

**Request for Proposal for Selection of Agency for Comprehensive  
Management including House Keeping & Sanitation, Routine  
Maintenance and Security Services for WCDC office, Patna**

**Issued By:**

**Women & Child Development Corporation, Bihar  
Dept. of Social Welfare, Govt. of Bihar  
Daroga Rai Path, Road no. 2, R Block  
Patna 800 001, Bihar**

**Email: [support.wdc@bihar.gov.in](mailto:support.wdc@bihar.gov.in)**

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Ph No.: 0612 2506068

## **Glossary**

1	WCDC	Women & Child Development Corporation, Bihar
2	RFP	Request for Proposal issued for the purpose
3	GoB	Government of Bihar
4	EMD	Earnest Money Deposit
5	FMS	Facility Management Service
6	HR	Human Resource
7	LCS	Least Cost Based Selection
8	BG	Bank Guarantee
9	DD	Demand Draft

## **Disclaimer**

The information contained in this Request for Proposal document (“RFP”) or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of WCDC or any of its employees or advisors, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by WCDC to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by WCDC in relation to the selection of Agency for providing Comprehensive Management Services for WCDC office, Patna. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for WCDC, its employees or advisors to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. WCDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

WCDC, its employees and advisors make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or not, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

WCDC also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicants upon the statements contained in this RFP. WCDC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that WCDC is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the selection of Service provider, reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by WCDC or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and WCDC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.



## 1. Background

### Women & Development Corporation, Bihar (WCDC)

The Women & Child Development Corporation, Bihar (erstwhile Women Development Corporation, Bihar) came into existence under the Society Registration Act –1860 on November 28, 1991 with the objective of implementing programmes for empowerment of women in the state and to formulate, promote and implement various schemes aimed at the development of women in Bihar. It works under the aegis of Dept. of Social Welfare; Govt. of Bihar. Its vision is to ensure overall survival, development, protection and participation of women and adolescent girls in the state. The WCDC, over a period of time has evolved its vision and is currently implementing plans of action, programmes and schemes for advancement of women and adolescent girls with the support of Civil Society Organizations, Community Based Organizations and professional and technical Agencies for achieving its mandate, in addition to the regular support from the State Government.

Women & Child Development Corporation, Bihar is a registered Organization registered under Societies Registration Act, 1860. It is working under Department of Social Welfare, Government of Bihar and is the nodal agency for implementing women development programmes of the State. Women Development Corporation, Bihar is working in close partnership with Community Based Organizations, Administration & NGOs and main streaming the social, cultural and economic empowerment process for the women and girls of Bihar.

The Government of Bihar has entrusted the responsibility to the Women Development Corporation (WCDC) towards the implement of the Women Empowerment Policy (2015) in Bihar, and now a multi-pronged state-wide campaign to root out child marriage and dowry has been initiated. The Women Empowerment Policy clearly articulates the states mandate and commitment to bring gender parity with equal opportunity for women and adolescent girls; for better access to health, nutrition, education and capacity development.

WCDC invites bids from reputed agencies for proving Comprehensive Management Services for G+6 floors of WCDC office situated at Daroga Rai Path, Patna. The eligibility and Technical evaluation criteria and scope of work is laid out under **Section 4: Scope of Work**.

## 2. Fact Sheet

S. No	Details
1.	The method of selection is: <b>Least Cost System (LCS) Method</b>
2.	Project duration - The project duration is <b>Two (2) years</b> . WCDC may decide to extend the contract for duration of <b>further one (1) year</b> subject to satisfactory performance of the agency. The assessment of performance and final decision of extension shall be taken by WCDC through appropriate evaluation mechanism.

3.	Tender Processing Fee cum Cost of Document (NonRefundable)	<b>Rs 5000.00</b> (plus GST @18%) to be paid through Demand Draft in favour of Managing Director, Women Development Corporation
	Earnest Money Deposit	<b>Rs. 1,00,000.00</b> to be paid either through Bank Guarantee or Demand Draft.  DD/ BG should be made in favor of <b>Managing Director Women Development Corporation, payable at Patna</b>
4.	Availability of Tender Document	07/09/2021 to 29/09/2021; 02:00 PM through WCDC's website : <a href="http://www.wdc.bih.nic.in">www.wdc.bih.nic.in</a>
	Last Date to submit bid queries for clarifications on the tender document	13/09/2021; 5:00PM
	Date and Time for Pre Bid meeting	14/09/2021; 12:30 PM
	Date and Time for Submission of Bid	29/09/2021; 03:00 PM
	General cum Technical Bid Opening Date and Time	30/09/2021 at 1:00 PM
	Financial Bid Opening Date and Time	Will be declared later on
5.	<ul style="list-style-type: none"> <li>RFP can be downloaded from the website of WCDC.</li> <li>All interested bidders shall pay Tender Processing fee and submit their Technical and Financial RFP responses by hand/post</li> </ul>	
6.	<p>Pre Bid meeting will be held on 14/09/2021; 12:30 PM at Conference Room, WCDC, Daroga Rai Path, Road no.2, R Block, Patna 800 001, Bihar</p> <ul style="list-style-type: none"> <li>All the queries should be received on or before 13/09/2021 by 5:00PM by email as per the format provided in the bid document. The queries should be mailed to <a href="mailto:support.wdc@bihar.gov.in">support.wdc@bihar.gov.in</a> mentioning 'Regarding Comprehensive Management of building' in the subject line of the correspondence.</li> </ul>	
7.	Validity of Technical and Financial Proposal - 180 days	
8.	<p>The address for Communication is:</p> <p>Managing Director, Women &amp; Child Development Corporation, Bihar Daroga Rai Path, Road No. 2, R Block Patna 800 001, Bihar Email: <a href="mailto:support.wdc@bihar.gov.in">support.wdc@bihar.gov.in</a></p>	

	Ph No. 0612 2506068
9.	Proposals must be submitted no later than the following <b>date and time:</b> 29/09/2021; 03:00 PM



### 3. General instruction of bidding process

- I. This invitation for bids is open to all Indian firms who fulfill prequalification criteria as specified in the RFP.
- II. Breach of general or specific instructions for bidding, general and special conditions of contract with GoB or any of its user organizations during the past 3 years may make affirm ineligible to participate in bidding process.
- III. Any specific Company can submit only one bid.
- IV. The Bidders are advised to submit the Bids well in advance of the deadline as WCDC will not be liable or responsible for non-submission of the bids on account of any technical glitches or any problems in connectivity services used by the bidder.

#### Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify WCDC in soft copy at WCDC's correspondence email address before the date mentioned in the 'Fact Sheet'. WCDC will respond to all requests in the pre-bid meeting. The clarification shall be asked as per the given format. Queries not adhering to this format will not be responded to.

S.No	Page No/Section No of the RFP Document	Query Details	Proposed Modification (ifany)
1			
2			

#### Pre-Bid meeting

- a. The purpose of the meetings will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- b. Not exceeding two employees from each of the bidding firm/company/organization are invited to attend the Pre-Bid Conference at their own cost, which is to be held at the above mentioned venue and time.
- c. The clarifications will be uploaded on the WCDC's website.
- d. Non-attendance at the Pre-Bid Conference will NOT be a cause for disqualification of a Bidder.

#### Amendment to tender document

At any time prior to the last date/time for receipt of bids, WCDC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, reserves the right to modify the tender document by issuing an amendment. All the amendments made in the document would be published in the website [www.wdc.bih.nic.in](http://www.wdc.bih.nic.in). The amendment will be notified in the website and will be binding on the bidders. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, WCDC may, at its discretion, extend the last date for receipt of bids.

#### Bid Preparation

- a. Language of bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and WCDC, shall be written in the English language.

