates quoted by the Second Party shall remain unchanged during the initial period of one year of contract.
6. Washing/Dry cleaning, ironing of the Bed Sheets, Bed Spreads, Pillow Covers, Towels, Curtains etc., will be the responsibility of the Firm/ company/ entrepreneur. The agreed amount payable to the Firm/ company/entrepreneur is inclusive of this item and no separate payment will be considered.

7. The office of Resident Commissioner, Government of Bihar may modify these requirements in whole or in part.
8. The office of Resident Commissioner, Government of Bihar shall not, in any way, be liable for any costs incurred by the respondents in preparing a response to this Request for Proposal or during subsequent discussions with the office of Resident Commissioner, Government of Bihar, regarding their Request for Proposal response.
9. All information contained in this Request for Proposal shall be considered "Confidential Information". As such, the confidential Information shall be protected and maintained in strict confidence by all the recipients of such information. Confidential information shall not be disclosed or disclosure allowed by the bidder, except for the sole purposes of responding to this Request for Proposal.
10. In the event that disclosure of the Confidential Information to employees and authorized agents is necessary, Confidential Information may be disclosed to them on a need-to-know basis, but the bidder shall make these persons aware of the confidentiality of such information and they shall (and the bidder shall cause them to) be bound by the terms and conditions of this Request for Proposal.
11. In no event shall this document, or any subsequent documents that may be made available in connection with this Request for Proposal, be copied, transcribed, or distributed in whole or in part without the specific prior written authorization.
12. The Firm/ company/entrepreneur shall be responsible for making all payments to his employees including wages, leaves etc in accordance with the provisions of relevant labor laws and for strict observance and compliance of all relevant labor and other applicable laws as are applicable or may become applicable in future including but not limited to any liability under the Minimum Wages Act, Industrial Disputes Act, Contract Labor (Regulation & Abolition) Act, Employees State Insurance Act, Employee Provident fund Act, Payment of Gratuity Act, Payment of Bonus Act, Workmen Compensation Act, Delhi Shops and Establishment Act and or/any other statutory obligations including any financial liability or the obligation to maintain registers and/or records under the said Acts and the rules framed there under. The Government of Bihar/ Office of the Resident Commissioner will have no liability whatsoever in this regard.
13. The Firm/ company/entrepreneur shall deal with and settle the matters related with unions and shall make sure that no labour disputes/problems are referred to Bihar Bhawan. The Firm/ company/entrepreneur at all times should indemnify the office of Resident Commissioner, Government of Bihar / office of Chief Administrative Officer, Government of

Bihar against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. The office of Resident Commissioner, Government of Bihar / office of Chief Administrative Officer, Government of Bihar will not own any responsibility in this regard.

14. Government of Bihar or Bihar Niwas, where housekeeping services are rendered, has no obligation or any relation to employment or otherwise whatsoever with him/them. The Firm/ company/entrepreneur will pay salary/allowances, etc to his employees as per rules in force and Government of Bihar shall not be responsible for any payment to the employees of the Firm/ company/entrepreneur.
15. The Firm/ company/entrepreneur shall be responsible for securing a Third Party Insurance Policy to protect and cover all types of accidents and injuries to any person while working within the premises of the Bihar Niwas. The Government of Bihar shall not be liable for any accident/injuries to any person within the premises of the Bihar Niwas, arising out of the acts done by the Firm/ company/entrepreneur or his staff.
16. The persons deployed by the Firm/ company/entrepreneur should be properly trained, presentable and polite in behavior at all times and shall have requisite experience and skills for carrying out a wide variety of facility management services using appropriate materials and tools/equipments. The Firm/ company/entrepreneur shall remain responsible for their good conduct and discipline and make good any loss caused by them to the property of Bihar Niwas or the guests. The staff shall at all time wear prescribed uniform provided by the Firm/ company/entrepreneur and the name badge.
17. The Firm/ company/entrepreneur should ensure the Health & safety measures of the employees. The Firm/ company/entrepreneur shall furnish medical fitness certificate for all his employees issued by Registered Medical Practitioner periodically once in 6 months and every time a new staff member is deployed.
18. The Firm/ company/entrepreneur shall engage workers or partners after they have been verified by the Police. No person having adverse antecedents should be deployed.
19. All access to Bihar Niwas sites shall be subject to security procedures, Code of Conduct, confidentiality provisions and health and safety rules. The entry of the Employees of the Firm/ company/entrepreneur so deployed by it would be through valid Security Gate Pass.

The office of Resident Commissioner, Government of Bihar reserves the right at its absolute discretion to exclude and or refuse access to any of its sites to any personnel.

20. The Firm/ company/entrepreneur shall maintain a shift wise daily attendance register in which the arrival and departure of each of his employees will be recorded. The Supervisor and Manager of the Firm/ company/entrepreneur shall close the attendance register of each shift by their countersignature. This register shall be open to inspection by the officials of Bihar Bhawan authorized by the Chief Administrative Officer.
21. The employees of the Firm/ company/entrepreneur shall not seek regularization in the service in this Bhawan at any point of time.
22. The employees of the Firm/ company/entrepreneur should not move around or loiter about in places other than their assigned workplaces nor approach the Guests or VIPs for any favor whatsoever. Any approach to Guests by the employees of the Firm/ company/entrepreneur for personal favors will lead to immediate removal of such employee.
23. The Government of Bihar would not in any manner be responsible for any act of omission and commission of the employees engaged by the Firm/ company/entrepreneur and no claim in this respect will lie against the State Government including any eventuality resulting in any mishap.
24. Any loss or damage to the Niwas's movable or immoveable property caused by the workers and employees shall be made good and the same will be deducted from the bills of the Firm/ company/ entrepreneur.
25. The Firm/ company/entrepreneur shall ensure presence of his employee on every check in and checkout of guests with a checklist of steal able items in order to prevent any theft, damage or misappropriation of the property of Bihar Niwas or of the property of the guests staying therein.
26. Unattended belongings of the guests should be reported and handed over to the concerned officials of Bihar Niwas.
27. Firm/ company/ entrepreneur, as when called upon by the Resident Commissioner will make himself available.
28. The Firm/ company/entrepreneur shall mobilise adequate and skilled staff during the visit of VVIPs in such manner that other services at the Bihar Niwas including guest services keep running smoothly. Any items handed over to the Firm/ company/entrepreneur by the Bihar Niwas shall be accounted for and the Firm/ company/entrepreneur would be responsible for safe handing over of these to the Bihar Niwas at any point of time and

