



# Bihar School Examination Board

Sinha Library Road, Patna-800017

NIT No. PR ...../2018

1. Sealed tenders are invited from reputed and experienced Company/ Firm/Agencies/ Societies/ Service Provider for **Housekeeping Services with modern equipment and best quality manpower for building, lawn and campus at the office of Bihar School Examination Board (Sinha Library Road, Patna and Budha Marg, Patna).**

## Tender Schedule:

Sl.	Particulars	Date and Time
1.	Sale of Tender document	From 06.05.2018 to 26.05.2018 (10:00 AM) to (5:00 PM)
2	Cost of Tender document	Rs. 500.00 (Rs. five hundred) only
3	Earnest Money	Rs. 25,000.00 (Rs. Twenty five thousand) only
4	Pre-Bid Meeting	10.05.2018 at 11:00 AM at Bihar School Examination Board, Sinha Library Road, Patna (Conference Hall).
5	Last date and time for submission of Tender Documents and Earnest Money	26.05.2018 at 3:00 PM, only through Speed Post/ Registered Post/Courier.
6	Date and time for opening of Part-1 i.e. Technical & Commercial Bid.	26.05.2018 at 4:00 PM
7.	Date & Time for opening of Part-II i.e. Financial Bid.	26.05.2018 at 5:00 PM

- ❖ Tender documents can be obtained from the office of Bihar School Examination Board, Sinha Library Road, Patna by paying cost of Tender document of Rs.500/- (Rs. five hundred) only through Demand Draft of Nationalized/ Scheduled Banks in favour of Secretary, Bihar School Examination Board payable at Patna. Tender documents can also be downloaded from BSEB website (<https://www.biharboard.ac.in>).
- ❖ Tender must be accompanied with the cost of Tender document and Earnest Money in the form of Demand Draft issued by a Nationalized/Scheduled Banks. No Cheque will be accepted.
- ❖ Secretary, Bihar School Examination Board, Patna reserves the right to accept or reject any application or whole process without assigning any reason whatsoever.

**Secretary**  
Bihar School Examination Board

Copy forwarded to the PRO, BSEB for publishing the Tender in reputed Newspapers of Patna.

**Secretary**



## **Bihar School Examination Board**

Sinha Library Road, Patna-800017

NIT No. PR ...../2018

### **General Terms & Conditions**

1. Sealed tenders are invited from reputed and experienced Company/ Firm/Agencies/ Societies / Service Provider **for Housekeeping Services with modern equipment and best quality manpower for building, lawn and campus at the office of Bihar School Examination Board (Secondary & Senior Secondary).**

#### 2. **Scope of work**

##### **2.1 Areas of Buildings and Campus**

Office buildings of Bihar School Examination Board (BSEB), Patna, at Sinha Library Road, Patna and Budha Marg Patna, along with lawn, pathway, toilets and campus.

##### **2.2 Guidelines for General Housekeeping work and details of scope work**

1. The Service Providers are expected to complete cleaning, dusting, mopping etc. of entire building and its campus including Meeting halls, Officer Chambers, Staircases, Corridors, Toilets, Terrace, Open campus, Streets, Gardens, Parking areas etc. at least two times per day.
2. No harm to the existing structure, fittings, finishes, furniture, fixings, apparatus, 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 Officers chambers are to be cleaned thoroughly with disinfectants throughout the day. During the conference and meeting, frequency of cleaning of common areas and toilets will have to be increased so as to keep it clean.
4. For maintenance and housekeeping work best quality material like phenyl, Colins, Lizol and other disinfectants etc. and best quality machinery/equipment 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 well dressed 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 (after award of work). Failure to do so will be summarily lead to rejection of work award.
10. No extra payment for maintenance/ housekeeping for any kind of functions organised in these buildings beyond office hours will be made.
11. Completed Bid in all respect must be received at the office of the Secretary, Bihar School Examination Board, Sinha Library Road, Patna will all enclosure duly signed on every page by tenderer or his authorized representative, latest by **26.05.2018 by 3:00 PM** only through Speed Post/ Registered post/ Courier. Bidder should read this document carefully and visit the Board website before filling in and submitting the tender. Part-I Technical & Commercial Bid and Part-II Financial Bid should be filled completely, in all respect.
12. Tenders should be submitted in one sealed envelope super scribe as **“Tender for Housekeeping services for Bihar School Examination Board, Sinha Library Road, 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, Sinha Library Road, Patna.

### **2.3 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 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 10:00 A.M. to 6 P.M. everyday.
3	Cleaning of campus, lawn, 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 Board	
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## **B. Fortnights 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 area etc.	
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 Board	

## **C. Monthly Jobs**

<b>Sl. No.</b>	<b>Work Details</b>	<b>Remarks</b>
1	Cleaning of manholes chambers, sewer etc.	
2	As directed by Board	

## **3 Eligibility Criteria**

- 3.1 Bidder should have at least two-year experience in Housekeeping Services with the Central/State Govt./Government Undertakings/ Society/ Organizations. A list of clients where Housekeeping Services are being done should be enclosed along with work order.
- 3.2 Bidder should have a Minimum Average Annual Turnover of at least Rs. 10,00,000/- (Rs. ten lakhs) per annum during last three Financial Years (2014-15, 2015-16 and 2016-17). In support of that Bidder should submit Audited Report/ ITR/ Service Tax Return/ GST Return etc.
- 3.3 Bidder should have its own office in Bihar.