**b. Bid Format**

The Bidder shall the Proposal, as given below:

**1. Technical Bid**

1. A letters on bidder's letter head

- Describing the Technical competence and experience of the bidder and clearly mentioning the Schedule and type of service for which bid is being submitted.
- Certifying that the period of validity of bids is 180days from the last date of submission of bid, and
- Asserting that the bidder is quoting for all the items mentioned in the tender.
- Accepting all terms of this RFP

2. Documents required against each eligibility cum Technical Criteria.

The Technical Bid document shall detail all the information sought from the bidders(as described in Section 6)and required for WCDC to evaluate the bids as prescribed as part of the eligibility and technical evaluation laid down under the respective Schedule in Section5 of this volume. Hence it is mandatory that the bidders read this section in conjunction with the Section 5 to provide information as necessary and adequate to evaluate the proposals.

**Application/ EMD-** The bidder shall furnish as part of its Application a refundable EMD of amount INR 1,00,000/- (one lac only) in the form of a Bank Draft/ BG issued by a scheduled/ nationalized Bank in India, Drawn in favor of the Managing Director, Women Development Corporation, payable at Patna.

- WCDC shall not be liable to pay any interest on the EMD so made and the same shall be interest free. Bids not accompanied by the Application Security shall be rejected by the WCDC as non responsive.
- The EMD of unsuccessful Bidders will be returned by the WCDC, without any interest, within 180 days of opening of the bids.
- EMD Exemption is not allowed.
- The selected Applicant's EMD will be returned without any interest upon signing of the MSA/MoU and furnishing the Performance Security by the selected agency in accordance with the relevant provisions thereof.
- No relaxation of any kind on Application security shall be given to any Applicant.
- Application Security or EMD shall be forfeited and appropriated by WCDC hereunder or otherwise, under the following conditions:
  - ✓ If an Applicant engages in a corrupt practice, fraudulent practice, coercive practice undesirable practice or restrictive practice
  - ✓ If an Applicant withdraws its Application during the period of Application validity as

specified in this RFP and as extended by WCDC from time to time.

- ✓ In the case of selected Applicant if it fails within the specified time limit to sign the Agreement and / or to / furnish the Performance Security within the period prescribed therefore in the RFP.
- ✓ In case the selected Applicant, having signed the RFP/AGREEMENT, commits any breach thereof prior to furnishing the performance Security.

## **II. Financial bid**

The Financial bid shall be submitted with all forms of Section 5. Accordingly incomplete bids shall be rejected. The Financial bid shall comprise of:

3. Form F1: Bid submission letter
4. Form F2: Financial Bid

### **General Conditions:**

The Financial Fee shall be paid for:

Total Monthly cost for providing service (as per Section 5, Form F2.1)

The fees charged will be exclusive of GST and will be payable as per the applicable rates at the time of payment.

### **Submission of Bids**

- Tender Processing Fees

Bidder can download the tender document from the website of WCDC [till](#) the due date and time for bid submission. Any interested bidder shall pay tender processing fee as specified . The tender processing fees has to be paid through modes specified in Section 1.

- Modes of Submission

- a. All interested bidders shall pay Tender Processing fee and submit their Technical and Financial RFP responses by hand / post.
- b. EMD to be submitted as per instructions in Section 1
- c. Tenders submitted after the due date and time will not be considered. WCDC will not be liable or responsible for any delays due to unavailability of the portal and the internet link.

### **Authentication of Bid**

The response bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The response bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of- attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall bear the signature and seal of the person authorized to sign the bid.

**a. Validation of interlineations in Bid**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct error made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

**b. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by WCDC. WCDC will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

**c. Financial Bid**

- The bidder shall indicate prices according to the Perform a prescribed in Form F2, Section 5 of the tender document.
- Prices quoted by the bidder must be all inclusive, firm and final, and shall not be subject to any escalation what so ever during the period of the contract.
- Prices should indicate the price at site and shall include all state and central taxes. Attention of the bidder is invited to the terms and conditions of payment given in RFP document.

**d. Revelation of Prices**

Prices in any form and for any reasons shall not be revealed in the pre-qualification bid or technical bid or before opening the financial bid. In case such violation happens, then the bid shall be immediately rejected.

**Bid Submission**

**a. Consortium and Joint Venture**

- The bid shall be submitted only as single entity firm. **Consortium or Joint venture shall not be allowed for the project.**
- The Bidder shall be evaluated (during technical evaluation) based on the total strength as prescribed in this bid document.
- The performance of the subcontracted agency, if any, shall be purely the responsibility of the bidder. The bidder shall be purely and wholly held responsible in case the subcontracted agency fails to perform. The bidder shall be fully responsible for all acts of commission and omission.

**b. Modification and Withdrawal of Bids**

No bid shall be withdrawn in the interval between the last date for receipt of bids, and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval would result in forfeiture of the bidder's bid security.

**c. Address for Correspondence**

The bidder shall designate the official mailing address, place, telephone number, fax number and email address to which all correspondence shall be made by WCDC. WCDC will not be responsible for non-receipt of any communication sent to or by the bidder.

**d. Clarifications and Verification of Services**

- WCDC, if required, may conduct necessary verification to satisfy themselves on the performance of the services offered with reference to their requirements.
- WCDC will satisfy itself on the veracity of the reference works with reference to performance indicators relevant to the requirements specified.
- If deemed necessary, WCDC may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. WCDC may, if so desire, ask the bidder to give a presentation/ demonstration for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

**e. Contacting WCDC**

- Bidder shall NOT contact WCDC on any matter relating to this bid, from the time of the submission of bid to the time the contract is awarded. During this period, all important notices will be published in the website of WCDC.
- Any effort by a bidder to influence WCDC's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid. Such an act on the part of the Bidder shall amount to misconduct and will be liable for appropriate action, as decided by WCDC.

**a. Bid Currency**

- Price shall be quoted entirely in Indian Rupees

**Disqualifications**

The bid is liable to be disqualified in the following cases:

- The Bid not submitted in accordance with this document.
- During validity of the bid, or its extended period, if any, the Bidder increases their quoted prices.
- The Bidder qualifies the bid with his own conditions.
- Bid is received in incomplete form.
- Bid is received after due date and time.
- Bid not accompanied by all requisite documents.
- Information submitted in Technical Bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Financial bid/pricing is uploaded in the Technical bid.
- Late bid submission

## Technical & Financial Proposal Evaluation

It is proposed to have a 2-stage system for this RFP Response:

- Technical Proposal;
- Financial Proposal.

### I. Technical Proposal

- ☐ The proposals will be evaluated by the evaluation committee, based on the details submitted by the bidder.
- ☐ The evaluation committee shall evaluate the Technical proposals as per the eligibility and technical evaluation criteria under Section 4.
- ☐ The details provided along with supporting documents / documentary evidence will be used to select technically responsive bids. Inability to submit requisite documentary evidence would lead to rejection of the proposal.
- ☐ For bidders being evaluated for Comprehensive Management Services, WCDC would notify the eligible bidders regarding date, time and venue to make a Technical Presentation before the Evaluation Committee. The marks awarded in the Technical presentation will be used to calculate Total Technical Score (refer Technical Evaluation Criteria).
- ☐ The decision of the evaluation committee in the evaluation of responses to the RFP shall be final.

### II. Financial Proposal

- ☐ The Financial bid will be opened and evaluated only for bids that are found to be technically responsive by the evaluation committee on the basis of Technical evaluation.

**Note:** For details related to eligibility of Technical bids please refer to **Section 4**.

- ☐ Such bidders shall be notified regarding date and time for opening of financial proposals.
- ☐ Costs (including break down of costs) shall be expressed in INR. The Bidder shall enclose details in the format of FORM F2 (attached in the annexure)
- ☐ The cost indicated in the financial proposal shall be deemed as final and reflecting the total cost of services inclusive of all taxes, duties applicable at the time of bid submission. Omissions, if any, in costing any item shall not entitle the consultant to be compensated and the liability to fulfill its obligations as per the TOR within the total quoted price shall be that of the Consultant.
- ☐ Costs may be standardized to ensure uniformity for comparison purpose.
- ☐ All the costs associated with the assignment shall be included in the Financial Proposal. These shall normally cover remuneration for all the Personnel, Accommodation, travel, if any and equipment during the normal course of their work.
- ☐ The total amount indicated in the Financial Proposal shall be without any condition attached of subject to any assumption, and shall be final and binding. In case any assumption of condition is indicated in the Financial Proposal. It shall be considered non-

responsive and liable to be rejected.