whenever the Contract becomes terminable. The items shall be handed over to a responsible Officer of the Bihar Niwas

29. Frequent changes of workers should be avoided.
30. The change of supervisory staff should be informed at least 3 days in advance to the concerned officials at the Bihar Niwas.
31. Supervisor shall report to the Manager about the cleanliness etc on a daily basis.
32. The successful Firm/ company/entrepreneur must provide standard liveries to its staffs /supervisors/managers, with their identity properly displayed. Samples of liveries will have to be submitted by successful Firm/ company/entrepreneur for the approval of the office of Chief Administrative Officer, Bihar Bhawan, Government of Bihar.
33. Staff deployed by the Service Provider shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government property/person.
34. The office of Chief Administrative Officer, Bihar Bhawan, Government of Bihar or any of its Officers / Staff will not extend any loans or advances to any staff of the Firm/ company/entrepreneur working at the sites, or will not entrust any valuables or keys of any cabin / office / enclosure where confidential/ valuable documents / items / assets are stored, to the staff member of the Firm/ company/entrepreneur .
35. The office of Resident Commissioner, Government of Bihar reserves the right to withdraw/relax any of the terms and conditions mentioned above and/or issue any fresh instruction so as to overcome any problem that may arise at a later stage.
- 36.

D. Scope of Work

The Firm/ company/entrepreneur should provide professional good quality facility management services at Bihar Niwas including the premises for which they have to engage experienced manpower. The facility management will inter alia, include

- I. Housekeeping.
- II. Routine Building maintenance.
- III. Front Desk Management/Reception.
- IV. Waste Management services.
- V. Pest Control services.

VI. Tank and Sewer Cleaning.

VII. Maintenance of Garden and Lawn and maintaining the office plant and flowers.

I. **HOUSEKEEPING**

Use of automatic machines in cleaning

- ✓ The Firm/ Company/entrepreneur should provide professional good quality facility management services as per the level of 3 star quality services with automatic cleaning machine and equipments.
- ✓ Firm/Company/entrepreneur shall bring in its own equipment for cleaning and shall be responsible for maintaining these equipments at all time with all the safety standards.
- ✓ All costs for purchase/repair/spares/maintenance etc for these equipments will be borne by Firm/Company/entrepreneur. Firm/Company/entrepreneur shall be responsible for the safekeeping of these equipments at Bihar Niwas and shall not take out these equipments any time during the term of contract other than for repairs. In case of such repairs Firm/Company/entrepreneur shall arrange to provide alternate equipment to Bihar Niwas.
- ✓ It should be the sole responsibility of Firm/ Company/entrepreneur in case of any accident / damage/ injury to any guest/employee due to these equipments. Any cost/ legal/penal action will be borne by Firm/ Company/entrepreneur in this case.
- ✓ There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. The dressing must be complete and intact without evidence of powdering, discoloration or build up. Chewing gum and other sticky substances shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover. Special care shall be utilized to ensure that all methods formulated agents and tools are not injurious to the surfaces being cleaned and redressed.
- ✓ All carpets, carpet tiles, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- ✓ Care is to be exercised when staff is still on the premises. Wet floors should be sign-posted.
- ✓ Trailing cables and open sockets should be made safe.

The Firm/ Company/entrepreneur is required to carry the following equipment in required number for housekeeping services. These equipments should be of renowned company/ brand.

Name of Equipment
1. Vacuum Cleaner Wet & Dry
2. Carpet Vacuum cleaner
3. Scrubber(Single Disk with all attachments for scrubbing only)
4. Hi Pressure jet

5. Glass cleaning kits
6. Wet and Dry mopping sets
7. Signage boards
8. Polishing machine
9. Trolley

Professional housekeeping shall be provided at the areas mentioned below in the above building complex. The team would maintain reports (Toilet Checklist, Consumption record, Supervisors checklist) to analyze performance in terms of Fortnightly Performance Analysis. In common toilets, checklist and the work done against the checklist will be hanged in a standardized manner.

