

**Request for Proposal  
for  
Selection of Agency for providing House Keeping  
ServicesFor WDC office, Patna**

**March 2021**

**Issued By:**

**Women Development Corporation,  
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)**

## **Glossary**

1	WDC	Women 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	GoB	Government of Bihar
7	HR	Human Resource
8	LCS	Least Cost Based Selection
9	BG	Bank Guarantee
10	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 WDC 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 WDC 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 WDC in relation to the selection of Agency for providing Housekeeping and Facility Management Services for WDC 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 WDC, 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. WDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

WDC, 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.

WDC 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. WDC 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 WDC 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 WDC or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and WDC 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.

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## 1. Background

### Women Development Corporation, Bihar (WDC)

The 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 WDC, 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 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 (WDC) 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.

WDC invites bids from reputed agencies for proving housekeeping services for G+6 floors of WDC 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> . WDC may decide to extend the contract for duration of <b>further two (2) years</b> subject to satisfactory performance of the agency. The assessment of performance and final decision of extension shall be taken by WDC through appropriate evaluation mechanism.

3.	Tender Processing Fee (NonRefundable)	<b>Rs 1180.00</b> (inclusive of Service Tax) to be paid through Demand Draft in favour of Managing Director, Women Development Corporation
	Tender Fee/ Cost of RFP Document (Non Refundable)	<b>Rs. 1,000.00</b> to be paid through Demand Draft in favour of Managing Director, Women Development Corporation.
	Earnest Money Deposit	<b>Rs. 20,000.00</b> to be paid either through Bank Guarantee or Demand Draft.  DD/ BG should be made in favor of <b>Managing Director WDC, payable at Patna</b>
4.	Availability of Tender Document	27/03/2021 to 19/04/2021; 02:00 PM through WDC'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	08/04/2021; 5:00PM
	Date and Time for Pre Bid meeting	09/04/2021; 12:30 PM
	Date and Time for Submission of Bid	22/04/2021; 03:00 PM
	General cum Technical Bid Opening Date and Time	22/04/2021 at 4:00 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 WDC.</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 09/04/2021; 12:30 PM at Conference Room, WDC, 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 08/04/2021 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 Housekeeping Tender' in the subject line of the correspondence.</li> </ul>	
7.	Validity of Technical and Financial Proposal - 180 days	

8.	The address for Communication is: Managing Director, Women 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>
9.	Proposals must be submitted no later than the following <b>date and time:</b> 22/04/2021; 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 WDC 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 WDC in soft copy at WDC's correspondence email address before the date mentioned in the 'Fact Sheet'. WDC 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 (if any)
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 WDC'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, WDC 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, WDC 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 WDC, 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 WDC 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 20,000/- (twenty thousand 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.

- WDC 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 WDC as non responsive.
- The EMD of unsuccessful Bidders will be returned by the WDC, 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 WDC 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 WDC 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 WDC [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. WDC 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. 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 WDC. WDC 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 WDC. WDC will not be responsible for non-receipt of any communication sent to or by the bidder.

**d. Clarifications and Verification of Services**

- WDC, if required, may conduct necessary verification to satisfy themselves on the performance of the services offered with reference to their requirements.
- WDC will satisfy itself on the veracity of the reference works with reference to performance indicators relevant to the requirements specified.
- If deemed necessary, WDC 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. WDC 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 WDC**

- Bidder shall NOT contact WDC 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 e-procurement portal.
- Any effort by a bidder to influence WDC'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 WDC.

**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 Housekeeping Services, WDC 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 5% 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 at the time of signing of Agreement,

or as instructed by WDC prior to signing the agreement, as the Performance security for the project.

- WDC 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 WDC 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 WDC.
- 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, WDC.



## 4. Scope of Work and Evaluation Parameters

### Housekeeping Services at WDC office building at Patna

#### i. Scope

The scope of work for the assignment covers Housekeeping (Includes cleaning of office space and common area)

##### 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 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</li> </ul>

		<p>moved to vacuum underneath, and then replaced in the original position.</p>
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, naphthalene balls, odonil, air fresheners, etc at each wash basins, toilets, bathrooms shall be provided by the contractor.</li> <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 WDC, 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 cleaning	Daily	<ul style="list-style-type: none"> <li>Wipe clean all white boards of meeting rooms, conference rooms, workstations etc.</li> <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 WDC, 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 WDC 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</li> </ul>

Dusting, wiping, cleaning,	Weekly	<p>shining condition by using good quality polishing agents</p> <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 WDC.</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</li> </ul>

		<p>rodents in the false ceiling areas.</p> <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 WDC'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 WDC.

## 1. Inspections

- Supervisors 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 WDC 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.