- The Financial Proposal shall take into account all expenses and tax liabilities. For the avoidance of doubt, it is clarified that all taxes shall be deemed to be included in the costs shown under different items of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at sources as per Applicable Laws.

**The Bidder shall be selected on the basis of Least Cost i.e. the bidder quoting the minimum evaluated price shall be selected for award of the bid.**

➤ *The bidder quoting the second lowest price shall be kept in reserve and may be invited in its discretion for negotiations in case the selected Bidder withdraws, or fails to comply with the requirements.*

### III. Performance security

- The Selected applicant shall furnish 10% of the total Evaluated Financial Cost, in the form of a Bank Guarantee issued by a Scheduled/ nationalized Bank in India, drawn in favor of “The Managing Director, Women Development Corporation” payable at Patna as instructed by WCDC prior to signing the agreement, as the Performance security for the project.
- WCDC shall not be liable to pay any interest on the Performances Security deposit so made and the same shall be interest free Performance Security shall be forfeited and appropriated by the WCDC hereunder of otherwise, under the following conditions:
  - ✓ If the Selected Applicant engages in a corrupt practice, fraudulent practice, coercive practice of restrictive practice,
  - ✓ If the Selected Applicant refuses to provide services towards successful completion of its duties and responsibilities as per the expectations mentioned in the scope of work section of the Bid Document.

### IV. Penalty

- The penalty against performance security will be exempted in case of any delay which is on account of force majeure or beyond the control of the company and is inevitable or in case of foreseeable delay which has been prior informed within the specified timeline and approved by WCDC.
- Other Penalty provisions for deficient services are provided under Section 4 of this document.

### Arbitration

- State and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between the tenderor in connection with the Contract.
- If any or all of the disputes are not settled after 30 days from the date of commencement of such negotiations the case will be referred for Arbitration. The Arbitration proceedings shall be initiated to be held at Patna, Bihar and the language of

the arbitration proceedings and that of all documents and communications between the parties shall be in English. The Arbitration process shall follow the provisions of Bihar Public Works Contracts Disputes Arbitration Tribunal Act 2008, rules framed there under or procedure prescribed by Bihar Arbitral Tribunal. It is further clarified that in case any dispute does not come under the preview of “Work Contract” defined under Section 2(k) of the Public Works Contracts Dispute Arbitration Tribunal Act, 1996 and shall be referred for arbitration as per the terms of Arbitration and Conciliation Act, 1996 or any amendments thereof. The Arbitral award shall be in writing and shall be final and binding on each party and shall be enforceable in any court of competent jurisdiction. Sole Arbitrator shall be appointed by the Managing Director, WCDC.



## 4. Scope of Work

### Comprehensive Management Service at WCDC office building at Patna

#### i. Scope

##### A. HOUSEKEEPING

The agency shall be responsible for all issues related to cleaning and upkeep of the premise including washrooms, cafeteria, parking area, campus and other common areas.

All the consumable material required for cleaning such as cleaning agents, pest control material and the equipment and machinery shall be provided by the agency at no additional cost. The agency shall consider these costs while quoting the Cost for this assignment. The service provider shall be responsible for maintaining adequate stock of all consumables/ other items through procurement at regular periods. The agency shall engage atleast Eight *Safai Karamcharis* and one supervisor for housekeeping, cleaning and sanitation work.

The agency will provide standard Cleaning Services and Procedures as given below

Nature of Job	Periodicity	Description
Sweeping / cleaning	Daily	<ul style="list-style-type: none"> <li>Sweeping &amp; cleaning of all the floors areas. After sweeping all vitrified floors, areas would be machine scrub cleaned.</li> <li>Damp mopping of tiles, vitrified floors, staircase, elevators, floor, sidewalls and podium, compound areas etc. Floor shall be made free of stain, dirt, mud, sand, footprints, liquid spills and other debris.</li> <li>Chairs, computers &amp; its accessories/ printers, trash receptacles and easily movable items shall be moved to clean underneath.</li> <li>During inclement weather, the frequency of cleaning will be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or standing water.</li> <li>Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use condition.</li> <li>Daily cleaning of lift cabins, mirrors &amp; doors in all the floors.</li> </ul>
Vacuuming	Daily	<ul style="list-style-type: none"> <li>Vacuuming all carpets runners and carpet protectors so that they are free of dirt, mud etc.</li> <li>Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.</li> <li>Chair, trash receptacles and easily movables items shall be moved to vacuum underneath, and then replaced in the</li> </ul>

		original position.
Washrooms & Toilets Cleaning	Daily (at regular intervals, as per need)	<ul style="list-style-type: none"> <li>Thorough cleaning and sanitization of toilets, bathrooms, washbasins, using suitable nonabrasive cleaners and disinfectants.</li> <li>Frequency should be more to maintain hygienic conditions of washrooms throughout the day.</li> <li>All surfaces shall be free of grime, soap, mud and smudges.</li> <li>Cleaning of mirrors, glass doors, glass windows etc.</li> <li>Supply of daily requirements of paper towels, toilet papers, liquid soap dispenser with liquid soap, urinal cubes,</li> </ul> <p>Naphthalene balls, odonil, air fresheners, etc at each wash basins, toilets, bathrooms shall be provided by the contractor.</p> <ul style="list-style-type: none"> <li>Only Eco-Friendly chemicals like Polyclean /Task or equivalents to be used.</li> </ul>
Trash removal	Daily	<ul style="list-style-type: none"> <li>Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and return them where they were located.</li> <li>All waste from waste paper baskets will be collected and deposited in the building's waste containers.</li> <li>Dry and wet garbage would be segregated and dumped into designated area within the premises.</li> <li>Collection of old newspapers, bundling &amp; shifting to specified place.</li> <li>All the wastes, trash, debris, garden waste etc have to be disposed from the campus on daily basis as per the guidelines of PATNA MUNICIPAL CORPORATION/ local civic authorities. Any co-ordination in this regard with PATNA MUNICIPAL CORPORATION has to be carried out by the Contractor.</li> <li>Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the WCDC, the Contractor shall be penalised as per details mentioned under penalty clause of this RFP Document.</li> </ul>
Glass surface Cleaning	Daily	<ul style="list-style-type: none"> <li>All glasses at entrance doors and windows of the premises would be cleaned using damp and dry method.</li> <li>Glass table tops, cabin doors, cabin partitions and glass accessories, etc would also be cleaned.</li> <li>Removal of grease marks or fingerprints on glass counter sand partitions. This cleaning is done using cleaner of standard brand of established /reputed company and lint free cloth or paper towels.</li> </ul>
Spot Carpet Cleaning	Daily	<ul style="list-style-type: none"> <li>Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals etc.</li> </ul>
Damp & Dry	Daily	<ul style="list-style-type: none"> <li>Wipe clean all white boards of meeting rooms, conference</li> </ul>