1. Guest Rooms

- a. All the guest rooms are to be professionally maintained as per the level of three star category hotels. This will involve the following areas of services:
 - ✓ Daily cleaning the room including floor, surfaces, furniture, windows, balcony, toilet, etc when the room is occupied and/or when the room is readied for the new guest.
 - ✓ Daily preparing the room as per a standard checklist including preparing bed, keeping designated toiletries, towels etc. when the room is occupied and/or when the room is readied for the new guest.
 - ✓ Furniture in the room including mattresses, Bed sheet (single or double or as required), Bed Cover, pillows, pillow covers, towels, curtains and blankets which will be provided by the office of Chief Administrative Officer, Government of Bihar.
- b. Following good quality housekeeping materials as approved by the office of Chief Administrative Officer in each room will be provided by the Firm/company/entrepreneur at their cost.
 - ✓ Buckets, bath mug and bath stool
 - ✓ Toilet Bucket, toilet mug
 - ✓ Bathroom dustbin
 - ✓ Room dustbin
 - ✓ Soap dish
 - ✓ Door mats and Bath mats
 - ✓ Guest comfort items given below

1. Tea & Coffee Welcome Pack (with Tea/ Coffee, Sugar, Milk Sachets & Biscuits)
 2. Disposable dental kit with tooth brush, tooth paste, razor and shaving gel.
 3. Room spray/air freshener
 4. Odonil
 5. Liquid soap
 6. Bath soap
 7. Paper napkin
 8. Tooth pick
 9. Candle
 10. Garbage Bag
 11. Glass cover
 12. Glass coaster
 13. Toilet roll
 14. Mosquito-repellant
 15. Slippers
 16. Standard first aid kits may be kept centrally for use in case of need.
- c. Providing housekeeping services on call as required by the guest
- d. While preparing the room, all switches, remote, electrical equipment, TV, AC/Blower, lights etc will be checked for their proper functioning. Any problem should be brought to the notice of Reception and problem should be sorted out by the Firm/ company/entrepreneur.
- e. The professional housekeeping of guest rooms would involve two levels of cleaning, depending on the degree of intensity and cleaning aids used in each.
- ✓ **Level One (Basic)** : These are daily activities and include dry and wet odor free mopping, dry and damp wiping using mops, brooming, litter collection, garbage disposal within the facility, dusting, washer / wiper glass cleaning, cleaning of floors, surfaces, furniture, windows, balcony, room freshner etc. It will also include any other cleaning found necessary to maintain the cleanliness.
- ✓ **Level Two (Intensive)** : These are weekly activities and include floor scrubbing using auto scrubber, vacuum cleaning, stain removal, scraping, disinfecting, etc. This will be carried once a week on Saturdays or Sunday or when the rooms are vacant. It will also include any other cleaning found necessary to maintain the cleanliness.

- f. Professional housekeeping of bathrooms in guest rooms would involve cleaning & disinfecting with cleaning agents. All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust.
- g. The cleaning and maintenance of toilets and washrooms require high standard of Hygiene. The maintenance of the standards may necessitate the cleaning of the area several times a day. The cleaning schedule is divided into 2 parts:
- (i) **Daily Cleaning** - Routine cleaning is carried out covering the following aspects:
 - ✓ Floor cleaning and sanitization.
 - ✓ Glass & mirror cleaning.
 - ✓ Fixtures, taps, shower and tiles.
 - ✓ Toilets & Urinals.
 - ✓ Deodorizing & air freshening.
 - ✓ Placing fresh toiletries.
 - ✓ Any other cleaning found necessary to maintain the cleanliness.
 - (ii) **Periodic cleaning (weekly)** - The following aspects are covered:
 - ✓ Ventilator, Exhaust Fan cleaning.
 - ✓ Removal of Uric acid, Scale & Organic Buildup from the toilet bowls.
 - ✓ Any other cleaning found necessary to maintain the cleanliness.
- h. Dusting / polishing of all furniture, sills: All chairs and soft furnishings must be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- i. All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height. Walls, doors and cubicle partitions shall be washed by a disinfectant solution regularly.
- j. Mirrors must be clean and free from smears.
- k. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears. Solid bars of soap must be clean and replaced as necessary.
- l. All toilets should be kept fully stocked with supplies and should be made available at all times.
- m. Towel holders/ dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.

- n. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- o. Bihar Bhawan expects a holistic washroom supplies service. The Firm/Company/entrepreneur shall provide options on the consolidation of existing and proposed washroom products.
- p. All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
- q. In addition, they must be free from finger marks and smears. All telephones/ Light fittings/ blinds and curtains should be free from dust, stains and smears.
- r. The floor, walls, ceilings, doors, Window Frames should be clean as per the specifications for other area.
- s. The cleaning should be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours.
- t. Fridges within the areas should be kept clean inside and out, and defrosted when appropriate.
- u. Microwaves/Dish washer/cabinet within the kitchen areas are required to be cleaned inside and out.

2. Common Covered areas (office rooms, Lobbies, reception, corridors, lifts , staircases, canteen, kitchen, underground parking, common open spaces, etc.)

The professional housekeeping of these covered areas would involve 2 Levels of cleaning, depending on the degree of intensity and cleaning aids used in each:

- ✓ **Level One (Basic)** : These are daily activities and include dry / wet odor free mopping, dry / damp wiping using mops, brooming, litter collection, garbage disposal within the facility, dusting, washer / wiper glass cleaning, windows etc. This will involve constant litter picking, mopping, any other cleaning found necessary to maintain the cleanliness. It will also include any other cleaning found necessary to maintain the cleanliness.
- ✓ **Level Two (Intensive)** : These are weekly thorough cleaning of the areas and include floor scrubbing using auto scrubber, vacuum cleaning, stain removal, scraping, disinfecting, cleaning of windows glass (inside and outside), ceiling etc.

This will be carried out on Saturdays or Sundays. It will also include any other cleaning found necessary to maintain the cleanliness.

