



BIHAR SCHOOL EXAMINATION BOARD, PATNA

NOTICE INVITING TENDER FOR HOUSEKEEPING SERVICES

Tender Notice No.- PR 09/2017

Office of The Secretary, Bihar School Examination Board, Patna invites sealed tenders under two bid systems from the reputed, experienced & technologically sound Firms/Organization having experience for providing **"Housekeeping Services with modern equipments and best quality manpower for buildings, lawn and the campus at Sinha Library Road, Patna and Budh Marg, Patna"** for One year extendable on satisfactory performance and consent on same terms and conditions on yearly basis by another 2 years.

Scope of work	Cost of tender document (In Rupees)	Earnest Money (In Rupees)
Housekeeping Services with modern equipments and best quality manpower for buildings, lawn and the campus at Sinha Library Road, Patna and Budha Marg, Patna	Rs. 500.00	Rs. 25,000.00

Tender Schedule/Programme :

Activity	Date/Time : Duration
Sale/Download date of Tender documents	From 23.02.2017 to 16.03.2017(15:00 Hrs.) (http://www.biharboard.ac.in)
Pre-Bid Meeting	28.02.2017 at 11.30 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
Date/Time for submission/ submission of offer/Bid	16.03.2017 up to 15:00 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
Date & time for opening of technical and commercial	16.03.2017 at 15:30 Hrs.
Financial Bid Opening Date and Time	16.03.2017 at 16:30 Hrs.

Secretary, Bihar School Examination Board, Patna reserves the right to accept or reject any application or whole process without assigning any reason whatsoever.

Secretary

GENERAL INSTRUCTIONS TO TENDERERS

1. The Secretary, Bihar School Examination Board, Patna invites sealed tender from the interested reputed Firms/Organization for providing Housekeeping Services with modern equipments and best quality manpower for the buildings, Lawn and campus at Sinha Library Road, Patna and Budh Marg, Patna for One year.
2. Tender document Containing details about tender, General Guidelines, Qualification criteria, Scope of housekeeping work, Term & Conditions and Technical & Financial bid, can be downloaded from the website www.biharboard.ac.in by paying a nonrefundable fee as a Demand draft/Bankers Cheque of a nationalized bank of **Rs. 500.00** (Rs. Five hundred) in favour of **Secretary, B.S.E.B, Patna** payable at Patna.
3. Completed Bid in all respect must be received at the office of the Secretary, B.S.E.B. Patna with all enclosure duly signed on every page by tenderer or his authorized representative, latest by **16.03.2017 by 03.00 PM** only through speed post/courier. 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. 25,000.00 (Rs. Twenty five thousand only) in the form of demand draft/Bankers cheque in favour of **Secretary, B.S.E.B, Patna** payable at **Patna** must be enclosed with **Technical bid**, without which tender will be summarily rejected.
5. Tenders should be submitted in one sealed envelope super scribed as **“Tender for Housekeeping services for Bihar School Examination Board, Patna”** 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 the Secretary, Bihar School Examination Board, Patna.
6. Validity of Bid Shall be 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 and 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.

16. TERMS OF PAYMENT

Payment will be released on monthly basis within a fortnight after presentation of bill and **approval of the Chairman, B.S.E.B., Patna.**

17. DEDUCTIONS FOR EXCEPTIONS

17.1 If at any stage it is felt by the Chairman/Secretary of B.S.E.B., 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 The **Secretary, Bihar School Examination Board, Patna** 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. The Secretary, B.S.E.B., 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.

21. Afterward of LOA, the contractor is required to enter into a contract with Office of Secretary B.S.E.B., Patna, 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 buildings of The B.S.E.B., Patna, at Sinha Library Road and Budh Marg Patna, lawn, pathway toilets and campus.

2. 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, specialized treatment/cleaning process must be adopted.
3. Toilets in all the floors including toilets in chambers are to be cleaned thoroughly with disinfectants twice a day. 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 dress code with certified photo ID cards as specified by the society/agency.
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. Successful bidders will have to provide detailed plan of Action of all Staff before agreement within 15 days (and after award of work). Failure to do so will be summarily lead to rejection of work award.
10. There will not be extra payment for maintenance/house keeping for any kind of functions organised in these buildings beyond office hours.

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

4. 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 Rooms, pathway, lawn and garden.etc..	Daily
2	Cleaning of toilets with phenol, bathrooms, doormats, emptying dustbins etc.	Toilets to be cleaned Two times in a days and one person should be present during 10AM to 6P.M. everyday.
3	Cleaning of campus, disposal of garbage etc.	Daily
4	Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.	Daily
5	Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified	Daily
6	As directed by Secretary	Daily

B. Fortnights Jobs

SI. No.	Work Details	Remarks
1	Cleaning curtains, blinds etc.	
2	Deep cleaning of toilets.	
3	Washing of common areas.	
4	Cleaning of fabric upholstered sofa sets/chairs with vacuum cleaners and leatherette upholstered sofa and chairs with soap solution/cleaning agent of approval quality.	
5	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
Bihar School Examination Board, Patna**

1.	Name of Tenderer	:	
2.	Full Address with Telephone/Fax Nos.	:	
	(A) Head Office	:	
	(B) Branch/Local Office	:	
3.	Telegraphic Address	:	
4.	E mail Address	:	
5.	Is your firm registered under the Indian Partnership Act 1932 If so, give the Name and Address of the partners along with the Registration	:	
6.	Is your concern a Proprietary concern if so, give Name and Address of the proprietor.	:	
7.	Is your concern incorporated under the companies Act. Or any other law in India	:	
8.	Have your concern changed its name at any time. Is so when and the reasons there of.		
9.	Date of commencement of Business	:	
10.	PAN : (Must enclose certified copy of income tax Assessment certificate for the last three years)	:	

11.	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)		
12.	Ernest Money Details : (Enclose Original Bank/Demand Draft)	:	
	1. Demand/Bank Draft No.		
	2. Bank and Branch Name		
	3. Amount		

13. 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

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

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15. 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)

- a. Monitoring and review mechanism of Company:

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

- c. CVs of key personnel to be fielded in assignment:

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

Date:

(Signature/s of the tenderer/Authorized person)

Place:

Full Name/s:

HOUSEKEEPING SERVICES-FINANCIAL BID

(To be put in separate sealed envelope)

A.

Sl. 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
Supervisor

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

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

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