Cleaning		<p>rooms, workstations etc.</p> <ul style="list-style-type: none"> <li>Wipe clean all table tops of workstations, cubicles and other furniture and fixtures. Cleaning of Glass, chairs, service room/bathrooms/toilets.</li> </ul>
Carpet/ doormats Etc	Daily	<ul style="list-style-type: none"> <li>While carpets/ doormats to be cleaned/ maintained properly on daily basis, position will be reviewed on fortnightly basis to assess that whether repair/replacement is required,</li> <li>particularly in case of doormats / carpet in passages/entrance etc. While carpet will be provided by the WCDC, repair/size-specific modification/ stitching etc to be done by the contractor.</li> </ul>
Plumbing work	As & When Required	<ul style="list-style-type: none"> <li>Plumber shall attend the all kinds of plumbing work, as directed by WCDC officials.</li> <li>Maintenance of all plumbing &amp; sewage lines, cleaning of choke-up, minor repairs/ replacement of plumbing fixtures(taps, valves, jet spray, water dispenser in washrooms/ toilets etc.) and sanitary items.</li> </ul>
Deep cleansing	Weekly	<ul style="list-style-type: none"> <li>Stairways, surrounding common areas, generator rooms, basement, car parking, etc. Ceiling, walls, partitions etc. Toilet and Wash rooms</li> </ul>
Window glass Cleaning	Weekly	<ul style="list-style-type: none"> <li>Interior and exterior glasses will be cleaned on both sides, throughout the building.</li> <li>Exterior cleaning of the glasses where accessible.</li> </ul>
Sanitizing	Weekly	<ul style="list-style-type: none"> <li>Office desk paper bins would be cleaned and sanitized.</li> <li>All washrooms dustbins would be thoroughly cleaned and sanitize.</li> <li>Deep cleaning, dusting and wiping of sanitary fittings in the Wash room, ladies toilets etc.</li> <li>All telephone instruments, computer/laptop keyboards would be sanitized using disinfectants.</li> <li>Waste bins from Pantry and Cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.</li> <li>Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectants.</li> <li>Internal cleaning/ sanitizing water coolers at weekly intervals.</li> <li>During monsoon season the Contractor has to ensure periodic cleaning of the basement, etc. with suitable materials for removing the algae / green patches formation.</li> <li>Up-keeping &amp; removing choke-up in the storm water drains in the ground &amp; basement level and other drains located</li> <li>inside the premise. The Contractor should co-ordinate with Patna Municipal Corporation and keep the inter-junctions clear from any obstruction.</li> </ul>
Polishing	Monthly	<ul style="list-style-type: none"> <li>All the doors handle/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using good quality polishing agents</li> </ul>

Dusting, wiping, cleaning,	Weekly	<ul style="list-style-type: none"> <li>• Deep cleaning, dusting and wiping of Handles, doors, door closers, fittings, windows, curtains etc.</li> <li>• Cleaning, dusting and wiping of false ceilings.</li> <li>• After Cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks.</li> <li>• External cleaning of all water coolers using suitable cleaning materials.</li> <li>• Cleaning of all the terraces on fortnightly basis. Cleaning, dusting, cobwebs &amp; Wiping of the sub-station building.</li> <li>• Dusting of fire extinguishers, fire hydrant heads.</li> <li>• Dusting of windowsills and blinds.</li> <li>• Cleaning of ceiling fans, pedestal fans, wall mounted fans, indoor split AC units, window ACs, etc.</li> </ul>
Scrubbing	Fortnightly	<ul style="list-style-type: none"> <li>• Scrubbing of all floor areas with scrubbing machines.</li> </ul>
External Facade, overhead & underground tank	Quarterly	<ul style="list-style-type: none"> <li>• Proper cleansing / maintenance of vertical blinds/ curtains, with repairing wherever required using suitable material.</li> <li>• Deep cleaning of all service ducts, chajja in the floor, etc.</li> <li>• The contractor has to ensure necessary safety precautions by the workers including wearing protective equipments like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas, etc.</li> <li>• The Contractor shall also undertake deep cleaning of external building walls, external glasses, glass windows etc by using suitable method.</li> <li>• Cleaning of overhead and underground tanks by using suitable equipment with proper safety precautions and optimizing water usage to avoid wastage of water. It will be the responsibility of the Contractor to ensure that necessary insurance cover is obtained well in advance before commencement of the cleaning work of external building walls. It will also be necessary to obtain security clearance from the appropriate authority of WCDC.</li> </ul>
Uniforms, tools, Machines	-	<ul style="list-style-type: none"> <li>• The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary plumbing / carpentry tools, etc. to all their staff members.</li> <li>• Also, all the expenses towards maintenance of the equipments, tools, machines, etc will have to be borne by the Contractor.</li> </ul>
Control rodent Treatment	Fortnightly	<ul style="list-style-type: none"> <li>• The pest control at messes, kitchens, drainage swath process for eradication of cockroaches, moths, spiders, fleas, houseflies, mosquitoes, etc will be taken care at fortnight interval or as &amp; when required.</li> <li>• High quality Rodent Treatment will have to be undertaken on an ongoing basis and fortnightly basis to protect the highly sensitive electronic machines/equipments, computers,</li> <li>• Wires, servers and other equipments, and also to prevent rodents in the false ceiling areas.</li> </ul>

		<ul style="list-style-type: none"> <li>The Contractor shall ensure that after carrying out the high-quality Rodent Treatment, no damage would be caused to the WCDC's equipments. In the event, any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses.</li> </ul>
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The Bidder has to supply all the necessary consumable items, equipment, tools, tackles and vacuum cleaners of approved make including supplying labour, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of WCDC.

#### Inspections

- The agency should develop an inspection checklist that is tailored to the individual work area.
- The agency must provide the checklist with list of cleaning activities which have to be duly displayed in the washrooms and other common areas and indicating the schedule of cleaning activities. The agency manager/ coordinator would be required to update the status on the displayed list which would be inspected and confirmed by WCDC official.
- All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the checklist as a cleanup guide.
- All material required for periodic cleaning should be maintained as part of standard inventory by the agency. The agency shall also maintain an inventory list at all times and update it as per requirement and anticipated change.
- Any maintenance, replacements identified to be carried out would be communicated to the facility manager/ helpdesk.

#### B. Security Services

The agency shall engage Six Security guards who shall be deployed in three shifts (two in each shift). The agency shall also deploy one receptionist during the office hours on each working day.

The following services are to be provided under this head by the agency:

- The agency shall furnish the name, age, qualification, address and photographs of the security staffs, receptionist, housekeeping/sanitation workers to the WCDC. The same shall be applicable in case of any changes in staff is being done at any point of time during the contract period. An Identity card by the agency has to be provided to all the staffs and the same shall be worn all the time in the WCDC campus.
- The security of the whole premise shall be ensured round the clock, on 24 x 7 basis.
- The security guards should be well trained in fire fighting, operation of fire-protection systems & equipments, fire extinguishers and providing first aid.
- The guards should be well versed in operation & monitoring of CCTV cameras. The guards deputed shall immediately report suspicious movement/activity to the nodal officer designated by WCDC.
- The agency has to provide all items required for day to day security including torch, baton, and whistle. The agency has to ensure that neat and clean uniforms to the security guards are provided.
- The guard on duty & receptionist shall ensure that only authorized persons enter the premises after proper verification and intimation.

- The security personnel deputed shall ensure opening and proper locking of main doors of the building and chambers. They will also ensure that all electrical equipments, instruments, lights & fans are switched off after the closure of the office. Any breakage, pilferage of furniture, equipments, fittings shall be brought to the notice of the WCDC authorities immediately. If after the enquiry it is found that the loss has occurred due to the negligence of the agency/ its staff, WCDC shall have the full power to recover the loss in full or adjust from the dues or security deposit of the agency. The decision of MD-WCDC shall be final and binding on the agency.
- If any sort of negligence or deliration of duty on part of the guards is found by WCDC, the agency will immediately withdraw the guard from the premise. Further, if required, suitable action shall be initiated by WCDC.

### **C. Civil & Electrical maintenance**

The work involves- (i) maintenance work of minor civil nature of the building including earth work, concrete work, carpentry works, painting, repair etc in the building and area within the premise boundary, and (ii) maintenance of electrical installations.