3. Common toilets/washrooms:

4. Professional housekeeping of common toilets/washrooms would involve cleaning & disinfecting with cleaning agents. The cleaning and maintenance of toilets and washrooms require high standard of Hygiene. The maintenance of the standards may necessitate the cleaning of the area several times a day (at least every two hour during office hours). The cleaning schedule is divided into 2 parts:

Daily two hourly cleaning - Routine cleaning is carried out covering the following aspects:

- ✓ Floor cleaning and sanitization.
- ✓ Glass & mirror cleaning.
- ✓ Fixtures, taps and tiles.
- ✓ Toilets & Urinals.
- ✓ Working of flush, taps etc.
- ✓ Deodorizing & air freshening.
- ✓ Placing fresh toiletries.
- ✓ Any other cleaning found necessary to maintain the cleanliness.

Periodic cleaning (weekly) - The following aspects are covered:

- ✓ Ventilator, Exhaust Fan cleaning.
- ✓ Removal of Uric acid, Scale & Organic Buildup from the toilet bowls.
- ✓ Any other work as and when required and instructed by Chief Administrative Officer, Bihar Bhawan for this objective.

4. Outer Areas

(boundary wall, gates, driveways, paved areas, open parking, garden, porticos, grills, outside surfaces of building, basement , windows and window glass surfaces) :

Two level cleaning of outer areas, so as ensure cleaner surroundings, involving:

Level One (Basic and daily) :

- ✓ Constant litter collection on daily basis by attendants (litter men) equipped with lobby dustpans, brooms for outer area, , Regular cleaning like dusting using Cobweb and C shape brushes of surfaces.
- ✓ Wet and Dry wiping of windows using manual window cleaning kit and telescopic poles of required height, Clearing and cleaning of the dustbins replacing the liners, Disposal of garbage including the kitchen/dining hall disposals at a designated place.
- ✓ Any other cleaning found necessary to maintain the cleanliness.

Level Two (Intensive, weekly) :

- ✓ Thorough cleaning using mechanized brooming with Walk Behind Manual Sweeper, dry and wet cleaning, stain removing,scrubbing intensively.
- ✓ Any other work as and when required and instructed by Chief Administrative Officer, Bihar Bhawan.

II. BUILDING MAINTENANCE SERVICES (E/M SERVICES):

1. Service Provider should provide complete **day-to-day** Building Maintenance Services which relates to
 - a. Plumbing System (leakage of water, choking, furniture, almirah, doors, windows etc).
 - b. Sewerage and drainage system (toilet, flush, waste water disposal, etc.)
 - c. Maintenance of lighting/fan/blower/ electrical wiring /switches/ geyser/ window or split air-conditioning etc. (but not including centralized air-conditioning, DG sets).
 - d. Carpentry Services.
 - e. Water Supply System including drinking water (RO water purifiers/Coolers etc).
 - f. Fire Fighting, Fire Alarm and Detection System.
 - g. Intercom system.
 - h. Any other service found necessary for building maintenance.
2. Firm/ company/entrepreneur should be able to solve routine electrical, fire, lifts, plumbing, carpentry problems faced by the guests (switches, geyser, blower, shower, window/split air- conditioner, bulb, tube, other lights, lifts , intercom, fire systems, taps,

RO water purifier/Coolers, flush, etc not functioning properly). The major/special repair shall be referred to Resident Engineer, Bihar Bhawan. The major/special repairs are those which occur rarely in a year and involve larger expenditure than ordinary repair.

3. Firm/ company/entrepreneur should keep a proper system of complaint management system for registering the complaint, attending the complaints and closing the complaints. The complaints should be attended to in a minimum possible time depending upon the severity of the problem as per industry standards.
4. For this purpose the services of such worker (s) should be available round the clock in the building complex. Such workers/technician should be properly equipped with relevant training and tools/equipments/testing devices, etc for proper discharge of their services.
5. They should have adequate stock of such items required for replacement or repair/maintenance. Cost of such items required / replaced during repair including labour cost will be included by the Firm/ company/entrepreneur in the quoted financial price. No separate payment will be made on this account.
6. In case some equipment is under warranty or Annual Maintenance Contract with a third party, the liaison should be done with the third party for getting the problem resolved.

III. FRONT OFFICE SUPPORT AND GUEST RELATIONSHIP

Front Desk plays a very important role in creating first impression for services provided. As such, the Front Desk personnel should possess requisite academic and professional qualification and experience and good knowledge of computers. The pleasing and smart personality and polite behavior is an utmost essentiality.

1. The staff is expected to welcome the visiting dignitaries and officers.
2. The Reception services will inter alia, include handling room reservation and vehicle allotment issues in consultation with nodal officer, checking in, taking the luggage to the allotted room, checking out, taking the luggage from the room to the reception/vehicle, managing room service, preparing bill and receiving payment using computer, getting room prepared for new guests, receiving complaints/requests from the guests and forwarding them to the concerned wings and their compliance and keeping computerized records of the same.

3. The firm/ company/entrepreneur will have to provide necessary computers/printers etc. for this purpose at his cost.
4. Apart from the above activities Reception has the major role to play in the following areas of Administrative Services too:
 - a. Attend to telephone calls, redirect calls to the proper desk at 24x7 basis.
 - b. Maintaining of proper records of all the visitors in both hard & soft copies. The same should be made available to the Nodal Officers whenever required
 - c. Escorting VIPs to VIP Lounges
 - d. The Firm/ company/entrepreneur shall deploy well qualified and experienced staff at the reception to perform the above-mentioned reception/front desk services with a minimum of one receptionist and two attendants in each of the shift at Bihar Niwas.

IV. WASTE MANAGEMENT

Plan;manage collection, screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Firm/ company/entrepreneur will arrange for required resources, including manpower, machinery, disposal bags, bins etc. The Firm/ company/entrepreneur will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work.

