

**Women Development Corporation, Bihar**

2nd Floor Indira Bhavan, R C Singh Path, Bailey Road

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**TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT HQ**

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**Important Dates:**

1. Last date of submission of tender document : 24.09.2019 till 03.00 PM
2. Opening of technical bid : 24.09.2019 at 04.00 PM
3. Opening of financial bid : To be announced later

## **GENERAL INSTRUCTIONS TO TENDERERS**

Women Development Corporation, Bihar invites sealed tender from the interested reputed Company/Firm/ Agency for providing Housekeeping Services with modern equipments and best quality manpower for the Corporation's head office located at the Indira Bhavan, R C Singh Path, Patna. The primary criteria are as follows:-

- a. The company/firm/agency must be having a minimum of three (3) years experience in providing housekeeping services (cleaning, housekeeping services) in Govt. Office/PSUs and other major institutions.
  - b. Company's turnover should be minimum Rs. 5,00,000/- (five lakh) per annum for each year during last three years (2016-17, 2017-18 and 2018-2019).
  - c. Company/firm/agency must provide photo copy of Pan Card & GST Registration.
  - d. An Earnest Money Deposit (EMD) of Rs. 5,000/- (Rs. Five Thousand only) in the form of demand draft/Bankers cheque in favour of Managing Director, Women Development Corporation, Bihar payable at Patna must be enclosed with Technical bid, without which tender will be summarily rejected.
1. Tender document Containing details about NIT, General Guidelines, Qualification criteria, Scope of housekeeping work, Term & Conditions and Technical & Financial bid can be downloaded from the website [www.wdcbihar.org.in](http://www.wdcbihar.org.in).
  2. Completed Bid in all respect must be submitted by hand/post at the Office of the Managing Director, Women Development Corporation, Bihar with all enclosure duly signed on every page by tenderer or his authorized representative, till 24.09.2019, 03.00PM. Bidder should read this document carefully and visit the work site before filling in and submitting the tender. Technical Bid and Financial Bid should be filled completely, in all respect. Both the Technical Bid and the Financial Bid shall be separately sealed and together shall be put in one bigger envelop which shall be sealed and superscripted with '**Tender for Housekeeping Services**'.  
**Services**'.
  3. EMD will be forfeited, if bidder withdraws his bid after submission. EMD of unsuccessful bidders shall be returned after finalization of bidding process.
  4. Corrections, overwriting, alteration and whiteners should be avoided. If needed that part should be circled and duly full signed by the bidder.
  5. Conditional Tender will be summarily rejected. Incomplete bid will be summarily rejected.

6. The Company/Firm/Agency must have a Minimum of three year experience in Providing Housekeeping services (Cleaning & Maintaining) in Modern office, buildings, commercial complexes and corporate offices and its campus of same or larges area/capacity.
7. 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.
8. Housekeeping services may further be extended on satisfactory performance and mutual consent on same terms and conditions on yearly basis for another two years.
9. Women Development Corporation, Bihar reserves the right to verify the claims made by the Bidders and to carry out the capability assessment of the bidders and the decision of the Managing Director, Women Development Corporation, Bihar shall be final in this regard.

## **1. RATES AND PRICE**

- 1.1 Bidders should quote the rates in the format given at Performa-II (financial bid). Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in fully by the Bidder with date.
- 1.2 The bidders must quote the rates inclusive of all Govt. taxes.
- 1.3 The Agency shall be selected after fulfilling the terms & conditions of the technical bid and the bidder who offers the lowest amount (L1) will be considered.
- 1.4 No additional freight or any other charges etc, would be payable.

## **2. TERMS OF PAYMENT**

Payment shall normally be released on a monthly basis within a fortnight after the presentation of bill provided the work during the month is satisfactory.

Women Development Corporation, Bihar will deduct tax at source and all other statutory taxes/charges etc. as applicable from time to time to the amount payable to the agency.

## **3. DEDUCTIONS FOR EXCEPTIONS**

- 3.1 If at any stage it is felt by Women Development Corporation, Bihar that the

cleaning works are not as per laid down parameters, office reserve the right to order suitable reduction in payment.

- 3.2 **Termination of Contract** : Managing Director, Women Development Corporation, Bihar reserve all the rights to terminate the contract at any time without assigning any reason after giving one (1) month notice.

#### **4. APPLICABLE LAW AND JURISDICTION**

All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Courts at Patna.

1. No alternative offer shall be considered.
2. The Managing Director, Women Development Corporation, Bihar reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without hereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of its action.
3. Any clarification on the documents may be obtained on any working day during the office hours on phone no. 9955998008 or through email on [support@wdcbihar.org.in](mailto:support@wdcbihar.org.in)
4. **Penalty for non-performance** :- WRC would make regular assessment of the performance of the agency for the work assigned and at its own discretion may make suitable and appropriate deductions in the monthly payment as per the laid down parameters of the work performed by the agency. If the work performed is found unsatisfactory, WDC may debar/blacklist the agency and can award the work at the L1 rate, to the agency having quoted the L2 rate. In case the next agency after having awarded the work, refuses to undertake work or performs unsatisfactorily, WDC would go in for the re-tender.