The tentative scope of maintenance work is as follows :

- Periodic maintenance of water tank, water pipe lines, drainage lines, toilets/ wash basins, urinals, W/c choke up of flushing tanks & flush lines, rectification of leakage, repair of entire sewage system of the building.
- Water tank fill up, cleaning of water tank on regular basis, maintenance of R.O. systems.
- Checking of false ceilings, and floor tiles and re-fix wherever necessary.
- Checking of door, window closures and re-fix or change the closures whenever required.
- Proper maintenance of all furniture, work stations and other furnishing items.
- Glass door maintenance and cleaning.
- Maintenance of trees, flower pots and other decorative items.
- Annual maintenance contracts for routine and preventive maintenance of electrical installations – motors, UPS, panels, water pump, lightings, fans, Air Condition systems, gensets, lifts etc.
- Operation and maintenance of all electrical installations as per rules and procedures.
- Regular checking of all meters, batteries, lubricant systems.
- Maintenance and proper functioning of CCTV system. Addressing the faults in the system .
- Attending to day to day fault of any kind of light fittings, water pumps, motor starters, UPS, cables , MCBs, MCCBs, panel boards, etc. In case of major breakdown, the agency shall coordinate with the concerned dept/ service provider to get the rectification done.
- Regular cleaning of all electrical equipments and installations. This should be done once every month.
- Operation and maintenance of gensets installed. The agency shall ensure that the gensets are always in working condition. Requirement of fuel, lubricants for the genset shall be met by the agency.
- Operation and maintenance of lifts (elevators) as per manufacturer's laid down norms, regular maintenance and fault rectifications, repair and replacement of electrical and mechanical components.
- Operation & Maintenance of audio visual equipments installed in the office including repair and replacements.
- Operation and maintenance of fire fighting system. Checking of expire date of fire extinguishers and ensuring refills.
- Operation and maintenance of Air conditioner equipments. Servicing of equipments, fault rectifications, repair and replacements.

**Note : The cost of materials / equipments involved in minor repair and maintenance of civil and electrical works up to Rs.10000/- in a particular work will be borne by the agency. In case of major repair work or for repair work worth more than Rs.10000/- expense shall be borne by WCDC, for which prior approval of WCDC shall be taken.**

## **ii. GENERAL REQUIREMENTS**

The agency shall depute one Facility manager cum works supervisor who shall be overall incharge of all services being provided by the agency. All correspondence and coordination work with WCDC shall be done by this manpower.

### **1. Helpdesk management**

The Service Provider will be required to report and coordinate with the Help-Desk/Reception to be set up at the facility where in all the service, equipments, gadgets related defects/ problems will be logged either on telephone, in person or through email.

This helpdesk will receive, log and track all calls related to the end users in the facility. For calls/ services it is not directly responsible, these would be informed and escalated to the concerned WCDC personnel as decided and communicated to the helpdesk from time to time.

Any Complaint Lodged in Helpdesk will be responded depending on nature of the problem. If any call is not resolved within the agreed timelines, follow up action should be taken and then it will be escalated to the concerned as per the escalation matrix.

- Resolution of the problem will be reconfirmed by the Help-Desk operator with the complainant and then closed in the Register.
- At the end of each day, the unattended and pending problems will be carried forward to the next day and a report of such problems will be prepared and forwarded to the respective authorities in WCDC.

### **2. Personnel**

- The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by WCDC and the industry norms.
- All staff would be in a neat, clean and well-groomed appearance
- All staff, Workmen and their sub-contractors to carry proper ID cards as provided by the service provider.
- The staff will ensure wearing respective work masks, safety gloves and belts as and when required.
- All legal & statutory compliances would be the responsibility of the service provider
- Continuous training of the employees would also be the responsibility of the service provider.
- Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to WCDC on regular basis.

### **3. Safety guidelines**

- Service provider agency staffs must know and follow their duties related to safety for all personnel. These guidelines are applicable as well as sub-contractors deployed by them at the site.
- The service provider shall provide prior information to WCDC nodal person about any hazardous material being brought on the site and shall ensure security storage of such material.
- The work standards employed by service provider must be good in all respect.
- The service provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- The service provider must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.

### **4. Background Check and Screening**

Background check for all employees deployed is mandatory. The deployed staffs honesty, behavior and character shall be the sole responsibility of the agency. The agency shall be liable on any default on these parameters.

- If any personnel need to be changed by Service Provider due to some emergency which is beyond the Service Provider control, the new personnel must be provided within one week.
- In case any personnel are found to be deficient in providing required services repeatedly, Service Provider will provide a replacement within one week.
- If Service Provider continues to provide sub-standard personnel and the work suffers, WCDC will impose penalties for resulting deficient services as per SLA.

### **5. Management, Co-ordination Reporting and Meetings.**

- Service Provider agency will be responsible for managing the services as described in the scope of work, Liaison with WCDC and AMC Providers, reporting to WCDC, providing Value-Adds to WCDC and escalations.
- Service Provider has to do weekly meetings, and monthly review as well as Quarterly review meeting to appraise WCDC about the Facility Management activities and value-adds.

### **6. Statutory requirements**

- The Service Provider shall comply with all the statutory acts such as Payment of minimum wages and other statutory requirements. Payment of wages and other statutory compliance of the deployed manpower shall be the sole responsibility of the agency and in no way WCDC shall be responsible for the same.

### **7. Managing the Services**

- Service Provider will take ownership of all the Services as described in this Scope of Work and will work as an independent Unit. WCDC's intervention should be only on major issues and not on routine/ operational issues.
- Service Provider will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem.



- Service Provider will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of issuing LOI or commencement of agreement.
- Provide multi-skilled and trained staff as required to carry out the activities under scope of work.
- The Service Provider will liaise with external parties (government bodies) if required on behalf of WCDC.
- The Service Provider shall ensure that all statutory compliances (PF, ESIC, Minimum wages, contract labor act) as applicable are adhered to for any person employed by them directly or indirectly. WCDC reserves the right to terminate the agreement in case there is any willful flouting of the law.
- The Service Provider shall be responsible for procurement of all consumables / material.
- Preparation of Stock report on consumables at WCDC

#### **8. Liability**

The Service Provider shall indemnify and hold WCDC harmless from and against all claims, demands, suits, proceedings, damages, costs, expenses and liabilities, including without limitation, reasonable legal fees brought against or incurred by either of them for:

- Injury to persons, including death; and/or
- Loss or damage to any property; and/or
- Any other liability resulting from any acts or omissions of the indemnifying Party in the performance of this Contract.
- Service Provider shall maintain in force and upon request give evidence of adequate insurance covering its potential liability

#### **9. Value engineering for better services and Cost Reduction**

- Service Provider will use the expertise it has to suggest ways and means of improving the services and reducing cost.

#### **10. Reporting**

- Service Provider will submit regular reports to WCDC and will provide a template of reporting to WCDC within 2 weeks of start of the engagement.