V. PEST CONTROL SERVICES

This service would cover all areas, and common usage areas such as staircases, elevator lobbies, drains and equipment rooms. Service in specific shall include the following:

1. Treating the entire common area for general preventive disinfestations that will include cockroaches, snails, millipedes, centipedes, spiders etc.
2. Treating the entire common area for rodent treatment.
3. Anti-termite treatment of rooms/offices/reception area, furniture.
4. Spraying of manholes, drain outlets and other areas susceptible to pest breeding.
5. Regular check-up of all drainages, shafts etc for mosquitoes.
6. Rotation of pesticides to avoid immunity in pests.

7. Notify all concerned within the office premises of the treatment well in advance.
8. Ensure that no plastic stationery or medicine or food is exposed to the pesticides.
9. Cleaning of the working areas after pest control treatment.

VI. COLLECTION OF ROOM RENTS

The collection of room rent from the guests for the stay as per the applicable rates will be collected by the Firm/ company/entrepreneur , receipt issued and cash so collected will be deposited with the nodal officer. The Firm/ company/entrepreneur will be required to issue printed payment receipts to such guests for payment and shall be liable for any default along with penalty provisions.

VII. TANK AND SEWER CLEANING

To carry out the Tank Cleaning of roof top water tanks and other ground water tanks on regular intervals depending upon the usage of the Tank and contamination. The tank to be cleaned on Half yearly basis for any Deposits/ Sediments /Algae Growth as per standard operating procedures which shall include but not be limited to the activities such as Draining the contents/Ventilation of the Tank for any gases/ Pressure Wash /Manual Scrubbin. Sewer cleaning includes cleaning of all rain water drain line system/rain water main holes/sewer water drain line system/ sewer water man holes/basement sumps/ basement drain lines.

VIII. MAINTAINING THE GARDEN,LAWN AND OFFICE PLANT AND FLOWERS

1. The Firm/ company/entrepreneur shall maintain all the lawns/plants/trees of Bihar Niwas Complex .The maintenance shall be provided by proper soil, landscapes, bed management, watering, weeding, manuring, moving, cutting of grass, shrubs, trees, hedges, edges, creepers etc., pruning, spraying pesticides, re-developing or improvising landscapes wherever required.
2. The entire premises shall be kept in such a way that it always looks lush green. This includes total upkeep including development of the entire premises in lush green and healthy conditions in entire area including, lawns, pathways, trees, hedges, bushes, herbs, shrubs etc.
3. All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance. The plant specimens shall be maintained so that they are in healthy growth and

shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice.

4. Also all pots/ containers shall be cleaned.

IX. MAINTAINING A BUSINESS CENTRE IN BIHAR NIWAS

The Firm/ company/entrepreneur shall provide and maintain a Business centre in Bihar Niwas for the use of guests. This Business centre will include a computer with internet facility along with colored and black and white printer cum scanner. Following basic services will be provided by this business centre:

- ✓ High-speed, round-the-clock internet access.
- ✓ Support related services, including facilities such as printouts, photocopying, scanning etc.

E. Payment Clause

1. Payment will be made on monthly basis starting from the succeeding month of this Contract becoming into force upon submission of the bill in duplicate.
2. Payment of the bill will be based on standardized invoices. Along with the bill the undertaking shall have to be given for all the payment of the wages as per rule, contribution towards EPF/ESI payments. Before payment Bihar Bhawan Office can take all necessary measures to verify the quality of the service or any deficiency in the service and then deduct any amount if appears so.
3. The Firm/ company/entrepreneur shall be solely responsible for making all statutory subscriptions/payments/contribution related to labour employment including EPF/ESI payments.
4. The Firm/ company/entrepreneur shall submit an extract of all such monthly payments/contributions along with their monthly bill.
5. No advance payment will be made.
6. There should not be any delay in any payment to the labour or any material or any other activity for providing the services to this office under this contract on the ground of submission of the bill to this office and the payment to the company thereof.

7. TDS is recoverable as per rules in force from each payment. While GST or any other tax shall have to be paid by the firm as per the provisions of the Act.
8. All the aspects of this Contract will be inclusive of material and Labour.
9. The Firm/ company/entrepreneur is required to present his bill every month by the first week.

F. Penalty Clause:

1. A penalty of Rs. 10000/- (Rupees Five Thousand only) for each instance of deficiency in service may be imposed upon the Firm/ company/entrepreneur by the Chief Administrative Officer after recording reasons thereof, and giving opportunity to the Firm/ company/entrepreneur to be heard in this regard.
2. The appeal against the order of the Chief Administrative Officer shall lie with the Resident Commissioner, Government of Bihar.

G. Termination clause

1. The office of Resident Commissioner, Government of Bihar however reserves the right to terminate the contract by serving 30 day notice in writing to the Firm/ company/entrepreneur in the normal course.
2. The contract may also be terminated with mutual consent. The time for termination will be two months or as decided by the office of the Resident Commissioner, Bihar Bhawan.
3. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by the office of Resident Commissioner, Government of Bihar besides annulment of the contract. However this action won't stop this office from issuing a notice and taking any further action.
4. The Security Deposit submitted by the successful Firm/ company/entrepreneur will remain deposited as security deposit during the period of contract, and any charge on the Firm/ company/entrepreneur may be adjusted against the Security Deposit.

H. Arbitration Clause.

1. Any dispute arising out of these transactions is subject to Arbitration conducted by Delhi High Court Arbitration Centre.