## **SCOPE OF HOUSEKEEPING SERVICES**

Housekeep and cleaning work will be done on 6 days of the week excluding Sunday.

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

- (a) Office of the Women Development Corporation, Bihar situated at the 2<sup>nd</sup> floor of Indira Bhavan, R C Sigh Path, Patna covering an approximate carpet area of 4700 sq ft.

**2. Housekeeping work:** Broadly the housekeeping work involve cleaning the office premises.

**3. Guidelines for General Housekeeping work and broad details of scope work:**

- 3.1 The Service providers is expected to complete cleaning, dusting, mopping etc. of entire office area including Meeting halls, Officer Chambers, Common Areas, Corridors, Toilets, Terrace, Open campus, etc. at least once or more (whenever required) in a day.
- 3.2 No harm to the existing structure, fittings, finishes, furniture, fixings, apparatuses, etc. should be done due to bad workmanship, inferior quality of cleaning apparatus used, inferior quality of cleaning agents used, wrong Cleaning process, Mishandling etc.
- 3.3 Toilets are to be cleaned thoroughly with disinfectants in the morning and later as required.
- 3.4 For maintenance and housekeeping work best quality material and disinfectants along with best quality machinery/ equipments will be used.
- 3.5 Cleaning covers floor, doors, windows, glasses, showcases, table, chair, walls, furniture, brass fittings, In house plants, flower pot & etc.
- 3.6 All the housekeeping staffs will be well and neatly dressed in specified uniforms.
- 3.7 Control of Rats/ Mosquitoes by spraying/fogging is required to be done on regular basis at least once in every month.
- 3.8 Naphthalene balls, air purifier, toilet rolls/ paper rolls and liquid soap are to be provided by the agency to ensure continuous availability of these materials in perquisite place/container.
- 3.9 Cleaning and sweeping of open area including balconies with brooms.
- 3.10 Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Agency.

- 3.11 Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, curtains, wall, mounted fans etc. with day/wet cloth, feather brush and duster.
- 3.12 Lifting carrying and disposing the dead birds, animals, rats and insects etc. if found in and around the office.
- 3.13 The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by Office
- 3.14 There will not be any extra payment for maintenance/housekeeping for any kind of meetings/ activities organised in the office beyond office hours.
- 3.15 Bidder must employ adult and efficient labour only. Employment of child labour will lead to the termination of the Letter of Award. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified including character and other formalities.
- 3.16 Compliance of all statutory laws/labour laws is to be made by the agency only and WDC has no obligation of the same.

#### **4. 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) whole office premise	Daily Frequency may be increased as per requirement
2	Cleaning of toilets with phenol, bathrooms, doormats, emptying dustbins etc.	Daily Frequency may be increased as per requirement
3	Disposal of garbage etc.	Daily
4	Watering plants indoor & outdoor etc.	Daily
5	Cleaning doors, furniture, glass door, carpet windows etc.	Daily
6	Any other as directed by the office	

**B. Weekly Jobs**

<b>Sl. No.</b>	<b>Work Details</b>	<b>Remarks</b>
1	Cleaning curtains, blinds etc.	
2	Deep cleaning of toilets.	
3	Washing of common areas.	
4	Dusting of false ceiling etc. with soft broom and cloth.	
5	As directed by the Office.	

**TECHNICAL BID**

**(Performa-I)**

**“HOUSEKEEPING SERVICE AT OFFICE OF**

**Women Development Corporation, Bihar**

1.	Name of Tenderer	:	
2.	Full Address with Telephone/Mobile Nos.	:	
	(A) Head Office	:	
	(B) Branch/Local Office	:	
3.	E-mail ID		
4.	<b>Earnest Money Details : (Enclose Original Bank/Demand Draft)</b>	:	
	1. Demand/Bank Draft No.  2. Bank and Branch Name  3. Amount		

5. Details of Places where housekeeping services are being provided to Govt./PSUs or other major organizations (at least 3 years experience). Pls enclose the proof.

Housekeeping job carried out during the last 3 years	Name of Organization	Nature of Job	Area covered	Value	Experience certificate/ Order etc.



6.	Company's turnover for the last three financial years (2015-16, 2016-17 & 2017-18) (Attach details)	:	
7.	PAN Card (Photocopy)	:	
8.	GST Reg. No.	:	

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

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**10. Declaration: I/We declare that, the information given above is correct. In case it is found false/incorrect, at any stage, Women Development Corporation, Bihar may terminate the Letter of Award and/or take suitable action against me/us. I/We have read/gone through the terms, conditions, rules, guidelines etc. of the tender/housekeeping work, and agree to follow the same.**

Date: ..... (Signature/s of the tenderer/Authorized person)

Place: ..... Full Name/s:

Designation:

Seal:

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

**Proforma-II**  
**HOUSEKEEPING SERVICES-FINANCIAL BID**  
**(To be put in separate sealed envelope)**

SI No	Details of Scope of Work	Amount	GST	Total
1	Carrying out the housekeeping work as per the scope of work/requirement by deploying appropriate man power & equipments including consumables.			

Total in words : Rupees \_\_\_\_\_

Place :

Date:

Authorized Signatory with seal