#### **11. Housekeeping Equipment**

#	Equipment	Unit	Remarks
1	Heavy duty Wet and Dry vacuum cleaner.	4	The equipment stated in these columns will need to be provided at the site by the contractor.
2	Carpet and Fabric Cleaner	2	
3	Bucket Trolley	As Required	
4	Ladder	As Required	
5	Scrubbing Machine 3in1	2	
6	Window Applicator	As Required	
7	Window Squeeze	As Required	
8	Ext. Pole	As Required	

9	Safety Belt	As Required	
10	Trolley for shifting materials	4	

*The Contractor should use quality materials required for cleaning and proper upkeep of the premises. The Contractor should procure adequate quantity of consumables required for cleaning. An indicative list of such materials is given below:*

<ul style="list-style-type: none"> <li>• Dry Mop Set</li> <li>• Dry Mop Refill</li> <li>• Flat Mop set</li> <li>• Flat Mop Refill</li> <li>• Round Mop Set</li> <li>• Round Mop Refill</li> <li>• Soft Broom</li> <li>• Hard Broom</li> <li>• Tall Sweeping Brush</li> <li>• Scrubbing Brush</li> <li>• with Long Handle</li> <li>• Kitchen Wiper</li> <li>• Floor Wiper (Fiber)</li> <li>• Hand Brush Hard</li> <li>• Carpet Brush</li> <li>• Feather Brush</li> <li>• Toilet Brush</li> <li>• Choke Pump</li> <li>• Dust Pan</li> </ul>	<ul style="list-style-type: none"> <li>• Scrapper</li> <li>• Glass Duster</li> <li>• Checks Duster</li> <li>• Floor Duster</li> <li>• Sponge</li> <li>• Steel Wool</li> <li>• Spray Bottles</li> <li>• Rubber Gloves</li> <li>• Cotton Gloves</li> <li>• Plastic Bucket</li> <li>• Naphthalene Balls</li> <li>• Urinal Cubes</li> <li>• Deodorant</li> <li>• Liquid Soap hand</li> <li>• wash</li> <li>• Bathroom fresheners,</li> <li>• Bleaching powder</li> <li>• Perfume Cleaner</li> </ul>	<ul style="list-style-type: none"> <li>• Dust Pan with Brush</li> <li>• Air Freshener Bottle</li> <li>• Garbage Bag Big</li> <li>• Garbage Bag Medium</li> <li>• Garbage Bag Small</li> <li>• Toilet Tissue Rolls</li> <li>• Stain Remover</li> <li>• Or any other cleaning</li> <li>• material as required by</li> <li>• WDC.</li> </ul>
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**Note: All the above-mentioned scope of works is indicative and not exhaustive; WCDC reserves the right to add/delete any work under the scope of work. However, the Contractor has to properly maintain the campus.**

### iii. Details of Area

The agency will be required to provide its services on all the floors as well as common area and campus of WCDC office from the date of start of the assignment.

#### ***Details of the Building:***

1	Total building area in sq. ft. covering all floors	52500 Sqft
2	No. of floors	G+6
3	Total occupancy	200 ( Approx)
4	Number of occupants (during general shift)	50
5	Type of flooring in occupied	Granite (29052 sqft)    Tiles (20444 sqft)

	areas	
6	No. of Toilets	50
7	No. of workstations	Work Stations 4 <sup>th</sup> & 5 <sup>th</sup> Floor, Seating area 80.
8	No. of Conference Room / Cabins etc 1. 6 <sup>th</sup> Floor (rooms) 2. 5 <sup>th</sup> Floor (Library Hall) 3. 4 <sup>th</sup> Floor (Cabin) 4. 3 <sup>rd</sup> Floor (Cabin) 5. 3 <sup>rd</sup> Floor (M.D Chamber) 6. 3 <sup>rd</sup> Floor (M.D Cell) 7. 3 <sup>rd</sup> Floor (Officers Room) 8. 3 <sup>rd</sup> Floor (M.D Board Room) 9. 2 <sup>nd</sup> Floor (Multi-Purpose Hall) 10. 1 <sup>st</sup> Floor (Seminar Hall) 11. 1 <sup>st</sup> Floor ( Board Room)	1. 8 2. 1 3. 5 4. 3 5. 1 6. 1 7. 3 8. 3 9. 1 10. 1 11. 1
9	Total ducts	7
10	External Facade, including glass area, to be cleaned	78548 Sqft
11	Total compound area	23182.47 sqft

**The interested bidders are encouraged to visit the site for inspection and better understanding of the Centre and the facilities available. However this may be done by the interested bidders at their own expense. WCDC will not be held liable for the expenses incurred by the agencies. Visit can only be done during the office hours with prior permission.**

#### **iv. Penalty for deficient service**

- A deficient service will be determined on the basis of delay in time or not adhering to the level of satisfaction of the client or its representatives nominated by WCDC for evaluating the performance of the agency. Any penalty will be based on findings of WCDC based on the adverse reports filed against the agency by WCDC officials or representatives appointed by WCDC for this purpose.
- The Selected Applicant would be subjected to a payment deduction for deficient service based on adverse reports filed, during a particular period, which are found to be correct after following due process of seeking clarification from the service provider. In such cases decision of the Managing Director, WCDC or an official/ committee appointed by her would be final.
- WCDC shall initiate an inquiry once an adverse report is filed against the service provider. After following due process and seeking clarification from the service provider WCDC may or may not consider the deficiency valid.

- Deficient service will be determined on the basis of delay in time or not adhering to the level of satisfaction of the client or its representatives. Any penalty will be based on findings of WCDC based on the adverse reports filed against the agency by WCDC officials or representatives appointed by WCDC for this purpose.
- Any valid deficiency complaint would be considered for penalty deduction. The deficiency in service would be based on:
  - Time Delay as per SL
  - Low quality of service provided
- In case of any adverse report WCDC will hold back such payment as liable to be deducted in the case of deficiency being valid and would only release the payment in the case of no deficiency found by WCDC.
- The penalty to be imposed for each deficient service based on valid adverse reports is provided below:

Severity Level	Penalty for delay/ deficient service
Level 1	5% of monthly payment per deficient service to be deducted
Level 2	2.5% of monthly payment per deficient service to be deducted
Level 3	2% of monthly payment per deficient service to be deducted

Note: Maximum penalty per month is capped at 10% of monthly bill amount

## v. Manpower Required

- The manpower requirement of management staff such as Manager, Housekeeping Supervisor and cleaning staff and others have to be mobilized by the agency in the required numbers as per the scope of work and SLA to provide required services. The cost of such manpower to be deployed has to be included in the cost components provided in the financial proposal and no additional cost would be payable for the deployment of these resources.
- The details of proposed team to be provided in **T5: Particulars of Proposed Team**. This team will coordinate with WCDC and manage the day to day working at the campus.
- Cost under each head has to be provided on the basis of cost per square feet and total area in Form Fin 2.2. The agency may refer to Section 4 for details of area which should be used to determine and quote total cost for these services. The payment for additional work, if awarded, would be based on unit rates provided under the respective heads and as applicable at the time of award of additional work.

### Proposed Team

To undertake these activities in an effective and efficient manner a Technical Support unit (TSU) consisting of the following.

Designation	No. of Persons	Skill Set	Minimum Qualification/ experience	Shift Details (including lunch period/ recess period) *
<b>Supervisor</b>	1	Skilled	12 <sup>th</sup> Standard or ITI Degree with 5 years of relevant experience in Supervising Housekeeping works	General shift: 10.00 a.m. to 6.00 p.m. and as per requirement.
<b>Receptionist</b>	1	Skilled	Graduate with Minimum 2-year experience in related field.	General shift: 10.00 a.m. to 6.00 p.m. and as per requirement.
<b>Housekeeping men / Women</b>	8	unskilled	1 year experience in handling Housekeeping works	1st & 2nd Shift in all days. (Services will be utilised as per WCDC's requirement.
<b>Security Service</b>	8	Skilled	10 <sup>th</sup> Standard pass out with Minimum 2 years relevant Experience	General shift: 10.00 a.m. to 6.00 PM & 6.00 P.M to 10 A.M p.m. and as per requirement.
<b>Plumber</b>	1	Skilled	3 years of experience in handling relevant works	As and When Required
<b>Electrician</b>	1	Skilled	3 years of experience in handling relevant works	General shift: 10.00 a.m. to 6.00 p.m. and as per requirement.

\*WCDC reserves the right to increase or decrease the no. of housekeeping staff as per the requirement.

## vi. Payment Terms

Payment would be made to the agency on the submission of invoice and supporting documents, subject to completion of works satisfactorily in accordance to scope of work and as specified in the contract agreement, at the end of each quarter.