## **4 Cost of Tender document**

The cost of Tender documents is Rs.500/- (Rs. five hundred) only (Non - refundable). Tender documents can be obtained from the office of Bihar School Examination Board, Sinha Library Road, Patna by paying cost of Rs.500/- (Rs. five hundred) only through Demand Draft of Nationalized/ Scheduled Banks in favour of Secretary, Bihar School Examination Board payable at Patna. Tender documents can also be downloaded from BSEB website

(<https://www.biharboard.ac.in>). In case of downloading from website the Demand Draft of Rs. 500.00 must be submitted with Technical Bid.

## **5 Earnest Money**

Bidder shall deposit Earnest Money of Rs. 25,000/- (Rs. twenty five thousand) only in the form of Demand Draft of Nationalized/ Scheduled Banks in favour of Secretary, Bihar School Examination Board payable at Patna failing which their bid will not be considered valid. The Earnest Money will be refunded to Bidders within one month after finalization of Tender. The Earnest Money Deposit shall not bear any interest. The Earnest Money Deposit shall be forfeited if the bidders withdraw their offer in due course.

## **6 Rates**

Bidders should offer their rates for composite work on Monthly basis in the enclosed prescribed format for Part-II i.e. Financial Bid in figure and words. **Rates should be quoted excluding GST.** No erasing or over-writings are permissible.

## **7 Taxes**

TDS, GST will be deducted as per prevalent rates announced by the Competent Authority from time to time.

## **8 Payment**

Payment will be released on monthly basis within a fortnight after presentation of bill.

## **9 Performance Security**

Successful Bidder shall furnish Performance Security equivalent to 5 % of the total value as per rate quoted by them in shape of Bank Guarantee or in the form of Demand Draft of Nationalized/ Scheduled Banks in favour of Secretary, Bihar School Examination Board payable at Patna within 7 (Seven) days of issue of Letter of Award. Performance Security shall not bear any interest. Performance Security will be refunded within six months of the completion of Contract.

## **10 Forfeiture of Performance Security**

Performance Security will be forfeited in the following cases: -

- (i) If a successful Bidder has been found incapable of executing the assigned job as per Agreement.
- (ii) If successful Bidder does not accept his quoted rates and refused to execute the job.
- (iii) In case of successful Bidder fails to sign the Agreement.
- (iv) In case of fraudulent and corrupt practices.

## **11 Submission of Bid Documents**

Bidder shall submit Bid in two separate Parts: -

Part -I: Technical & Commercial Bid (in the enclosed format) along with D.D. for Earnest Money and receipt of cost of Tender document.

Part-II: Financial Bid (in the enclosed format).

Bidders should submit all documents/ Papers/ Letters/ Enclosures duly signed by them.

## **12 Bid Opening**

Bihar School Examination Board will open the Bids received in the presence of Bidders or their representatives as per time, date and place specified in the Bidding Schedule. In the event of the specified date for the submission of Bids being declared a holiday for the Board, the Bids will be opened at the fixed time and date as well as location on the next working day.

## **13 Period of validity of bids**

The bid shall remain valid for 180 days after the date of opening of bids.

## **14 Evaluation**

- (i) Part -I: Technical & Commercial Bid shall be opened first and if the cost of Tender Documents/ EMD is not there or incomplete/ non-qualifying the Technical and Commercial aspect, the remaining Bid Documents will not be opened, and the Bid will be rejected and the Bidder will be responsible for the same.
- (ii) The evaluation of Technical & Commercial Bid will commence after its opening and evaluation will be made with respect of cost of Bid documents, Earnest Money, Performance Security, Qualification Criteria and other information furnished in Part 1 of the Bid. On the basis of such evaluation a list of the responsive Bids will be drawn up. The Financial Bid of only those Bidders, who qualify in the evaluation of the Technical & Commercial Bid will be considered.
- (iii) Bidders or their duly authorized representative(s), whose Technical & Commercial Bids are found responsive may attend the meeting of opening of Financial Bids.
- (iv) At the time of opening of Financial Bids, the names of the Bidders, whose Technical & Commercial Bids found responsive, will be announced and the financial bids of only those Bidders will be opened. The responsive Bidders names, the Bid prices and such other details as the Board may consider appropriate will be announced by the Board at the time of opening of Financial Bid.

## **15 Letter of Award**

Bihar School Examination Board, Patna, shall consider placement of Letter of Award to the Bidder whose offer is found Technical & Commercially as well as Financial Bid acceptable/ suitable. Bidder shall give their acceptance along with Performance Security within 7 (Seven) days of issue of Letter of Award.