I. Infrastructure

1. Control Room:

The office of Chief Administrative Officer, Government of Bihar will provide space for setting up a control room. The control room will have seating arrangements for the Manager and/or Supervisor and will be equipped with a computer work station. The Firm/ company/entrepreneur will arrange for all other items, viz., computerized inventory of stores, computerized daily duty roster chart, etc. The staff will first report to the Manager / supervisor in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.

2. Store Room:

The office of Chief Administrative Officer, Government of Bihar will provide space for a store room at the location. The store keeper / supervisor deployed by the Firm/ company/entrepreneur will store all their liveries, materials, equipments in the store room and maintain a computerised record of the store.

3. Reception Room:

- a. The office of Chief Administrative Officer, Government of Bihar will provide a room in the complex for the purpose of reception.
- b. The front Desk / helpdesk management team will operate out of these offices. They would cater for the visitor management and attend to all the complaints.
- c. The Firm/ company/entrepreneur shall provide trained, experienced and courteous manpower for handling this reception desk round the clock. The staff should be able to operate and handle EPABX, FAX and PC machine including receiving/connecting telephone calls, keeping messages for the guests residing in the Niwas, providing general information and necessary facilitation to the guests.

J. Man power :Qualification and requirement

The Firm/ company/entrepreneur shall depute his own Supervisor and Manager to supervise the manpower so deployed in the Bihar Niwas and also for their discipline and conduct. The Manager should submit a detailed Weekly Report to the Chief Administrative Officer, Bihar Bhawan on carrying out all the designated works.

1. Qualification of Staff:

- a. No child labour shall be employed. (Age proof of all employees shall have to be furnished.) Qualified and experienced persons as per norms given below should be employed.
- b. Supervisor & Manager: Should be qualified with Diploma/Certificate course in Housekeeping or Hotel management, from a recognized institution and should possess a minimum of 3 years experience of working in a three star hotel/government guest house or any equivalent organization.
- c. Receptionist: Should be a graduate with experience in handling multiline phone, computer, photo copy and fax systems, customer service, oral and written communication and in managing files.
- d. Room boys/bellboy: Minimum Qualification- Class 8th and minimum 1 year working experience in Housekeeping.
- e. House keeping Service Workers: Minimum 1 (one) year experience.

2. House Keeping and Front desk management requirement

The minimum number of manpower which service provider has to maintain per shift at any given point of time----

Floor	House Keeping Services Worker(Room boy+Sweepers)	Bellboy	Receptionist	Store keeper	Supervisor
First Shift (morning to afternoon around 8 hrs)					
Ground+ Reception	3	1	2	1	1
First	4				
Second	3				1
Third	3				
Outer + basement area+ terrace	1				
Shift Total	14	1	2	1	2
Second Shift (afternoon to late evening around 8 hrs)					
Ground+ Reception	2	1	2	1	1
First	2				1
Second	2				
Third	2				
Outer + basement area+ terrace	1				
Shift Total	9	1	2	1	2
Third Shift (late evening to early morning around 8 hrs)					
Ground+ Reception	1	1	2	1	1
First	1				
Second	1				
Third	1				
Shift Total	4	1	2	1	1

3. Building Maintenance Services

Carpenter : 1 for day shift and one for evening shift-Total 2 Nos
Plumber : 1 No per shift – Total 3 Nos
Electrician : 1 No per shift – Total 3 Nos
Lift operator : 2 No per shift – Total 6 Nos
Pump Operator : 1 No per shift – Total 3 Nos
Sewerman : 1 for day shift and one for evening shift-Total 2 Nos

4. Horticulture Service

Mali : 1 for day shift

Note:

There should be one nodal officer of Firm/ company/entrepreneur permanently station in Bihar Niwas who will monitor all the work undertaken by the Firm/ company/entrepreneur with whom this office shall coordinate as and when required.

5. Pest Control Services, Waste Management and Laundry Services

As per the requirement to ensure the services mentioned in the scope of work.

K. List of Items to be provided by the Firm/ company

Sl. No.	NAME OF THE ITEMS
1.	Acid
2.	Metal Polish
3.	Spray Pump

4.	Cockroach Repellant
5.	Bucket
6.	Lizol
7.	Glass Cleaner
8.	Narial Zhadu
9.	Dust Remover Plastic
10.	Floor Duster
11.	Floor Cleaning Brush of all sizes as per requirement
12.	Floor Cleaning wiper
13.	Mosquito Repellant Machine
14.	Toilet Cleaner
15.	Hemacol Qube
16.	Hand Brush - Toilet Cleaner
17.	Liquid Soap for hand wash
18.	Bath soap- Mysore Sandal Soap-small
19.	Naphthalene Balls
20.	Napkin Paper
21.	Air Freshener
22.	Phool Zhadu
23.	Phenyl
24.	Room Freshener
25.	Rat Trap / Rat cage
26.	Toilet Tissue Paper
27.	Face Tissue Paper
28.	Cleaning Powder

29.	White Duster (Dusting)
30.	Yellow Duster (Glass Cleaning)
31.	Door Mat and Bath Mat
32.	Slippers in the room
33.	Bouquet up to the cost of Rs 1500/- and maximum of 10(ten) in a month on the arrival of VVIPs
34.	Disposable dental kit with tooth brush, tooth paste, razor and shaving gel.
35.	Tea & Coffee Welcome Pack (with Tea/ Coffee, Sugar, Milk Sachets & Biscuits)
36.	Room spray/air freshener, odonil, liquid soap, bath soap, paper napkin, tooth pick, candle, garbage Bag, glass cover, glass coaster, toilet roll, mosquito-repellant Candle, Garbage Bag, Standard first aid kits
37.	Any other item suggested by Chief Administrative Officer, Bihar Bhawan for maintaining the services under contract.