### Documents to be submitted for release of Payment:

- ☐ Covering letter
- ☐ Invoice with component wise costs

## vii. Quality Control

- ☐ WCDC or any other representative appointed for evaluating the performance of agency would undertake periodic quality assessment of the services being provided by the agency through a feedback mechanism.
- ☐ The reports/complaints would be used by WCDC in evaluating the performance to ensure quality controls as well as deciding upon any further extension to the agency at the end of the two year term of the contract.
- ☐ The agency should also keep a feedback register to take regular feedback from the occupants of the premise on the services being provided.

## viii. Eligibility and Technical Evaluation

### 1. Criteria

#	Requirement Description	Supporting evidence required
1	<p>The Bidder must be a legally constituted Company registered under companies Act or a proprietorship firm or a Partnership Firm</p> <p>The bidder shall be in the business of construction of building (civil &amp; Electrical) since last 3 years or should have experience of providing civil &amp; electrical maintenance, housekeeping services and security services (all 3 included) since minimum 3 years to any Govt. of India body, Govt. of Bihar agency or PSU</p> <p>The bidder should be a single Business Entity. Any kind of consortium/ Joint Venture is not allowed</p>	<p>Incorporation / Registration Certificate</p> <p>Proof in form of work orders, contracts, payment orders.</p> <p><i>(Information to be provided in form – T2)</i></p>
2	<p>The bidder must have an annual average turnover of Rs.5 Crores in the last 3 FYs</p>	<p>Certified copies of Audited Financial statements providing the Turn Over details for the last three financial years, viz. 2017-18 and 2018-19, 2019-2020 shall be submitted.</p> <p><i>(Information to be provided in form – T3)</i></p>
3	<p>The bidder shall not be under declaration of ineligibility for corrupt or fraudulent practices or deficiencies of services or blacklisted with any of the Government agencies at the time of bidding / No pending cases in this regard</p>	<p>A self-declaration signed by authorized signatory to be submitted.</p> <p><i>(Information to be provided in form – T7)</i></p>

4	Bidder must be registered with State/ Central Public Works Dept. or Public Sector Organizations	Copy of registration to be provided <i>(Information to be provided in form – T3)</i>
5	Bidder should have one running assignment of providing such services whose value shall be not less than 25 lakhs	Copy of work order/ contract shall be provided <i>(To be provided in Form T4: Bidder's experience)</i>
6	<p>The bidder should have experience of completion of similar works in any Govt. institution as follows:</p> <p>(i) Three similar completed works costing not less than Rs.30 lks in each year for the preceding 3 years, or</p> <p>(ii) Two similar completed works costing not less than Rs.45 lks in each year for the preceding 3 years, or</p> <p>(iii) One similar completed works costing not less than Rs.60 lks in each year for the preceding 3 years,</p>	<p>Copy of the work completion certificates/ work order issued by the principal Employers specifying the below criteria's for the works carried out:</p> <ol style="list-style-type: none"> <li>1. Scope of work,</li> <li>2. Contract value,</li> <li>3. Total duration of the contract</li> </ol> <p><i>(To be provided in Form T4: Bidder's experience)</i></p>
7	Bidder shall have all statutory registrations like GST, PAN, EPF, ESI	<p>Copy of the all registration certificates</p> <p>Copy of IT return of last 3 years (2017-18, 2018-19, 2019-20).</p> <p>)</p>

8	Consortium bidding is not allowed for this assignment	Self declaration on the letter head of the company <i>(Information to be provided in form – T6)</i>
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## **5. Appendix: Forms and Template for Bid Response**

### **Technical Proposal Forms**

1. Form– T1:Covering letter
2. Form– T2:General Information about the bidder
3. Form– T3:Bidder’s Annual Turnover
4. Form– T4: Bidder’s Experience
5. Form– T5:Particulars of Team
6. Form– T6: Power of Attorney for authorized signatory
7. Form– T7:Undertaking on Being Not Black-Listed
8. Form – T8: Bank Guarantee format for Earnest Money Deposit
9. Form -- T9: Bank Guarantee format for Performance Guarantee

### **Financial Proposal Forms**

- |   |            |                 |
|---|------------|-----------------|
| 1 | Form - F 1 | Covering Letter |
| 2 | Form - F 2 | Financial Bid   |

## TECHNICAL PROPOSAL

### Form – T1: Covering Letter

(On Bidder's Letter head)

(Date and Reference)

To,

Managing Director

Women & Child Development Corporation, Bihar

Daroga Rai Path, Road No.2, R Block

Patna, Bihar - 800 001

**Sub:** Request for Proposal (RFP) for “Selection of Agency for providing House Keeping Services at WCDC office, Patna.

Dear Sir

We hereby propose to provide Housekeeping services for of RFP for “**Selection of Agency for providing House keeping Services at WCDC office, Patna**” as outlined in your bidding document.

We have understood the instructions and the terms and conditions mentioned in the Bid Documents furnished by you and have thoroughly examined the detailed scope of work laid down by you and are fully aware of nature and scope of work required. We hereby confirm our acceptance and compliance to the provisions and terms & conditions contained in the Bid Documents.

We confirm that the prices quoted by us in the "Financial Bid" are firm and shall not be subject to any variation for the entire period of the contract.

We further confirm that any deviation to the clauses found anywhere in our Bid Proposal, implicit or explicit, shall stand unconditionally withdrawn, without any implication whatsoever to WCDC, failing which the Earnest Money deposit may be forfeited.

We certify that all the information provided in our bid, including the information regarding the team members, is true. We understand that any wilful misstatement in the bid may lead to disqualification or cancellation of award if made or termination of contract. We also understand that in such a case we may be debarred for

future assignments with WCDC, for a period of maximum three years from the date of such disqualification.

Yours faithfully,

(Signature of the Bidder) Printed Name

Designation

Seal Date:

Business

Address:

**Form –T2: General Information about bidder**

<b>Requirements in Technical Bid</b>	
Name of the Company/Firm	
Date of Incorporation and Incorporation details	
PAN No	
GSTIN.	
<b>Legal Status of the Company in India &amp; Nature of Business in India:</b>	
Address of the Registered Office in India	
Date of Commencement of Business	
Address of the office in Bihar(if any)	
<b>Details of the Contact Person:</b> <ul style="list-style-type: none"> <li>o Name:</li> <li>o E-mail id:</li> <li>o Phone number</li> <li>o Fax number</li> </ul>	
Web-Site	
Quality Certifications attained by the firm–	
Registration with State/ Central Public Works Dept. or Public Sector Organizations	
ISO certification issued date and expiry date (if available)	
Labor License	
EPF and ESI Registration	

**Note: Please provide incorporation certificate, PAN Card and GST registration details alongwith copies of all required license, certificate, proof of type of business done and supporting documents**

**Form – T3: Bidder's Annual Turnover**

(On Applicant's Statutory Auditor's letter head)

TURN OVER CERTIFICATE

Date:

This is to certify that we M/s-----are the statutory Auditors of M/s-----and that the below mentioned calculations are true as per the Audited Financial Statements of M/s----- for the below mentioned years:

Sr.No	FinancialYears	Annual Revenue
1	2017-18	
2	2018-19	
3	2019-20	

*Note: Please attach Audited Annual Financial Statements for all the corresponding years*

Signature

Name

Date

Place

**Form – T4: Bidder’s Experience**

<b>S. No</b>	<b>Name of Client</b>	<b>Address and contact details</b>	<b>Type of work and location of deployment</b>	<b>Duration of Service (in months) With Start Date and End Date)</b>	<b>Number of staff deployed</b>

**Note:**

- ☐ **Kindly attach work order/work completion certificate/contract for each assignment**
- ☐ **The experience to be provided as required for Eligibility and Technical Evaluation Criteria under applicable Schedule**

**Form – T5: Particulars of proposed Team**

<i>S. No</i>	<i>Name</i>	<i>Role</i>	<i>Qualification</i>	<i>Experience (in years)</i>