## **16 Signing of Contract and depositing of Performance Security**

Successful Bidder has to execute an Agreement with the Secretary, Bihar School Examination Board within 7 (Seven) days of issue of Letter of Award after depositing the Performance Security in accordance with the Clause stipulated in Para 9 above.

## **17 Termination of Contract**

- (i) If the bidder fails to execute the job within stipulated time frame or to the entire satisfaction of BSEB.
- (ii) If the bidder fails to perform any other obligation (s) under the Contract.
- (iii) If the bidder found in any malpractice, fraud or corrupt practices during the execution of the services.
- (iv) In case of failing to meet the target or inefficiency in performing the said work or in case of unsatisfactory performance, Bihar School Examination Board shall the right to cancel the contract prematurely before stipulated period.

## **18 Allotment Criteria**

- (i) Before allotment of work order, the Board will evaluate the Bids.
- (ii) The Board may in its discretion redistribute allotment to eligible Bidder/s keeping in view the capacity /prior performance of the Bidder/s, provided the Bidder/s are agreed to match the lowest evaluated substantial responsive Bid.
- (iii) If there are two or more lowest successful Bidders quoting equal rates, then the Board may award the work to any one or more of them, keeping in view the Performance certificate submitted or/ and as desired in the best interest of board.
- (iv) In case the lowest bidder (L1) is not able to do the work satisfactory or as the terms and conditions mentioned in the Tender document then next lowest bidder shall be offered the same work at the rate of L1.

## **19 Board's right to accept or reject any Bid or all the Bids**

The Board reserves the right to accept or reject any Bid and to annul the whole Bidding process and may reject all Bids at any time prior to allotment of work, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Board's action.

## **20 Penalty Terms**

- (i) If the successful Bidder does not carry out the Housekeeping Services with modern equipment and best quality manpower for building, lawn and campus at the office of Bihar School Examination Board (Sinha Library Road, Patna & Budha Marg, Patna) as per Scope of Work as mentioned above a penalty of 5% of the bill from that month will be imposed.

- (ii) If the successful Bidder defaults in 3 (three) months during the financial year, additional penalty of 10% will be imposed from 3 (three) months.

## **21 Period of Engagement**

The engagement of the successful Bidder will be from the date of issue of Letter of Award and would be valid for a period of 12 months. However, after satisfactory performance the same will be extended for further period on mutual consent.

## **22 Black listing, Debar and Conviction from any Court of Law**

Bidder should not be blacklisted / debarred by any Board/State/Central Government/Undertakings or any Organizations till the time of bid submission (attach self-certified letter).

## **23 Any point not covered under the Terms & Conditions of the Tender**

For any point not covered under the provisions of the Tender, Secretary Bihar School Examination Board shall be the final competent authority, whose orders in this regard shall be final and binding upon the Bidders.

## **24 Force Majeure**

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist.

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## Bihar School Examination Board

NIT No. .... /2018

### Part-I : Technical & Commercial Bid

SI	Particulars	Enclosure			
1	Name of Company/ Firm/Agencies/ Societies/ Service Provider				
2	Year of Establishment				
3	Address				
4	Phone with STD code				
5	Mobile No.				
6	e-mail Id				
7	PAN No				
8	GST No.				
9	For NEFT/ RTGS: (i) Name & Style of Bank A/c (ii) Name of Bank (iii) Name of Branch (iv) IFSC Code				
10	Cost of Tender document: Bank Draft  (i) Bank Draft No. & date (ii) Bank and Branch Name (iii) Amount				
11	Ernest Money Details: (Enclose Original Bank/ Demand Draft) (i) Bank Draft No. & date (ii) Bank and Branch Name (iii) Amount				
12	Experience (minimum 2 years) for Housekeeping Services in the Central/ State Govt./ Govt. Undertakings/Society/ Organizations. (Self-attested photo copy enclosed)				
13	Details of Modern Machinery, Equipment, Carriers available, which can be used for Housekeeping: Enclose supporting papers of ownership/Invoice of machine equipment) (attach extra sheet if required.)				
14	Minimum Average Annual Turnover of at least Rs. 10,00,000/- lakhs (Rs. Ten lakhs) per annum during last three Financial Years.	Year 2014-15	Year 2015-16	Year 2016-17	MAAT

15	Blacklisted / debarred/ Conviction from any Law of Court.		
16	Provide Name and Mobile No. of the Supervisor		
17	Total number of employees with designation.		

Certified that all the Terms and Conditions of this Tender are accepted by us.

Dated .....

Signature of Company/ Firm/ Agency  
with seal

**Bihar School Examination Board  
NIT No. .... /2018**

**Part-II: Financial Bid**

Sl.No.	Particulars	Monthly Rate INR (Exclusive GST)	
		(i) in figure	(ii) in word
<b>1</b>	Carrying out the housekeeping work as per the scope of work/ requirement by deploying appropriate man power & equipment including consumables.		

Note: Rates should be quoted excluding GST.

Dated .....

Signature of Company/ Firm/ Agency  
with seal