L. Submission of Proposal

1. Bidding condition

- a. For bidding two cover systems will be followed
 - ✓ A Cover should contain the technical bid with EMD of Rs.5,00, 000/- (five Lakhs) in separate envelop marked "TECHNICAL BID-"A"- Cover"
 - ✓ B Cover should contain the Financial Bid in separate envelop marked "FINANCIAL BID-"B"-Cover"
- b. Financial bids will not be opened in respect of unqualified Technical bids.

- c. The bidders are required to pay an earnest money deposit of five lacs rupees (Rs 5,00,000.00) in the form of demand draft in favour of Chief Administrative Officer, Bihar Bhawan , payable at New Delhi.
- d. The D.D. for EMD must be enclosed in the envelope containing the technical proposal. Any Proposal without EMD shall be liable for rejection. The amount of EMD shall not carry any interest.
- e. The EMD paid by the unsuccessful bidders shall be refunded to them without interest, after the award of work is finalized by the office of Chief Administrative Officer, Government of Bihar or after the date of expiry of validity of offer, unless the validity of the offer is extended by mutual consent.
- f. It will be imperative on each bidder to fully inform himself of all local conditions and factors, which may have any effect on the execution of works/services covered under these documents and specifications. Intending Bidders shall visit the site and make themselves thoroughly acquainted with its local site conditions. It is suggested to the bidders to conduct a demographic study to identify the local utility areas (markets/locality/residential areas, communication and transport conditions, effective labour and materials required to be involved and other features) which will help the bidders to consider all such factors during estimation for performing services as indicated in this Bid Document.
- g. It must be understood and agreed that all the factors have properly been investigated and considered while submitting the bids. No financial adjustment arising thereof shall be permitted by the office of Resident Commissioner, Government of Bihar, which are based on lack of such clear information. Further, no claim for financial adjustment to the contract awarded on these specifications and documents will be entertained by the office of Resident Commissioner, Government of Bihar.
- h. The bidders are required to quote a lump sum monthly fee inclusive of all prevailing taxes and fees for the Facility Management Services in the prescribed format.
- i. The bidders are required to consider all the costs, consumables, tools and equipments required for providing the services.
- j. All information in the bid shall be in English. Information in any other language shall be accompanied by its translation in English. Failure to comply with this requirement shall disqualify a bid. In the event of any discrepancy in meaning, the English language translation of all documents shall prevail.
- k. The bid must contain the name, residence and place of business of the authorized person or persons making the bid must be signed by the Bidder with his usual signature. The names of all persons signing shall be stamped, typed or printed below the signature. Bids by Firm/ company/entrepreneur must be signed with the legal name of the Firm/ company/entrepreneur by the President/Managing Director or other person or persons authorized to bid on behalf of such President/Managing Director in the matter. Significant evidence of authority of the person signing on behalf of the Bidder in the form of Power of Attorney or Board Resolution shall be furnished with the Bid.

- l. Proposals submitted by the bidders and containing vague and indefinite expressions such as “subject to availability” etc. will not be entertained. Full responsibility is to be accepted by the bidder.
- m. Bidders are advised in their own interest to ensure that the proposals reach the specified office well before the closing date and time of Bid (Proposal) Submission. Any bid received after dead line for submission may be rejected or returned unopened.
- n. The bid shall be kept valid for a period of one hundred twenty (120) days from the stipulated last date of submission of bids. The overall offer for the assignment and bidders quoted prices shall remain unchanged during the period of validity. In case the bidder withdraws, modifies or changes his offer during the bid validity period, the Earnest Money deposit paid by him shall be forfeited without assigning any reason thereof.
- o. The office of Resident Commissioner, Government of Bihar reserves the right to accept or reject any or all proposals without giving or assigning any reason for its decision. The whole work may be split between two or more Service Providers or accepted in part and not entirely, if considered expedient by the office of Chief Administrative Officer, Government of Bihar.
- p. Tenders are liable to be rejected in case any of the particulars/prescribed information is either missing or incomplete in any respect and/or if the prescribed conditions are not fulfilled.
- q. Canvassing in connection with the tender is strictly prohibited and proposals submitted by bidders who resort to canvassing will be liable to rejection.
- r. Evaluation of proposals shall be at the sole discretion of the office of Resident Commissioner, Government of Bihar and no suggestion and/or communication shall be entertained in this regard. The office of Resident Commissioner, Government of Bihar reserves the right to reject or accept and to annul the bidding process and reject all the bids at any time prior to the award of contract, without thereby incurring any liability to the effected bidders or any obligation to inform the affected bidders of the ground for action.
- s. The office of Resident Commissioner, Government of Bihar will examine all the proposals to determine whether they are complete in all respects as specified in the RFP Documents supplied to the bidders.
- t. The office of Resident Commissioner, Government of Bihar reserves the right to call for additional information/clarifications from the bidders.
- u. The cost of preparing the bids, presentation and of negotiating the contract including site visits etc. will be borne by the bidders themselves and in no case will be reimbursable by the office of Chief Administrative Officer, Government of Bihar.

2. Technical proposal

It shall be submitted in a separate envelop marked “TECHNICAL BID-“A”- Cover” as per annexure I.

3. **Financial Proposal**

It should include the financial quote on a separate paper as per annexure II and put in a separate sealed envelope.

4. **Letter of Acceptance (LOA)**

1. After receipt of applications, the same will be sent to a committee duly constituted by office of Resident Commissioner for scrutiny.
2. After the receipt, the report of the Committee only shortlisted applicants will be invited at an appointed date and time for interaction before a committee of officers duly constituted by Resident Commissioner. No further opportunity shall be granted for the same.
3. Subsequent to the evaluation of proposals and declaration of the successful firm/ company/entrepreneur , the office of Chief Administrative Officer, Government of Bihar, will notify the successful firm/ company/entrepreneur in writing by issuing LOA that its Bid has been accepted.