## **ii. GENERAL REQUIREMENTS**

### **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 WDC personnel as decided and communicated to the helpdesk from time to time. All Housekeeping and Pest Control related Routine Problems, will be communicated to the Housekeeping team or their designated workmen/ contractors and handled by the team.

- 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 WDC.

### **2. Materials, Consumables & Spares**

- All materials, consumables and spares to be used in housekeeping service is to be provided by bidder.
- The Service Provider will maintain consumable inventories and follow up with suppliers for regular supplies of such material.
- Service provider would always keep minimum required number of equipment (in working conditions) at sites that are needed for housekeeping and other activities.

### **3. 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 WDC 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 WDC on regular basis.

#### **4. Safety guidelines**

- Service provider 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 BSEDC representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- The housekeeping standards employed by service provider and his sub-contractors 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.

#### **5. Background Check and Screening**

Background check for all employees deployed is mandatory. None should be deployed without police verification report seen and cleared by WDC.

- 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, WDC will impose penalties for resulting deficient services as per SLA.

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

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

#### **7. Statutory requirements**

- The Service Provider shall comply with all the statutory acts such as Payment of minimum wages and other statutory requirements.

#### **8. 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. WDC'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 WDC.
- 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. WDC 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 WDC

#### 9. Liability

The Service Provider shall indemnify and hold WDC 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

#### 10. 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.

#### 11. Reporting

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

### 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 WDC office from the date of start of the assignment.

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

1	Total building area in sq. ft.	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 areas	Granite (29052 sqft)    Tiles (20444 sqft)



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

#### iv. Service Level Arrangements (SLAs) and Penalty

(For Housekeeping agency only the SLAs related to Housekeeping services shall be applicable)

Severity Level	Impact of Severity	Response Time	Recovery Time	Status Update during the continuance of the problem
Level 1	Severe impact disrupting operations	Immediate	1 hour	Every working hour
Level 2	Operations affected but not disrupted <ul style="list-style-type: none"> <li><b>Water Leakage</b></li> <li><b>Cleanliness issue</b></li> </ul>	Same day or within the first hour on the next working day	4 working hours/ 18 hours	End of working day

Level 3	<p>Low impact but not an immediate area of concern</p> <ul style="list-style-type: none"> <li>• <b>Maintenance of office and Washrooms</b></li> <li>• <b>Minor issues with amenities in Cafeteria</b></li> </ul> <p><input type="checkbox"/></p>	Same day or by the end of next working day	2 working days	End of every second working day
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**Note: Recovery time includes interim measures. However, final resolution may involve procurement of spares and mobilizing of third party OEM/vendors.**

An indicative list of problems under each Severity level is provided in the table above. However the selected service provider and WDC will finalize the tasks under each level of severity at the time of signing the contract. The list would be updated by WDC in consultation with the selected service provider from time to time. The updated list will automatically be considered as part of the contract and will replace the previous version mentioned in the contract.

**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. WDC will not be held liable for the expenses incurred by the agencies.**

## v. 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 WDC for evaluating the performance of the agency. Any penalty will be based on findings of WDC based on the adverse reports filed against the agency by WDC officials or representatives appointed by WDC 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, WDC or an official/ committee appointed by her would be final.
- ☐ WDC 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 BSEDC 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 WDC based on the adverse reports filed against the agency by WDC officials or representatives appointed by WDC 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 WDC 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 WDC.
- ❑ 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

## vi. Manpower Required

- The manpower requirement of management staff such as Project Manager, Project Coordinator/ 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 WDC 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.

## vii. Payment Terms

Payment would be made to the agency on the submission of invoice and supporting documents, as specified in the contract agreement, at the end of each quarter.

The payment components would be as follows:

1	Housekeeping/ Cleaning Cost - Quarterly
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### Documents to be submitted for release of Payment:

- ❑ Covering letter
- ❑ Invoice with component wise costs (Housekeeping/ Cleaning,)

## viii. Quality Control

- ☐ WDC 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 WDC 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.

## ix. 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</p> <p>The bidder should have been in similar operation for a minimum period of 2 years as on 31<sup>st</sup> March 2020</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>(For the purpose of this Invitation for RFP document, a Business Entity shall mean a company registered in India under the Companies Act.)</p> <p><i>(Information to be provided in form – T2)</i></p>
2	The bidder should be ISO certified	<p>Relevant document/ certificate to be submitted</p> <p><i>(Information to be provided in form – T2)</i></p>
3	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>A self-declaration signed by authorized signatory to be submitted.</p> <p><i>(Information to be provided in form – T7)</i></p>
4	Bidder should have an average annual turnover of not less than Rs. 25 lakhs in the last three financial years	<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>For the purpose of this criterion, turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p> <p><i>(Information to be provided in form – T3)</i></p>