### Form –T6: Power of Attorney for signing authorities

(On Rs.100/-court stamp paper)

Know all men by these presents, we, .....  
(Name of Firm and address of the office) do here by constitute, nominate, appoint and registered  
authorize Mr./Ms.....Son/ daughter/ wife and  
presently residing at .....who is presently employed with/ retained by us and holding  
the position of .....as our true and lawful attorney (herein after referred to as the  
“Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things as  
are necessary or required in connection with or incidental to submission of our Proposal for and  
selection to work as Request for Proposal (RFP) for “***Selection of Agency for providing  
Comprehensive Management Services at WCDC office, Patna***” including but not limited to signing  
and submission of all applications, proposals and other documents and writings, participating in pre-  
bid and other conferences and providing information/ responses to Women Development Corporation,  
Bihar (WCDC), representing us in all matters before WCDC, signing and execution of all contracts and  
undertakings consequent to acceptance of our proposal and generally dealing with the WCDC in all  
matters in connection with or relating to or arising out of our Proposal for the said Project and/ or upon  
award thereof to us till the entering into of the Agreement with the WCDC.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be  
done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this  
Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in  
exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHERE OF WE, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS  
POWER OF ATTORNEY ON THIS.....DAY OF....., 2021

For.....

(Signature, name, designation and address)

Witnesses:1

2

Accepted

.....

(Signature, name, designation and address of the Attorney)

**Form – T7: Undertaking on being not black listed**

(On Rs. 100 court stamp paper)

This is to certify that <<**COMPANYNAME**>> is not blacklisted by the Government of Bihar or any of its agencies for any reasons whatsoever and not blacklisted by Central/ any other State/ UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices and not backed out from executing the work after award of the work as on xx/xx/2021.

Company Secretary/ Authorized Signatory

Name of Signatory:

Bidder Name:

Date &Place

## **Form T8: Bank Guarantee format for Earnest Money Deposit**

To,

Managing Director

Women Development Corporation, Bihar

Daroga Rai Path, Road No.2, R Block

Patna, Bihar - 800 001

Whereas <<Name of the Bidder>> (here in after called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for Selection of Agency for providing Housekeeping Services at WCDC office, Patna (herein after called "the Bid") to Women Development Corporation, Bihar.

Know all Men by these presents that we <<>> having our office at <<Address>> (herein after called "the Bank") are bound un to the Women Development Corporation, Bihar (herein after called "the Purchaser") in the sum of INR <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successor and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - (a) Withdraws his participation from the bid during the period of validity of bid document;
  - or
  - (b) Fails or refuses to participate in the subsequent Tender process after having been shortlisted;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTH WITH STANDING ANY THING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed INR <<Amount in figures>>(Rupees<<Amount in words>>only)
- II. This Bank Guarantee shall be valid up to<<insert date>>)

- III. It is condition of our liability for payment of the guaranteed amount or any part there of arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank) Seal:

Date

### Form T8: Bank Guarantee format for Performance Guarantee

To:

Managing Director  
Women Development Corporation, Bihar  
Road N:-2, Daroga Rai Path, R-Block  
Patna 800 001  
Bihar

1. Against contract vide Advance Acceptance of the Tender No. \_\_\_\_\_ Dated \_\_\_\_\_ covering RFP - Selection of agency for comprehensive management of WCDC building (hereinafter called the said 'contract') entered into between WCDC, (hereinafter called the Purchaser) and M/s. \_\_\_\_\_, a Company incorporated under the Companies Act, 1956 and having its Registered Office at .....(hereinafter called the Bidder) this is to certify that at the request of the Bidder we (name of the Bank / Branch ..... ) a body corporate constituted under the Banking Companies [Acquisition and Transfer of Undertakings] Act, 1970 and having its, Registered Office at..... and a branch office at ..... are holding in trust in favour of the Purchaser, an amount of Rs.....(Rupees .....only) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether by any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We (Name of the Bank /Branch)..... further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e.till \_\_\_\_\_ hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_(Name of the Bank /Branch) by virtue of this guarantee before the said date, the same shall be enforceable against us .....(Name of the Bank/Branch) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us .....(Name of the Bank/Branch) by the Purchaser before the said date. Payment under this guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we..... (Name of the Bank /Branch) undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We .....(Name of the Bank / Branch) further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, .....(Name of the Bank / Branch) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Notwithstanding anything contained herein:

i) Our liability under this Bank Guarantee shall not exceed of Rs..... (Rupees in words only).

ii). The Bank Guarantee shall be valid up to .....; and;

iii) We..... (Name of the Bank / Branch) are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ##.....

Authorized Signatory of the Bank

Signature

Full name/designation/ Address of the official and date

WITNESS NO. 1

Signature

Full name/designation/ Address

WITNESS NO. 2

Signature

Full name/designation/ Address

## **FINANCIAL PROPOSAL**

### **Form – F 1: Covering Letter**

(On Bidder's Letter head)

(Date and Reference)

To,

Managing Director

Women & Child Development Corporation, Bihar

Daroga Rai Path, Road No.2, R Block

Patna, Bihar - 800 001

Sub: Request for Proposal (RFP) for “Selection of Agency for Comprehensive Management of WCDC office building, Patna”

I/ We, (Applicant's name) here with enclose the Financial Proposal for selection of my/ our firm for “Selection of Agency for providing Housekeeping and Maintenance Services at WCDC office, Patna”.

I/We agree that this offer shall remain valid for a period of 180days (One Hundred And Eighty Days) days from the Proposal Due Date or such further period as may be mutually agreed upon.

We have indicated in the relevant forms enclosed the unit rates for the purpose of on account of payment. The rates indicated in the financial forms would be valid for a period of two years from the date of start of assignment.

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/ documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

Our Commercial Bid shall be binding upon us subject up to expiration of the validity period of the Proposal, i.e., [Date].

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the RFP document.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

**Form (F2)- Financial Bid****Housekeeping services – Min. 8 personal & 1 supervisor**

No	Description	Amount per month (INR)	Total Amount for 1 year (INR)
A	Housekeeping and Cleaning Cost inside the building( all inclusive)	<i>(Provide total costfor G+6 floors for 52500 sq.feet per month)</i>	
B	Housekeeping and Cleaning Cost outside (campus) the building( all inclusive)	<i>(Provide total cost for open campus per month )</i>	
C	Cleaning Cost external façade including glass area	<i>(provide total cost for cleaning of external wall/ glass on quarterly basis 78548 sq ft)</i>	
C	GST		
D.	<b>C1 (Total Fee)</b>		

**Security services –6 personal & 1 receptionist**

No	Description	Amount per month (INR)	Total Amount for 1 year (INR)
A	Amount payable to 6 Security Guard		
B	Amount payable to 1 receptionist		
C	Amount payable towards ESI, EPF and other statutory compliances		



C	Service charges of the agency		
D	GST		
E	<b>C2 (Total Cost)</b>		

### Civil & Electrical Maintenance

No	Description	Amount per month (INR)	Total Amount for 1 year (INR)
A	Civil maintenance work of the building and premise as detailed in the scope of work		
B	Electrical maintenance work of the building covering all heads as detailed in scope of work		
C	GST		
D	<b>C3 (Total Cost)</b>		

**GRAND TOTAL (ANNUAL COST) C1 + C2 + C3 = \_\_\_\_\_**

(IN WORDS \_\_\_\_\_)

Yours faithfully,  
(Signature of the Bidder)

Printed Name

Designation

Seal Date:

Business Address:

Note:

- ☐ The Bidder shall be selected on the basis of Least Cost i.e. the bidder quoting the minimum annual total amount shall be selected for award of the bid.

- 
- ☐ The bidder quoting the second lowest price shall be kept in reserve and may be invited in its discretion for negotiations in case the selected Bidder withdraws or fails to comply with the requirements.