5. **Service Agreement**

- 1 After the finalization the successful firm/ company/entrepreneur would be invited to execute the Service Agreement with Chief Administrative Officer Bihar Bhawan which would have, apart from others, the specific conditions.

ANNEXURE – I

TECHNICAL BID in separate envelop marked “TECHNICAL BID-“A”- Cover”

TENDER FORM (A)

- 1) Name of the applicant firm/ company/entrepreneur :

- 2) Organizational Status

Name	Registered Office and branch Office Location address	Name of CEO / MD	Contact email, fax, tel, mobile nos.	Year of registration/date of commencement of operation	Registering Authority and Registration Number	Whether ISO 9001:2008 Certified) or not (Attach ISO Certification)

Supporting Docs

- ✓ Copy of Certificate of Incorporation
- ✓ ISO and other Certificates
- ✓ Memorandum & articles of association
- ✓ Brief profile of the Company
- ✓ Membership of relevant national and international relevant organizations

- 3) Number of years of experience in facility management in a minimum three star hotel/guest house of State/Central Government/PSU/Private Sector with not less than 50 rooms **(Please mention all major experience details which is relevant (in facilities management services). Also specify the work which fulfils minimum qualifying experience for at least one client and enclose supporting documents)**

* To be eligible for this bid the Firm/company/entrepreneur should have an experience of running facility management service for minimum of 3 years out of last 5 years that is from 2013 onwards (between 2013-2018) in at least a three star hotel/guest house of State/Central Government/PSU/Private Sector with not less than 50 rooms.

- 4) If the firm/company/entrepreneur is themselves in the business of running a three star hotel / guesthouse of

State/Central Government/PSU/Private Sector having not less than 50 rooms, number of years of experience in the business. **(Please enclose supporting documents):**

- 5) Annual turnover in Housekeeping in the previous 3 financial years (from 2014-15, 2015-16, 2016-17) with proof of commensurate TDS deductions thereon. To be eligible for this bid

Name of the Firm/ company/entrepreneur	Annual Turnover		
	2014-15 (X)	2015-16 (Y)	2016-17 (Z)

* To be eligible for this bid, the average annual turnover of the aforesaid Firm/ company/entrepreneur should be not less than Rs 500,000,00(Rs five crores) per annum as per the audited balance sheet for last three financial years that is from 2014-15, 2015-16, 2016-17.

- 6) EPF registration number and copy of returns filed in last three years with number of employees.
Please attach copy of the returns in each of the last three years showing the category-wise number of employees with EPF registration.
- 7) ESIC Number:
- 8) Service Tax registration no:
- 9) PAN/TAN Number:
- 10) Please also attach the following supportive documents---
- Audited financial statements of the previous 3 years along with copies of Income Tax returns:
 - Reference of the major clients with details of services provided to them in previous 3 years and the value thereof:
 - GST, Income Tax, and registration with other authorities as required under the law:
 - Organization Chart, Approach & Methodology.
 - The party should submit a affidavit to the effect that----
 - they have not been convicted by a court of law, and/or
 - no criminal case is pending against them,and/or
 - they have not been black listed by any government department/PSU/agency.

4. they have not been prematurely terminated due to any deficiency of their services or any complain etc.

- f) Affidavit by competent person that the application submitted by the authorized person is on behalf of organisation and all undertakings shall be binding upon the applicant Firm/ company/entrepreneur.
- g) Refundable security fee of Rs 5, 00,000(five Lakhs) as draft in the name of the Chief Administrative Officer, Bihar Bhawan, Payable at Delhi should be accompanied with proposal.
- i) Details of earnest money:
 - a. Bank draft No.:
 - b. Date:
 - c. Name of the bank:
 - d. Amount:

Date:

Signature.....

Name & Address.....

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

Seal

NOTE:

- 1. Please refer to details of technical qualifications given in Annexure I and attach all supportive documents to prove eligibility failing which bid shall be technically disqualified and financial bid shall not be opened.
- 2. The bidders may inspect the Bihar Niwas at 15, Tenzing Norgye Marg, Chanakya Puri, New Delhi-110021 and acquaint themselves before submitting the bid.

ANNEXURE – II
FINANCIAL BID in separate envelop marked “FINANCIAL BID B Cover”

TENDER FORM (B)

I offer to provide round the clock House Keeping, Routine Building maintenance, Front Desk Management/Reception, Waste Management services and Pest Control services in Bihar Niwas at 15, Tenzing Norgye Marg, Chanakya Puri, New Delhi-1100021, as per the terms and conditions laid down by the Resident Commissioner, Bihar Bhawan and to provide these services as detailed in the tender document at a monthly fee of Rs.)/- only per month. (inclusive of all taxes, duties, fees, cess, etc.), in words.....
.....

Note: (1) Above cost has been quoted inclusive of all prevailing taxes and fees .

(2) No escalation apart from as stated hereinabove on what so ever account, shall be paid by us on the fees quoted by us for the scope of services mentioned in the bid Document.

I further understand that the Resident Commissioner, Bihar Bhawan has the right to accept or reject my offer without assigning any reason thereof and I shall abide by that decision.

Date:

Signature.....

Designation.....

Name & Address.....

.....

.....

Tele nos.....

(Authorized Representative of the Bidder)

XXXXXXXXXXXXXXXXXXXX