5	Bidder should have experience of working as a House keeping services to Central/ State Government Organization or PSUs or Banks on at least 2 assignment of project duration of minimum 1 year and minimum total project value of 25 lakhs.	Copy of the work completion certificates/ work order issued by the principal Employers specifying the below criteria's for the works carried out: 1. Scope of work, 2. Contract value, 3. No. of staff deployed by the contractor for the contract 4. Total duration of the contract <i>(To be provided in Form T4: Bidder's experience)</i>
6	The agency should have at least 2 different assignments in the last 3 financial years. Minimum value of each assignment should be 25 lakhs per year	Copy of the work completion certificates/ work order issued by the principal Employers specifying the below criteria's for the works carried out: 1. Scope of work, 2. Contract value, 3. No. of staff deployed by the contractor for the contract 4. Total duration of the contract <i>Note: Renewal of contract will not be considered as a new assignment</i> <i>(To be provided in Form T4: Bidder's experience)</i>
7	Firm's staff employment for House Keeping/ Up keeping/ Facility Management/ Comprehensive maintenance services staff across India should be <b>equal or more than 20 as on February 2021</b>	Undertaking from Human Resource Division/ Organizational Head regarding total number of Staff employed as on February 2021 to be submitted by the agency. WDC may ask the bidder to submit EPF/ ESI or other proof to verify this information. <i>(Information to be provided in form – T8)</i>
8	Power of Attorney	Special power of attorney on a non-judicial stamp paper of appropriate value authorizing the representative of the bid to sign the bid against this RFP <i>(Information to be provided in form – T6)</i>
9	Service Tax Registration	The agency must have a valid GSTN <i>(Information to be provided in form – T2)</i>
10	Labor Laws	The agency must have the necessary license and approvals as per the existing labor laws in the state of Bihar. Valid registration certificate/ license to be submitted.

## 2. Technical Presentation

All bidders fulfilling the Eligibility and Technical Evaluation Criteria shall be required to make a presentation. The bidders will be required to score a minimum of **70 marks in the Technical presentation** to be technically responsive and eligible for financial bid opening. The Technical presentation score will be based on following parameters:

#	Evaluation Criteria	Total Marks: 100
1.	Firm's Profile including National and State coverage, Certifications and in house Training capacity	40
2.	Client Profile and type of work carried out	30
3.	Availability of Equipment as per scope of work	10
4.	Staffing suggested for this assignment	20

**Note: Written and signed commitments regarding above have to be submitted during presentation**

## **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’sAnnualTurnover
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: Undertaking from Human Resource regarding total employees
9. Form – T9: Bank Guarantee format for Earnest Money Deposit

### **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 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 WDC office, Patna.

Dear Sir

We hereby propose to provide Housekeeping services for of RFP for “**Selection of Agency for providing House keeping Services at WDC 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 WDC, 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 WDC, 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

Requirements in Technical Bid	
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–	
ISO certification issued date and expiry date	
Labor License	
EPF and ESI Registration	

**Note: Please provide incorporation certificate, PAN Card and GST registration details alongwith copies of all required license, certificate 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 House Keeping Services at WDC 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(WDC), representing us in all matters before WDC, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the WDC 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 WDC.

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: Undertaking from Human Resource regarding total employees

(On Applicant's letter head)

### EMPLOYMENT CERTIFICATE

Date:

This is to certify that we M/s-----have employed\_\_\_\_\_employees for providing *House keeping* (Chose as applicable) services as on ----- --. These employees are currently deployed at our client offices and locations. We further agree to provide details of employed personnel as required by WDC from time to time.

(Signature, name, designation and address)



## Form T9: 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 WDC 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 (hereinafter 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

## **FINANCIAL PROPOSAL**

### **Form – F 1: Covering Letter**

(On Bidder's Letter head)

(Date and Reference)

To,  
Managing Director  
Women 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 Housekeeping and Maintenance Services at WDC office, 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 WDC 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 for Housekeeping Services**

No	Description	Amount per month (INR)	Total Amount for 2 years (INR)
A	Housekeeping and Cleaning Cost <sup>1</sup> inside the building( all inclusive) Unit Rate - _____Rupees/Square Feet per month	<i>(Provide total costfor G+6 floors for 52500 sq.feet per month)</i>	
B	Housekeeping and Cleaning Cost <sup>2</sup> outside (campus) the building( all inclusive) Unit Rate - _____Rupees/Square Feet per month	<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	<b>GST</b>		
D.	<b>Total Fee (including taxes)(in INR)</b>		
<b>Total (Amount In words):</b>			

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 total amount (shown in row D above) shall be selected for award of the bid.

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Cost under each head has to be provided on the basis of cost per square feet and total area. The agency may refer to Section 5 for details of area on different 3 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.

Cost under each head has to be provided on the basis of cost per square feet and total area. The agency may refer to Section 5 for details of area on each floors 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.**

- ☐ 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.